Sprint Web Services User Guide

OVM Activation User Guide

Version: 1.0

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Table of Contents

Audience

This document is designed to help Web Services consumers and application developers integrate their applications with Sprint Web Services. It details the functional and technical aspects of the Web Service interface, including the technologies utilized, the security approach, error handling procedures, and available support options.

Revision History

Date	Version	Description	Author
01/28/2013	1.0	Initial version	Fernando Campos Filho

Contact Information

Source	Description	Email
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1 Service Overview

OVM will receive the activation request, validate the request, and create the order. If a deposit was determined to be required in credit check processing, OVM will pre-authorize total deposit against a credit card provided in the activation request (Pre-auth only completed if not already done).

2 Operation Details

2.1 Request Message

2.1.1 Activation

Field Name	Description	Length	Type	Values	Condition
order	Populated during Activation only for upgrade/replacement orders. It should include the reference-ptn of the subscriber changing their handset	N/A	Structure		Optional
order-date	The date/time that the order was created by the customer. Format is "CCYY-MM-DDThh:mm:ss" (T is the date/time separator)		Date		Optional
account-type		N/A	Structure		Optional
security-info		N/A	Structure		Optional
credit-check-info		N/A	Structure		Optional
customer-info		N/A	Structure		Optional
nextel-fulfilled	Determines whether the order will be fulfilled by Sprint-Nextel or PARTNER		Boolean		Optional
sec-pin			String		Optional
rccp-wanted	Determines whether recurring credit card payment is desired by customer		Boolean	True, False	Optional

Field Name	Description	Length	Type	Values	Condition
status-url	The URL to which status responses should be sent		URL		Optional
affiliate-name	Not currently used.		String		Optional
agent-code	Smart agent code, used for commissioning	10	String		Optional
reserve-subscriber	Determines whether the subscriber will be created in reserved status before equipment is attached to the order.		Boolean		Optional
order-referral-dc-number	Direct connect number provided by customer from a customer referral		String		Optional
shipping	Required for Sprint-Nextel fulfilled orders, N/A for Vendor fulfilled orders	N/A	Structure		Optional
deposit-payment	Required when a deposit is required from the customer	N/A	Structure		Choice
equipment-payment-type	Required for Sprint-Fulfilled orders, valid values are CC (Credit card payment) and INV (Bill-to account payment)	Enumeration	String		Choice
equipment-payment	Required for Sprint-Fulfilled orders when the equipment-payment-type is CC	N/A	Structure		Choice
equipment-estimated-tax			Decimal		Optional
rccp-payment	Credit card payment for recurring monthly payments	N/A	Structure		Optional
sales-channel			String		Optional
service		N/A	Structure		Required
order-shipping		N/A	Structure		Optional
default-service-change			Boolean		

Field Name	Description	Length	Type	Values	Condition
service-area-address	This is an optional tag that allows the customer to specify the service area OrderShippingType in order to determine the correct region for their phone usage.	N/A	Sructure		Optional
activation-zip-code	This is an optional tag that allows the customer to change the activation-zip-code. However, if the new zip-code doesn't have coverage then the request will be rejected.	5	String		Optional
summary-bill			Boolean		Optional
ebill-email	Email Address	N/A	emailAddress		Optional
email-address			String		Optional
Bogx-transaction-info		N/A	Structure		Optional
Buy-back			Structure		Optional

2.1.1.1 order

Field Name	Description	Length	Type	Values	Condition
Type	The order type of the activation request.	Enumeration	String	UPGRADE/ REPLACE	Required
account-number	Account Number		String		Optional
reference-ptn	Required for orders associated to existing accounts where the account-number is not provided	10	String		Optional
subscriber-id	Subscriber Id	20	String		Optional
web-profile-id		30	String		Optional
ip-address			String		Optional

2.1.1.2 account-type

Field Name	Description	Length	Type	Values	Condition
Customer-Type			String		Required
Account-type	Account Type		String		Required

Field Name	Description	Length	Type	Values	Condition
Account-sub-type	Account Sub Type		String		Required
Language	Default language associated to the account		String		Optional
Corp-gov-info	Corporation discount information if customer is eligible.		Structure		Optional

2.1.1.3 corp-Gov-Info

Field Name	Description	Length	Type	Values	Condition
Corp-Gov-Id		20	String		Required
Service-Po		20	String		Optional
Service-Cost-Center		20	String		Optional
Equipment-Po		20	String		Optional
Employee-Id		20	String		Optional
Tax-Exempt-Id		20	String		Optional
Node-Id	Max Inclutions: 999999999		UnsignedInt		Optional
Dac-Id	Max Inclutions: 999999999		UnsignedInt		Optional

security-info

Field Name	Description	Length	Type	Values	Condition
sec-pin	Securiy PIN used for customer authentication		String		Optional
sec-question-code	Security question code linked to the question customer seleted to answer	N/A	Structure		Required
sec-answer	Customer answer to security question		String		Optional
sec-email			String	A, M, D	Optional
sec-address			String	Y, N, O	Optional

2.1.1.4 sec-address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required

Field Name	Description	Length	Type	Values	Condition
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.4.1 Credit-check-info

Field Name	Description	Length	Type	Values	Condition
ssn		9	String		Required
federal-tax-id			String		Required
credit-app-number	Credit portal application number linked to completed credit check		String		Optional
drivers-license	Traditional method of identification, included with identification-method structure		Structure		Optional
date-of-birth	Consumer date of birth		Date		Optional
identification-method	Primary and secondary methods of identification (aligns with Amdocs)		Structure		Optional
credit-check-status			String	M, P, E, T	Optional

2.1.1.5 Drivers-License

Field Name	Description	Length	Type	Values	Condition
id		30	String		Required
state		2	String		Required
expirationDate			Date		Optional

2.1.1.6 Primary-Id

Field Name	Description	Length	Type	Values	Condition
idCode			String		Optional

Field Name	Description	Length	Type	Values	Condition
idText1			String		Optional
idText2			String		Optional
idExpDt			Date		Optional

2.1.1.7 Secondary-Id

Field Name	Description	Length	Type	Values	Condition
idCode			String		Optional
idText1			String		Optional
idText2			String		Optional
idExpDt			Date		Optional

2.1.1.8 Customer-info

Field Name	Description	Length	Type	Values	Condition
billing	Customer billing information including name, address, phone numbers, email address, etc		Structure		Optional
physical	Physical address if billing address is a PO Box which cannot be used to run a credit check		Structure		Optional
contact	Customer contact name if different than billing name.		Structure		Optional

2.1.1.9 billing

Field Name	Description	Length	Type	Values	Condition
Company-Name		35	String		Optional
Name		N/A	Structure		Required
Email-Address		50	String		Optional
Account-Email-Action		Min: 0 Max:1	String	A, M, D	Optional
Marketing-preference		Min: 0 Max:1	String	Y, N, O	Optional
E-bill		50	String		Optional
Address		N/A	Structure		Required
Home-Phone		10	String		Optional
Work-Phone		N/A	Structure		Optional

Field Name	Description	Length	Type	Values	Condition
Alternate-Phone		10	String		Optional

2.1.1.9.1 name

Field Name	Description	Length	Type	Values	Condition
Sir-Name		5	String		Optional
First-Name		35	String		Optional
Middle-Initial		1	String		Optional
Last-Name	Min Len: 2, Max Len: 35	35	String		Required
Suffix		5	String		Optional
Additional-line		60	String		Optional

2.1.1.9.2 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.9.3 Work-Phone

Field Name	Description	Length	Type	Values	Condition
ext	Work phone extension		String		Optional

2.1.1.10 physical

Field Name	Description	Length	Type	Values	Condition
address		N/A	Structure		Required

2.1.1.10.1 address

Field Name	Description	Length	Type	Values	Condition
streetAddress1	Street Line 1	50	String		Required

Field Name	Description	Length	Type	Values	Condition
streetAddress2	Street Line 2	50	String		Optional
city	City	50	String		Required
stateCode	State Code	2	String		Required
zipCode	Zip		String		Required
countryCode	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
cloneAddress	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.11 contact

Field Name	Description	Length	Type	Values	Condition
name		N/A	Structure		Optional
Home-phone	Phone Number	10	String		Optional
Work-phone	Work phone structure	N/A	Structure		Optional
Alternate-phone		10	String		Optional
Best-Time-To-Call-Home	Valid Values: M- Morning A-Afternoon E-Evening	1	String	M,A,E	Optional
Best-Time-To-Call-Work	Valid Values: M- Morning A-Afternoon E-Evening	1	String	M,A,E	Optional
Best-Time-To-Call-Alternate	Valid Values: M- Morning A-Afternoon E-Evening	1	String	M,A,E	Optional
Email-address	Email Address	50	String		Optional

2.1.1.11.1 name

Field Name	Description	Length	Type	Values	Condition
sirName		5	String		Optional
firstName		35	String		Optional
middleInitial		1	String		Optional
lastName	Min Len: 2, Max Len: 35	35	String		Required
Suffix		5	String		Optional

2.1.1.11.2 Work-Phone

Field Name	Description	Length	Type	Values	Condition
ext	Work phone extension		String		Optional

2.1.1.11.3 shipping

Field Name	Description	Length	Type	Values	Condition
company-name			String		Optional
name			Structure		Required
address			Structure		Required
home-phone			String		Optional
work-phone			Structure		Optional
alternate-phone			String		Optional
email-address			String		Optional
waive-shipping-fee			Boolean	true/false	Optional

2.1.1.11.4 name

Field Name	Description	Length	Type	Values	Condition
Sir-Name		5	String		Optional
First-Name		35	String		Optional
Middle-Initial		1	String		Optional
Last-Name	Min Len: 2, Max Len: 35	35	String		Required
Suffix		5	String		Optional
Additional-line		60	String		Optional

2.1.1.11.5 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.11.6 Work-Phone

Field Name	Description	Length	Type	Values	Condition
ext	Work phone extension		String		Optional

2.1.1.12 Deposit-payment

Field Name	Description	Length	Type	Values	Condition
Type			String		Required
Number			String		Required
Security-code			String		Optional
Expiration			String		Required
Address			Structure		Required
Ignore-address-errors			String		Optional
Clone-credit-card			String		Required
Card-handle			String		Required

2.1.1.12.1 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.13 equipment-payment

Field Name	Description	Length	Type	Values	Condition
Type			String		Required
Number			String		Required
Security-code			String		Optional
Expiration			String		Required
Address			Structure		Required
Ignore-address-errors			String		Optional

Field Name	Description	Length	Type	Values	Condition
Clone-credit-card			String		Required
Card-handle			String		Required

2.1.1.13.1 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_ BILLING	Required

2.1.1.14 rccp-payment

Field Name	Description	Length	Type	Values	Condition
Type			String		Required
Number			String		Required
Security-code			String		Optional
Expiration			String		Required
Address			Structure		Required
Ignore-address-errors			String		Optional
Clone-credit-card			String		Required
Card-handle			String		Required

2.1.1.14.1 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional

Field Name	Description	Length	Type	Values	Condition
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

service

Field Name	Description	Length	Type	Values	Condition
plan	Structure of Plan	N/A	Structure		Required
accessory	Structure of accessory	N/A	Structure		Required
promotion-info	Structure of promotion-info		Structure		Optional
service-phone-number			String		Optional
Service-area	Structure of service-area		Structure		Optional
discount-info	List of 0 to many structure of discount-info		Structure		Optional
reactivation-fee			Decimal		Optional
future-port-in-number			String		Optional
migration	Structure of migration		Structure		Optional
min-amount			Decimal		Optional
discount-code	Min: 0 Max: 2 (Note: This is listed as 0-2 occurance but its not a sequence. Need to verify this info with dev)	10	String		Optional
discretionary-credit			Decimal		Optional
manager-name			String		Optional

2.1.1.15 plan

Field Name	Description	Length	Type	Values	Condition
Id			String		Required
Order-line-type	Type of Order		String		Optional
Code	Price plan code, required for new activations and optional for replacements (hot handset swap), not allowed for upgrades (cold handset swap)	10	String		Optional
Feature-id		10	String		Optional

Field Name	Description	Length	Type	Values	Condition
model-id	Phone model id	30	String		Optional
Reference-ptn		10	String		Optional
Subscriber-id		20	String		Optional
model-price	Phone price, required for Sprint-Fulfilled orders		decimal		Optional
Model-price-code		15	String		Optional
Bogx-offer-code	Bogx Offer Code. This field will be required if the transaction is to send BOGX rebate via activations. FE's will have to get this id from 7UL exposed checkBOGXEligibility EAI (76S) API.	6	String		Optional
sold-eqp-ppp	Identifies if a Sprint-Fulfilled order was sold at a promotional price		Boolean		Optional
Service-agreement	customer service agreement in months (e.g. 12)		Integer		Optional
Discount-info	List of o to many discount-info structures		Structure		Optional
Discount-code	discount code to be applied to the customer at activation	10	String		Optional
sub-referral-dc-number	Customer referral for iDEN phones, the 17eferrer's direct connect number	1	String		Optional
Subscriber-email-address		50			Optional
Subscriber-email-action					Optional
Address	Address	N/A	structure		Optional
Ec-ref-1		30	String		Optional
Ec-ref-2		30	String		Optional
Ec-ref-3		30	String		Optional
Ec-ref-4		30	String		Optional
Urban-id		20	String		Optional
Fleet-id		20	String		Optional

Field Name	Description	Length	Type	Values	Condition
Service-phone-number	Customer provided number that will determine the NPA-NXX of the customer's provisioned wireless number. Must match the area provided in the service-zip-code tag in the Credit Request.	10	String		Optional
Plan-order-key			String		Optional
Feature	List of 0 to 20 Structure feature		Structure		Optional
Phone	List of 0 to 25 Structure		Structure		Optional
Phone-number-or-range	Phone number(s) for mobile to home/office specific services. Occ – Min: 0 Max: 3		String		Optional
Effective-date	Future date NEW, ADD_ON, or SERVICE_ONLY transactions		dateTime		Optional
Effective-bill-cycle	Future date SERVICE_ONLY transactions to align with the end of the current bill cycle		Boolean		Optional
Bogx-transaction-info	Bogx-transaction-info Structure	N/A	structure		Optional
Promo-code		20	String		Optional
Act-upg-fee	Structure of account upgrade Fee	N/A	Structure		Optional
Discretionary-credit			Decimal		Optional

2.1.1.15.1 Discount-info

Field Name	Description	Length	Type	Values	Condition
Discount-code		10	String		Required
Discount-amt			String		Optional

2.1.1.15.2 address

Field Name	Description	Length	Type	Values	Condition
Street-Address-1	Street Line 1	50	String		Required
Street-Address-2	Street Line 2	50	String		Optional

Field Name	Description	Length	Type	Values	Condition
City	City	50	String		Required
State-Code	State Code	2	String		Required
Zip-Code	Zip		String		Required
Country-Code	Country Code		String		Optional
Update-address		5	Boolean	True False	Optional
Clone-Address	Clone Address. Same as Billing		String	SAME_AS_BILLING	Required

2.1.1.15.3feature

Field Name	Description	Length	Type	Values	Condition
ATTRIBUTE: feature-code	Code for the feature	10	String		Required
Phone-number-or-range	Phone number(s) for mobile to home/office specific services		String		Optional
expiration-date	Identifies that associated feature-code needs to be removed from existing customer		DateTime		Optional
Affinity		N/A	structure		Optional
Feature-order-key		13	String		Optional

2.1.1.15.3.1 affinity

Field Name	Description	Length	Type	Values	Condition
affinity-attribute			Structure		Required

2.1.1.15.3.1.1   affinity-attribute

Field Name	Description	Length	Type	Values	Condition
Attribute-code			String		Required
Attribute-value			String		Required

2.1.1.15.3.2 Phone

Field Name	Description	Length	Type	Values	Condition
id			String		Required

Field Name	Description	Length	Type	Values	Condition
Hsn	Handset serial number, sent in conjunction with SIM for PARTNER-Fulfilled orders. Otherwise known as ESN or MSN for iDEN handsets.		String		Optional
sim	SIM card in phone, sent in conjunction with HSN for PARTNER-Fulfilled orders	20	String		Optional
imei	legacy phone identifier	20	String		Optional
meid	CDMA phone identifier, required only for PARTNER-Fulfilled orders. This tag can handle both CDMA handset identifiers: MEID and ESN.		String		Optional
mac-id		12	String		Optional
icc-id	Customer Integrated Circuit Card ID of the LTE device	20	String		optional
activation-pin		20	String		Optional
Device-check			Boolean		Optional
Port-in	Data required for orders that have port-in requests	N/A	Structure		Optional
alias	The direct connect alias associated with this iDEN handset	10	String		Optional
unit-user-name		N/A	Structure		Optional
service-area-address			Structure		Optional
Activation-zip-code	Zip Code	5 or 9			
Device-order-key		13	String		Optional

2.1.1.15.3.2.1 Port-in

Field Name	Description	Length	Type	Values	Condition
port-in-number	phone number that will be ported in	10	String		Required
Old-service-provider-name		20	String		Optional
Old-service-provider-id		4	String		Optional
old-account-id	OSP account number	20	String		Required
old-account-password	OSP account password	15	String		Optional

Field Name	Description	Length	Type	Values	Condition
Old-account-name		N/A	Structure		Required
old-company-name	Company name associated with OSP	60	String		Optional
old-account-address	Address associated with OSP	N/A	Structure		Required
old-account-ssn		9	String		Optional
old-account-federal-tax-id		9	String		Optional
Eligibility-response-code		4	String		Optional
Eligibility-response-details		100	String		Optional
Irn		20	String		Optional
failed-port-continue	If a port-in request fails, should the order continue and obtain a new number for the customer?		Boolean		Optional
port-in-date	When the port into Sprint-Nextel should occur		Date		Optional
manual-port-ind	Manual Port Indicator		Boolean		Optional

2.1.1.15.3.2.1.1   Old-account-name

Field Name	Description	Length	Type	Values	Condition
Sir-name		5	String		Optional
First-name		35	String		Required
Middle-Initial		1	String		Optional
Last-name		Min: 2 Max: 35	String		Required
Suffix		5	String		Optional
Additional-line		60	String		Optional

2.1.1.15.3.2.1.2   Old-account-Address

Field Name	Description	Length	Type	Values	Condition
street-address-1		50	String		Required
street-address-2		50	String		Optional
City		50	String		Required
state-code		2	String		Required
zip-code		Min: 5 Max: 9	String		Required

Field Name	Description	Length	Type	Values	Condition
country-code		Enumeration	String		Optional
Clone-address			String		Required

2.1.1.15.3.2.2   Unit-user-name

Field Name	Description	Length	Type	Values	Condition
Sir-name		5	String		Optional
First-name		35	String		Required
Middle-Initial		1	String		Optional
Last-name		Min: 2 Max: 35	String		Required
Suffix		5	String		Optional
Additional-line		60	String		Optional

2.1.1.15.3.2.3   Service-area-address

Field Name	Description	Length	Type	Values	Condition
street-address-1		50	String		Required
street-address-2		50	String		Optional
City		50	String		Required
state-code		2	String		Required
zip-code		Min: 5 Max: 9	String		Required
country-code		Enumeration	String	US	Optional
Clone-address					Required

2.1.1.15.3.3 Bogx-transaction-info

Field Name	Description	Length	Type	Values	Condition
Bogx-type	Indicates the plan is 'B' – Buy or 'G' - Get. Required if BOGX eligibility codes are used for rebate on the activation.	1	String	B, G	Required
Bogx-offer-line-cd	BOGX offer line code. Unique ID for the offer	6	String		Required
Bogx-pkg-id	Unique BOGX Id for the offer	5	Number		Required

Field Name	Description	Length	Type	Values	Condition
Ufp-elligibility-ind	Indicator to show if the offer/equipment is UFP excluded	1	String		Required
Bogx-additional-discount	Additional discount amount. Will be considered only if offer is defined for Additional rebate customers	9,2	Number		Optional

2.1.1.15.4 Act-upg-fee

Field Name	Description	Length	Type	Values	Condition
Charge-code		10	String		Required
Charge-amount			Double		Optional
Charge-adjust-code		10	String		Optional

2.1.1.16 Accessory

Field Name	Description	Length	Type	Values	Condition
ATTRIBUTE: id			String		Required
Model-id	id of the accessory	30	String		Required
model-price	accessory price		Decimal		Optional
Model-price-code					Optional
Bogx-offer-code	Bogx Offer Code. This field will be required if the transaction is to send BOGX rebate via activations. FE's will have to get this id from 7UL exposed checkBOGXEligibility EAI (76S) API.	Max: 6	String		Optional
Quantity	Quantity of accessory ordered		Integer		Required
Accessory-order-key		13	String		Optional
Discretionary-credit			Decimal		Optional
Bogx-transaction-info	Bogx-transaction-info Structure	N/A	Structure	N/A	Optional

2.1.1.16.1 Bogx-transaction-info

Field Name	Description	Length	Type	Values	Condition
Bogx-type	Indicates the plan is 'B' – Buy or 'G' - Get. Required if BOGX eligibility codes are used for rebate on the activation.	1	String	B, G	Required
Bogx-offer-line-cd	BOGX offer line code. Unique ID for the offer	6	String		Required
Bogx-pkg-id	Unique BOGX Id for the offer	5	Number		Required
Ufp-elligibility-ind	Indicator to show if the offer/equipment is UFP excluded	1	String		Required
Bogx-additional-discount	Additional discount amount. Will be considered only if offer is defined for Additional rebate customers	9,2	Number		Optional

2.1.1.17 Promotion-info

Field Name	Description	Length	Type	Values	Condition
promotion-id		10	String		Required

2.1.1.18 Service-area

Field Name	Description	Length	Type	Values	Condition
Hca		30	String		Required
Csa		10	String		Required

2.1.1.19 Discount-info

Field Name	Description	Length	Type	Values	Condition
Discount-code		10	String		Required
Discount-amt			Double		Optional

2.1.1.20 Migration

Field Name	Description	Length	Type	Values	Condition
Migration-ind			Boolean		Optional
Migration-ptn			String		Optional

2.1.1.21 Order-shipping

Field Name	Description	Length	Type	Values	Condition
Method		1	String		Optional
Vendor		1	String		Optional
Requested-ship-date			Date		Optional
Complete-shipment	Yes No Type. Default N		String		Optional
Shipping-charge-code		10	String		Optional
Shipping-charge-discount			String		Optional

2.1.1.22 Service-area-address

Field Name	Description	Length	Type	Values	Condition
street-address-1		50	String		Required
street-address-2		50	String		Optional
city		50	String		Required
state-code		2	String		Required
zip-code		Min: 5 Max: 9	String		Required
country-code		Enumeration	String	US	Optional
Update-address			Boolean		Optional
Clone-address			String		Required

2.1.1.23 Bogx-transaction-info

Field Name	Description	Length	Type	Values	Condition
Bogx-type	Indicates the plan is 'B' – Buy or 'G' - Get. Required if BOGX eligibility codes are used for rebate on the activation.	1	String	B, G	Optional
Bogx-offer-line-cd	BOGX offer line code. Unique ID for the offer	20	String		Required
Bogx-pkg-id	Unique BOGX Id for the offer	5	Number		Required
Ufp-elligibility-ind	Indicator to show if the offer/equipment is UFP excluded	5	String	True, False	Required
Bogx-addtnl-discount	Additional discount amount. Will be considered only if offer is defined for Additional rebate customers	9,2	Number		Optional

2.1.1.24 Buy-back

Field Name	Description	Length	Type	Values	Condition
buy-back-device-key	Unique identifier information for the BuyBack device by the vendor	15	String		Required
device-manufacture	Indicates the Buyback device manufacturer information	50	String		Optional
model	BuyBack device model information	50	String		Optional
buy-back-carrier	Carrier of the BuyBack device	20	String		Required
equipment-id	BuyBack device SKU	30	String		Optional
eqp-buy-back-price	Buyback price of BuyBack device	(10,2)	Number		Required
donation-ind	Indicates if the BuyBack device is being donated or not	1	String		Required

2.2 Response Message

Field Name	Description	Length	Type	Values	Condition

2.2.1 ActivationResponse

Field Name	Description	Length	Type	Values	Condition
order-date	The date/time that the order was created by the customer. Format is "CCYY-MM-DDThh:mm:ss" (T is the date/time separator)		Date		Optional
Activation-date			Date		Optional
First-name	Frist Name	Min:1 Max: 35	String		Optional
Last-name	Last Name	Min: 2 Max: 35	String		Optional
Sales-channel			String		Optional
Service	Structure of Service Record	N/A	Structure		Required
Activation-fee	Amount required for activation		Decimal		Optional
Account-number	OVM will not send back account # to the FE's for pre-paid.	10	String		Optional
Anniversary-date			Date		Optional

Field Name	Description	Length	Type	Values	Condition
rccp-allowed	Not for pre-paid. Re-occurring Credit card payments		Boolean		Optional
Comment			String		Optional
order-fulfillment	Structure of order-fulfilled records	N/A	Structure		Optional
Applied-promos	Structure of Applied-promos	N/A	Structure		Optional
Expiration-date			dateTime		Optional
Cancellation-date			dateTime		Optional
Error-reason		4000	String		Optional
Next-steps		4000	String		Optional
Low-bal-threshold			String		Optional
Reactivation-fee			String		Optional
Min-amount			String		Optional
Future-port-in-numbes			String		Optional
Current-balance			String		Optional
Activation-talking-points		2000	String		Optional
offer-Trx-id	Bogx offer transaction ID	N/A	String		Optional
ebill-email		50	String		Optional
sprint-order-id	FAST order key	50	String		Optional

2.2.1.1 service

Field Name	Description	Length	Type	Values	Condition
Plan	Plan structure	N/A	Structure		Optional
Accessory	Accessory structure	N/A	Structure		Required

2.2.1.1.1 plan

Field Name	Description	Length	Type	Values	Condition
ATTRIBUTE: id			String		Required
Phone	List of 0 to many Phone structure		Structure		Optional
Result-details	Details or an explanation in more detail of the result		String		Optional

2.2.1.1.2 phone

Field Name	Description	Length	Type	Values	Condition
Attribute: id			Integer		Required
Subscriber-id		20	String		Optional
Hsn	Handset serial number sent in conjunction with SIM for PARTNER-Fulfilled orders. Otherwise known as ESN or MSN for iDEN handsets.		String		Optional
Sim	SIM card in phone, sent in conjunction with HSN for PARTNER-Fulfilled orders	20	String		Optional
Imei	legacy phone identifier	20	String		Optional
meid	CDMA phone identifier, required only for PARTNER-Fulfilled orders. This tag can handle both CDMA handset identifiers: MEID and ESN.		String		Optional
icc-id	Customer Integrated Circuit Card ID of the LTE device	20	String		optional
mac-id		12	String		Optional
primary-ptn		10	String		Optional
secondary-ptn	alternate line service		String		Optional
Ufmi	Urban fleet member id, the iDEN direct connect number		String		Optional
ip-address	iDEN specific for data acess		String		Optional

Field Name	Description	Length	Type	Values	Condition
Result	Valid values are SUCCESS, FAILED, CANCELLED, NOT_VALIDATED, VALID, INVALID_IMEI, INVALID_SIM, ACTIVE_IMEI, ACTIVE_SIM, NEGATIVE_IMEI, NEGATIVE_SIM, INVALID_EQUIP, RATE_CENTER_MISMATCH, INVALID_ESN, NEGATIVE_ESN, ACTIVE_ESN		String Enumeration		Optional
port-in-temporary-ptn	Temporary PTN given to handset until the port-in request occurs	10	String		Optional
port-in-date	Date when the port-in request for WPN service will occur. Format is "CCYY-MM-DDThh:mm:ss" (T is the date/time separator)		DateTime		Optional
Nai	Unique identifier that is provisioned for CDMA data access		String		Optional
Msid	Needed for device programming		String		Optional
One-time-lock-code	Needed for device programming		String		Optional
Sid	Needed for device programming		String		Optional
hpptt-id	Nextel Direct Connect (NDC) ID on CDMA devices, peer to UFMI		String		Optional
equipment-rebate-amount			Decimal		Optional
activation-fee-for-handset			Decimal		Optional
activated-services	List of all the services that were activated into the billing system for a new subscriber activation		Structure Min: 0 Max: 1		Optional
Program-instructions			String		Optional
Device-order-key		13	String		Optional

Field Name	Description	Length	Type	Values	Condition
Plan-oder-key		13	String		Optional
Existing-contract			Boolean		Optional
Meid-hex		20	String		Optional
Previously-activated		5	Boolean		Optional
Model-id		30	String		Optional

2.2.1.1.2.1 Activated-service

Field Name	Description	Length	Type	Values	Condition
Activated-service			Structure		Required

2.2.1.1.2.1.1 Activated-service

Field Name	Description	Length	Type	Values	Condition
code	price plan/attachable option code		String		Optional
Code-type			String		Optional
name	price plan/attachable option name		String		Required
Plan type			String		Optional
monthly-charge	monthly recurring charge of price plan/attachable option		decimal		
start-date	price plan/attachable option effective date		date		
expire-date	price plan/attachable option expiration date		date		
Feature-order-key		13	String		Optional

2.2.1.2 accessory

Field Name	Description	Length	Type	Values	Condition
Id			String		Required
Accessory-order-key		13	String		Optional

2.2.2 order-fulfillment

Field Name	Description	Length	Type	Values	Condition
Fulfillment-cost			Structure		Required
Fulfillment-shipping			Structure		Required

2.2.2.1 fulfillment-cost

Field Name	Description	Length	Type	Values	Condition
total	Amount charged for total order		Decimal		Required
total-equipment	Amount charged for equipment		Decimal		Required
shipping	Amount charged for shipping		Decimal		Required
taxes	Amount charged for taxes		Decimal		Required

2.2.2.2 fulfillment-shipping

Field Name	Description	Length	Type	Values	Condition
method			String		Required
vendor			String		Required
tracking-number			String		Required
estimated-delivery-date			Date		Optional

2.2.2.3 applied-promo

Field Name	Description	Length	Type	Values	Condition
Promo	List of 0 to many Promo structures		Structure		Required

2.2.2.3.1 promo

Field Name	Description	Length	Type	Values	Condition
Promo-desc		Min:1 Max: 30	String		Required
Promo-amount			Decimal		Optional
Reference-ptn			Number		Optional

3 Error Information

There are a number of SOAP Faults commonly returned from Sprint's Web Services Gateway. These are generally configuration issues and usually easily resolved.

Code	Message	Description	Action
env:Client	Rejected by Policy	Rejected by Policy (from client)	Ensure that the request Soap message is signed with the certificate that was used during the beta integration and that any additional authentication fields (if required) are populated correctly. If yes, then contact your EWS contact.
General	Internal error	Internal errors may be due to various reasons such as a schema validation error or due to an outage.	Ensure that the correct service URL is being utilized. If so contact your EWS contact.

3.1 Service-Specific Errors

3.1.1 OVM Error Conditions

Code	Type	Name	Sub Name	Description	Scenario	Resolution
0	0	NO_ERROR	DEFAULT		NA	NA
100	2	XML_PARSE_ERROR	DEFAULT	XML validation error.	OVM Request sent does not adhere to defined schema declaration	Verify the request XML against the Request XSD provided
100	2	XML_PARSE_ERROR	OLD_COMPANY_NEEDED	An old company name or first/last name is required for port in data.	Previous Carrier Name is not provided in the Activation Request	Provide previous carrier name in the Activation Request within the <old-company-name> XML tag

Code	Type	Name	Sub Name	Description	Scenario	Resolution
100	2	XML_PARSE_ERROR	MODEL_ID_REQUIRED	A model ID is required for orders fulfilled by Sprint.	Model ID was not provided in the activation request XML	For Sprint fulfilled orders, ModelID/SKU/Handset information is required to determine the phone to be shipped and compatibility with the services requested. Please resend the request with the handset desired.
100	2	XML_PARSE_ERROR	PLAN_CODE_REQUIRED	Service plan code is required for order type of [%s].	The price plan and/or services are required in this Order type	Resend the request with the services required or place a different order type if only requesting a handset change or a similar request (Replace scenario)
100	2	XML_PARSE_ERROR	CANNOT_EXPIRE_SOC	SOC not found in existing services. Cannot expire SOC [%s].	The services requested to be expired do not exist on the current subscriber referred to in the request	Verify that the correct subscriber is referred to in the request and that the services to be expired exist on the requested expiration date in the request
101	2	PAYMENT_ERROR	DEFAULT	Payment processing error.	Error processing payment. Please retry	Retry after sometime after validating payment information
101	2	PAYMENT_ERROR	PRE_AUTH_ERROR	Error pre-authorizing credit card for payment type [%s]. Error was [%s].	Preauthorization Error while processing credit card payment.	Retry after correcting the Credit Card information as defined in the error message

Code	Type	Name	Sub Name	Description	Scenario	Resolution
101	2	PAYMENT_ERR OR	PAYMENT_SERVICE_E RROR	Unable to reach payment service. Please try later.	Error processing payment since the Payment Service is unavailable	Retry the Payment Request after some time. If unsuccessful please complete the order manually by calling Customer Care
101	2	PAYMENT_ERR OR	INVALID_DATA	Error pre-authorizing credit card for payment type [%s]. Error was [Invalid data].	The credit card information was incorrect.	Verify and enter the correct Credit Card information
101	2	PAYMENT_ERR OR	ADDRESS_ERROR	Error pre-authorizing credit card for payment type [%s]. Error was [%s]. Credit Card address error.	The credit card address information entered is incorrect.	Verify and enter the correct Credit Card billing address information
102	3	CREDIT_DECLI NED	DEFAULT	Credit is declined for customer.	The customer does not qualify for the service requested	The Customer's credit score has been declined and is ineligible for Sprint service. If the customer belives this is an incorrect evaluation, please contact NSS (National Sales Support)
102	3	CREDIT_DECLI NED	UNABLE_TO_GET_SCO RE	Attempt to get credit score failed. Error was [%s].	The credit check service returns no response since the system might be unavailable	Retry the Credit Check request after some time. If unsuccessful please complete the order manually by calling Customer Care

Code	Type	Name	Sub Name	Description	Scenario	Resolution
102	3	CREDIT_DECLINED	DELINQUENT_BALANCE	This customer is associated with an account with a delinquent balance. But, the customer refused to pay the balance. Cannot proceed.	Customer requesting new service already has defaulted on previous payments and has an outstanding balance	The Customer's credit score has been declined and is ineligible for Sprint service. If the customer belives this is an incorrect evaluation, please contact NSS (National Sales Support)
102	3	CREDIT_DECLINED	AUTH_UNITS_EXCEEDED	Exceeded number of authorized units. Credit score description was [%s].	Customer's credit score has approval for a total of x number of units. The number of handsets requested exceed this number (existing + new requested)	The Customer's credit score has been declined and is ineligible for Sprint service. If the customer belives this is an incorrect evaluation, please contact NSS (National Sales Support)
102	3	CREDIT_DECLINED	REJECT_SCORE	Credit check returned a score of 'reject'. Credit score description was [%s].	The credit check service returned a 'Rejected' score based on - a) Minor (under 18) b) Payment Default etc	The Customer's credit score has been declined and is ineligible for Sprint service. If the customer belives this is an incorrect evaluation, please contact NSS (National Sales Support)
103	2	ADDRESS_VALIDATION_ERROR	DEFAULT	Address validation error.	The address validation service failed to recognize the address. This may be due to a military address, rural address, etc	Contact Care and complete the order manually

Code	Type	Name	Sub Name	Description	Scenario	Resolution
103	2	ADDRESS_VALIDATION_ERROR	AVS_UNREACHABLE	Unable to reach address validation service. Please try later.	The address validation service returns no response since the system might be unavailable	Retry the order after sometime or contact care to complete the order manually
103	2	ADDRESS_VALIDATION_ERROR	ADDRESS_PARSE_ERROR	Problem parsing %s address [%s].	The Address validation service is unable to identify the address correctly	Verify the address and retry address validation. If not, please contact Care to complete the order manually.
104	2	INVALID_RATE_PLAN	DEFAULT	Rate plan is not valid.	The existing or new price plan is incompatible with the new service or handset requested	Verify the compatibility of the subscriber's existing and the new requested services. Verify compatibility with handset as well
104	2	INVALID_RATE_PLAN	PHONE_PLAN_INCOMPATIBLE	Plan [%s] is not compatible with phone [%s].	The price plan of the subscriber is incompatible with the handset requested	Validate the compatibility of the Price plan and handset requested and replace the order
104	2	INVALID_RATE_PLAN	INVALID_PLAN_FOR_ORDER	Price plan [%s] is not valid for this order.	The price plan selected is incomptaible with the order details	Please change the price plan selected and replace the order
104	2	INVALID_RATE_PLAN	INCOMPATIBLE_ATTRS	[%s] is NOT compatible with one or more of [%s].	The features associated with the requested services are incompatible with each other or with existing services	Please select another feature which is compatible with the existing services and other services that are included within the order and replace the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
104	2	INVALID_RATE _PLAN	SWAP_NEEDS_PLAN_C HANGE	When swapping network, plan change should also be set to true.	The order is a network swap order and the existing price plan is not compatible with the target network	Please select and request a new compatible service plan as part of the network swap order
104	2	INVALID_RATE _PLAN	PLAN_ZIP_INCOMPATI BLE	Given service-zip is not valid with existing price plan.	The price plan selected is not available in the Activation area chosen for the handset/subscr iber	Verify the availability of the price plan in the requested activation area (zip code) and replace the order.
104	2	INVALID_RATE _PLAN	INVALID_PLAN	Plan [%s] is invalid.	The price plan selected is incomptaible with the order details	Please change the price plan selected and replace the order
104	2	INVALID_RATE _PLAN	NO_OVERRIDE	Cannot over-ride existing BAN level price plans with plan [%s].	The price plan requested will override the existing Account level price plan	1) Either remove the existing Account level price plan and then attempt to add the new price plan 2) Choose another price plan which does not override the existing BAN level price plan
104	2	INVALID_RATE _PLAN	EXCEEDED_FF_SUB_N UMBER_WITH_ID	Individual fair and flexible plan [%s] cannot have more than one subscriber. Service plan ID is [%s].	The individual price plan requested cannot have more than one subscriber attached to it.	Choose a new individual price plan OR update the main account's price plan to a Lines to Share or Family plan which allows multiple subscribers

Code	Type	Name	Sub Name	Description	Scenario	Resolution
104	2	INVALID_RATE_PLAN	PLAN_INVALID_WITH_ID	Plan [%s] is invalid. Plan ID is [%s].	The Price plan provided in the request is an Invalid price plan	Verify that the Price plan provided in the Activation request is an active and valid Price plan and replace the request
104	2	INVALID_RATE_PLAN	SOC_GROUP_DEPENDENCIES_INCOMPATIBLE	SOC group does not match for SOC [%s] and phone model [%s]. Issue with group dependencies.	The Services and Handset chosen are incompatible with each other. This may be due to network incompatibility or functional capabilities.	Please choose a new suitable price plan and /or handset to be activated
104	2	INVALID_RATE_PLAN	ALREADY_EXPIRED	Invalid expiration date [%s] for SOC [%s]. SOC is already expired	The service requested for expiration has already been expired.	Verify that the correct desired service has been requested for expiration. Otherwise the requested service has already been expired
104	2	INVALID_RATE_PLAN	MISSING	Plan ID has not been provided.	The request was sent without a Price Plan ID.	Please provide
104	2	INVALID_RATE_PLAN	FEATURE_ZIP_INCOMPATIBLE	Given activation zip code chosen is not valid with features selected.	The zipcode selected does not support the services on the subscriber	Please choose a valid Zipcode OR expire the subscriber's conflicting services
104	2	INVALID_RATE_PLAN	EXCEEDED_FF_SUB_NUMBER	Individual fair and flexible plan [%s] cannot have more than one subscriber.	The activation order is requesting more than one activation on an individual type price plan.	Please choose a price plan that allows more than 1 subscriber - such as a family or share type plan OR send an activation request for a single subscriber

Code	Type	Name	Sub Name	Description	Scenario	Resolution
104	2	INVALID_RATE _PLAN	PHONE_FEATURE_SOC _GROUP_INCOMPATIB LE	Given phone model [%s] and feature SOC group does not match with SOC [%s].	The Handset and the services chosen are incompatible	Replace the activation request with a handset and corresponding compatible services
104	2	INVALID_RATE _PLAN	SAME_PLAN	The Price plan [%] selected as the new Price Plan to be activated already exists on the source subscriber		
105	2	INVALID_FEAT URE	DEFAULT	A feature doesn't exist or is invalid.	A feature chosen is not a valid feature or is expired	Validate the availability of the feature and replace the request
105	2	INVALID_FEAT URE	UNRECOGNIZED	One of the new options selected is not recognized [%s]. Service plan ID is [%s].	One of the options chosen is not a valid option or is expired	Validate the availability of the chosen options and replace the order.
105	2	INVALID_FEAT URE	ATTRS_INCOMPATIBL E	[%s] is NOT compatible with one or more of the following options [%s].	The options chosen are incompatible based on service definitions	1) Remove one of the conflicting options and resubmit 2) Validate the compatibility of the requested options and retry
105	2	INVALID_FEAT URE	DIFFERENT_NETWOR K_SOCS	SOC(s) [%s] have network indicator [%s] while the rest of the socs [%s] have network indicator of [%s]. Cannot proceed due to network incompatibility .	The services requested belong to different networks, i.e. CDMA and IDEN, and they cannot co-exist	Confirm the target network and accordingly select the compatible services

Code	Type	Name	Sub Name	Description	Scenario	Resolution
105	2	INVALID_FEATURE	PHONE_INCOMPATIBLE	Feature [%s] is not compatible with phone [%s].	The services requested are incompatible with the handset	Validate the compatibility of the chosen services and handset and replace the order
105	2	INVALID_FEATURE	STATIC_PHONE_INCOMPATIBLE	Static IP SOC(s) [%s] are not compatible with phone [%s].	The service [%] chosen has a feature identifying it as a STATIC IP enabled service. The handset chosen does not support the STATIC IP feature and hence incompatible.	1) Either choose a different service that does not include Static IP's 2) Or change the handset that can support Static IP.
105	2	INVALID_FEATURE	ENSEMBLE_SOC_VALIDITY_CHECK_FAILED	Ensemble Soc Validity Check failed for the SOC [%s]. Cannot proceed due to incompatibility.	The Service [%] is incompatible with the existing/requested services or with the existing/requested handset.	1) Choose a different service that is compatible with the existing/requested services and handset device.
105	2	INVALID_FEATURE	SERVICE_ZIP_INVALID	Given service-zip is not valid with existing features.	The requested services are not supported in the activation area (zipcode) requested.	Please verify that the services are supported in the requested service area.
105	2	INVALID_FEATURE	INVALID_WITH_ORDER	Feature [%s] is not compatible with this order.	The requested services are not supported with this order	Remove the feature [%] and replace the order
105	2	INVALID_FEATURE	PLAN_INCOMPATIBLE	Feature [%s] is not compatible with service plan [%s].	The requested services are not supported by the existing/requested price plan	Request a different service that is compatible with the existing/requested price plan

Code	Type	Name	Sub Name	Description	Scenario	Resolution
105	2	INVALID_FEATURE	DIFFERENT_NETWORK	SOC(s) [%s] belong to a different network than that of [%s] which has network indicator [%s]. Cannot proceed due to network incompatibility.	The requested services are not supported by the existing/requested network technology. (IDEN/CDMA)	Verify that the service requested is supported on the required network. There is usually a similar service supported on both networks
105	2	INVALID_FEATURE	INCOMPATIBLE	One of the features selected is not compatible. Service plan ID is [%s].	One or more of the features chosen with service id [%] are incompatible with the service plan	Validate the compatibility of the features with the service plan and replace the request
105	2	INVALID_FEATURE	PHONE_INCOMPATIBLE_WITH_ID	Feature [%s] is not compatible with phone [%s]. Service plan ID is [%s].	The Service [%] is incompatible with the existing/requested handset.	1) Choose a different service that is compatible with the existing/requested handset device.
105	2	INVALID_FEATURE	PLAN_INCOMPATIBLE_WITH_ID	Feature [%s] is not compatible with service plan [%s]. Service plan ID is [%s].	The requested services are not supported by the existing/requested price plan	1) Either choose a different service that is supported by the handset 2) Or change the handset that can support the required service.
106	2	INVALID_EQUIPMENT_ID	DEFAULT	Invalid equipment or model ID.	The Equipment ID provided is invalid.	Please check the equipment ID provided in the request.
106	2	INVALID_EQUIPMENT_ID	INVALID_FOR_PHONE	Equipment ID [%s] is invalid for %s phones. The line ID associated with this phone is [%s].	The Equipment ID provided in the request is invalid. The [%] denotes the line number within the request.	Please check the equipment ID provided in the request.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
106	2	INVALID_EQUIPMENT_ID	INVALID_ID	Equipment ID [%s] is invalid. The service plan ID associated with this equipment is [%s].	The Equipment ID provided in the request is invalid. The [%] denotes the line number within the request.	Please check the equipment ID provided in the request.
107	2	AUTHENTICATION_ERROR	DEFAULT	Vendor code/PIN combination failed, or account status is inactive.	The dealer code and dealer pin combination provided in the request is invalid.	Please verify the Dealer Code and Pin combination and replace the request
109	2	INVALID_SIM	DEFAULT	Invalid SIM.	The SIM (Subscriber Identity Module) number provided for the IDEN device is invalid. This could be because the identifier is entered incorrectly or the SIM is already active.	Verify the SIM number entered and validate that the SIM is inactive and cleared for use.
109	2	INVALID_SIM	INVALID_SIM	SIM [%s] is invalid.	The SIM (Subscriber Identity Module) number provided for the IDEN device is invalid. This could be because the identifier is entered incorrectly or the SIM is already active.	Verify the SIM number entered and validate that the SIM is inactive and cleared for use.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
109	2	INVALID_SIM	ALREADY_ACTIVE	SIM [%s] is invalid. SIM is already active. The line ID associated with the phone is [%s].	The SIM (Subscriber Identity Module) number provided for the IDEN device is invalid because the SIM is already active on another device.	Verify the SIM number entered and validate that the SIM is inactive and cleared for use.
109	2	INVALID_SIM	NEGATIVE_FILE	SIM [%s] is invalid. Found in negative file. The line ID associated with the phone is [%s].	The SIM (Subscriber Identity Module) number provided for the IDEN device is invalid. This could be because the identifier is entered incorrectly or the SIM is already active.	Verify the SIM number entered and validate that the SIM is inactive and cleared for use.
109	2	INVALID_SIM	INVALID_SIM_WITH_ID	SIM [%s] is invalid. The line ID associated with this phone is [%s].	The SIM (Subscriber Identity Module) number provided for the IDEN device is invalid. This could be because the identifier is entered incorrectly or the SIM is already active.	Verify the SIM number entered and validate that the SIM is inactive and cleared for use.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
110	2	INVALID_ESN	DEFAULT	Invalid ESN.	The ESN (Electronic Serial Number) provided for the CDMA device is invalid. This could be because the identifier is entered incorrectly or the ESN is already active.	Verify the ESN number entered and validate that the ESN is inactive and cleared for use.
110	2	INVALID_ESN	ALREADY_ACTIVE	ESN [%s] is invalid. ESN is already active. The line ID associated with the phone is [%s].	The ESN (Electronic Serial Number) provided for the CDMA device is invalid. This could be because the identifier is entered incorrectly or the ESN is already active.	Verify the ESN number entered and validate that the ESN is inactive and cleared for use.
110	2	INVALID_ESN	INVALID_ESN	ESN [%s] is invalid. The line ID associated with this phone is [%s].	The ESN (Electronic Serial Number) provided for the CDMA device is invalid. This could be because the identifier is entered incorrectly or the ESN is already active.	Verify the ESN number entered and validate that the ESN is inactive and cleared for use.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
110	2	INVALID_ESN	NEGATIVE_FILE	ESN [%s] is invalid. Found in negative file. The line ID associated with the phone is [%s].	The ESN (Electronic Serial Number) provided for the CDMA device is invalid. This could be because the identifier is entered incorrectly or the ESN is already active.	Verify the ESN number entered and validate that the ESN is inactive and cleared for use.
110	2	INVALID_ESN	UNABLE_TO_DETERMINE_MODEL_ID	Phone with ESN [%s] is not valid. A model ID cannot be determined.	The value entered for the ESN is not associated to any device.	Verify the ESN entered in the system.
112	1	ORDER_NOT_FOUND	DEFAULT	A corresponding credit check request was not sent for this activation request.	The Activation request sent requires a corresponding Credit Check to be completed.	Verify that a successful Credit check has been placed with the same transaction id as in the Activation Request and then retry the Activation request
113	2	INVALID_REQUEST_TYPE	DEFAULT	Message type is not configured	The request type sent is not configured for your channel	Please choose the correct request type (ACTIVATION_REQUEST, PLANS_REQUEST, etc) or contact the development team to analyze the issue

Code	Type	Name	Sub Name	Description	Scenario	Resolution
113	2	INVALID_REQ UEST_TYPE	BAN_LEVEL_REQUEST	BAN level request can be either service add or plan swap.	The request sent is a BAN Level request and is not valid for this action(eg only a Handset change) for a Service Validation Request	The BAN level request can be successfully sent with a Service Add or Plan change order. Replace the request with either of the two service change scenarios or remove the Ban level service requested in the order
114	1	CREDIT_CHEC K_IN_PROCESS	DEFAULT	A credit check is already in process for this order.	The Credit check request has been already placed and is processing	Please check the status of the credit check already placed or place a fresh credit check for the account/subscr iber.
115	1	ACTIVATION_I N_PROCESS	DEFAULT	An activation request is already being processed for this order.	An Activation request with the same transaction is has already been placed and is processing	The activation request for this order is currently being processed. Please wait for the appropriate response from the system
116	2	CREDIT_CHEC K_FIX_REQUIR ED	DEFAULT	Credit check errors were reported, therefore we cannot accept this activation request.	The Credit Check request placed for this Activation request reported errors which need to be fixed before activation can be attempted	Correct the corresponding Credit Check request to obtain a successful response and then replace the Activation Request
117	1	CREDIT_CHEC K_EXPIRED	DEFAULT	Credit check has expired. Please resend credit check request.	The corresponding credit check for which the activation request was placed has expired.	Please place a new credit check for the customer and then retry the activation request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
118	2	INVALID_MARKET	DEFAULT	Market specified by service area zip code is not supported.	The service area based on the zipcode is not supported by Sprint	Please verify coverage and replace the request with the updated Zip code
118	2	INVALID_MARKET	NO_MARKET_FOR_ZIP	Unable to find a market for zip code [%s].	The zip code provided does not correspond to the supported Sprint markets	Please verify the zip code provided or check with the agent if Sprint provides coverage in the specified area
118	2	INVALID_MARKET	INVALID_ZIP	Invalid zip code [%s].	Zip Code provided in the request is invalid	Please verify provided zipcode and that it is entered in the accepted format
119	2	T_AND_C_ERROR	DEFAULT	User did not agree to terms and conditions.	Order was cancelled since the subscriber did not agree with the terms and conditions of the Sprint contract	The order can be completed successfully when the subscriber agrees to the terms and conditions in the Sprint contract. Correct the <subscriber-agreement> tag in the XML request and resend the request
120	2	INVALID_SSN	DEFAULT	Social security number is invalid.	The Social Security number provided in the request is invalid	Verify the Social Security number entered and replace the Credit Check request
120	2	INVALID_SSN	CC_REQUIRES_SSN	SSN is required. Cannot perform credit check without SSN.	The credit check request was sent without the required social security information	Verify that the Social Security number is entered and replace the Credit Check request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
120	2	INVALID_SSN	SSN_REQUIRED	SSN is required for these types of orders. Federal tax ID should not have been sent.	The credit check is for a Individual Liable subscriber/account, which was sent with Tax ID information rather than the required SSN	The credit check is for a Individual Liable subscriber/account. These require a Social Security number rather than a Tax ID. Please correct the required information and resend
120	2	INVALID_SSN	CC_REQUIRES_TAXID	Tax Id is required. Cannot perform credit check without Tax Id.	The credit check is for a Corporate Liable subscriber/account, which was sent without the Tax ID information	Resend the Credit check request with the required Tax id information
121	2	INVALID_TAX_ID	DEFAULT	Federal tax ID is invalid.	The Federal Tax ID sent is invalid. This could be because the Tax Id is entered incorrectly or the Tax ID is inactive	Resend the Credit check request with the verified Tax id information
121	2	INVALID_TAX_ID	FTI_REQUIRED	Tax ID is required for these types of orders. SSN should not have been sent.	The credit check is for a Corporate Liable subscriber/account, which was sent with SSN information rather than the Tax ID information	The credit check is for a Corporate Liable subscriber/account which requires a Tax ID rather than a Social Security number. Please correct the required information and resend
122	2	INVALID_DOB	DEFAULT	Date of birth is invalid.	Date of Birth sent in the request is invalid due to the age limit (18) or is in the incorrect format	Resend the appropriate age in the expected format. MM-DD-YYYY

Code	Type	Name	Sub Name	Description	Scenario	Resolution
122	2	INVALID_DOB	FORMAT_ERROR	Date of birth is not in a proper format.	Date of Birth sent in the request is invalid due to incorrect format	Resend the appropriate age in the expected format. MM-DD-YYYY
122	2	INVALID_DOB	REQUIRED_FOR_CC	Date of birth is required to obtain credit information for this order type.	The order requires the Date of Birth for a successful Credit Check	Please send the Data of Birth information in the related request
126	2	DUPLICATE_SIM	DEFAULT	A duplicate SIM was provided.	The SIM provided in the Activation request is the same as the other line on the order or an existing active SIM.	Verify that the SIM is active and cleared for use. Also verify that every SIM in the request is unique.
126	2	DUPLICATE_SIM	DUPLICATE	SIM [%s] is a duplicate. The line ID for this phone is [%s].	The SIM provided in the Activation request is the same as SIM on another line in the same order.	Verify that every SIM in the request is unique.
127	2	CREDIT_CARD_DATA_NEEDED	DEFAULT	A deposit is needed, but no credit card data was provided.	The Credit score returned requires a deposit on the order, for which no credit card was provided as the form payment.	Provide a credit card as a form of payment for the required deposit amount
129	2	PO_BOX_ADDR_NOT_ALLOWED	DEFAULT	A PO Box address is not allowed for billing address.		
129	2	PO_BOX_ADDR_NOT_ALLOWED	BILLING	A PO Box address is not allowed for billing address. A credit check cannot be performed against a PO Box address.	A PO Box address was entered as the Billing Address for the subscriber. This is not accepted by the Credit Validation system	The Credit validation system does not accept a PO Box address as the Billing address. Please resend the request with a street/standard address

Code	Type	Name	Sub Name	Description	Scenario	Resolution
129	2	PO_BOX_ADDR _NOT_ALLOWE D	SHIPPING	A PO Box address is not allowed for shipping address.	A PO Box address was entered as the Shipping Address for the subscriber. This is not accepted by the Credit Validation system	The Credit validation system does not accept a PO Box address as the shipping address. Please resend the request with a street/standard address
129	2	PO_BOX_ADDR _NOT_ALLOWE D	PHYSICAL	A PO Box address is not allowed for the physical address. A credit check cannot be performed against a PO Box address.	A PO Box address was entered as the Physical Address for the subscriber. This is not accepted by the Credit Validation system	The Credit validation system does not accept a PO Box address as the physical address. Please resend the request with a street/standard address
130	2	DUPLICATE_LI NE_ID	DEFAULT	A duplicate entry was found for a phone unique identifier.	The Line information in the request is duplicate for a unique identifier such as the IMEI/SIM/ES N/MEID	Please verify that the unique identifier (phone information) is unique and replace the order
130	2	DUPLICATE_LI NE_ID	DUPLICATE	Line ID [%s] is a duplicate.	The Line information with id [%] in the request is duplicate for a unique identifier such as the IMEI/SIM/ES N/MEID	Please verify that the unique identifier (phone information) for line [%] is unique and replace the order
130	2	DUPLICATE_LI NE_ID	DUPLICATE_WITH_ID	Line ID [%s] is a duplicate. The service plan ID associated with this line ID was [%s].	The Line information with id [%] in the request is duplicate for a unique identifier such as the IMEI/SIM/ES N/MEID	Please verify that the unique identifier (phone information) for line [%] is unique and replace the order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
131	2	DUPLICATE_PLAN_ID	DEFAULT	A duplicate entry was found for a unique plan identifier.	The unique plan identifier was duplicated within the activation request.	The Price plan identifier must be unique for each service plan activated in the activation request. This includes the Accessory request as well
131	2	DUPLICATE_PLAN_ID	DUPLICATE	Plan ID [%s] is a duplicate.	The unique plan identifier [%] was duplicated within the activation request.	The Price plan identifier [%] must be unique for each service plan activated in the activation request. This includes the Accessory request as well
132	2	MISSING_SIM_IMEI	HYBRID_REQUIRED	SIM is missing. Hybrid (dual-mode) phones require SIM to activate. The line ID associated with this phone was [%s].	The requested handset is a Hybrid handset which requires a SIM as well as a ESN. The SIM value has not been sent in the request	Verify that an active SIM cleared for use is sent in the Activation request along with the ESN for activating the Hybrid phone
133	2	MISSING_ACCOUNT_NUMBER	BAN_NEEDED_FOR_ACC_VAL_SOC	A CREATE order with a VBS SOC [%s] requires an account number.		
133	2	MISSING_ACCOUNT_NUMBER	BAN_OR_REF_PTN	An add-on order requires an account number or reference PTN.	The Add-on order was sent for activating a new subscriber on an existing account without reference information of the existing account	Resend the Add-on request with the reference information to determine to which account the new subscriber is to be attached

Code	Type	Name	Sub Name	Description	Scenario	Resolution
133	2	MISSING_ACCOUNT_NUMBER	BAN_NEEDED	BAN is missing in the request.	This request requires the Billing Account number to be sent in the request as reference information	Resend the request with the required billing account information
133	2	MISSING_ACCOUNT_NUMBER	BAN_PTN_REQUIRED_ADDONPPTOFAMILY_ORDER	An AddOn-PPToFamily order requires an account number or reference PTN.	The Add-on order was sent for activating a new subscriber on an existing account without reference information of the existing account	Resend the Add-on request with the reference information to determine to which account the new subscriber is to be attached
134	2	ACCOUNT_EXISTS_FOR_SSN	DEFAULT	An account number already exists for SSN. Order type cannot be new.	The SSN sent in the request already has an account with Sprint, so the order type cannot be a 'New' order	Modify and sent the appropriate order type for existing accounts - Upgrade, Add-on or Replace
134	2	ACCOUNT_EXISTS_FOR_SSN	MULTIPLE_MATCHES	Multiple accounts exist for social security number [%s]. This order should be an add-on order.	The SSN sent in the request already has an account with Sprint, so the order type cannot be a 'New' order	Modify and sent the appropriate order type for existing accounts - Upgrade, Add-on or Replace
134	2	ACCOUNT_EXISTS_FOR_SSN	ACCOUNT_NUMBER	An account exists for social security number provided. This order should be an add-on order and an account number should be provided.	The SSN sent in the request already has an account with Sprint, so the order type cannot be a 'New' order	Modify and sent the appropriate order type for existing accounts - Upgrade, Add-on or Replace
135	2	INVALID_ACCOUNT_NUMBER	DEFAULT	The account number provided is invalid.	The account number provided in the request is an invalid or inactive account number	Verify the account number and resend the relevant request. If not, please open a new account.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
135	2	INVALID_ACCOUNT_NUMBER	BILL_OPEN_BAN	Account must be open to perform bill estimate.	Bill summary has been requested for an account which not 'Open'.	Verify that the account sent in the bill summary request is Open. Bill Summary cannot be run against a Closed/Delinquent/Cancelled account
135	2	INVALID_ACCOUNT_NUMBER	OPEN_BAN	Reference PTN [%s] is not on an OPEN BAN. Cannot upgrade.	The reference PTN provided in the request is attached to an invalid or inactive account number	Verify the reference PTN and the status of the account and resend the relevant request. If the account is not OPEN, the customer cannot complete an upgrade on this account.
135	2	INVALID_ACCOUNT_NUMBER	INVALID	Account number [%s] is invalid. Cannot proceed.	The account number provided in the request is an invalid or inactive account number	Verify the account number and resend the relevant request. If not, please open a new account.
135	2	INVALID_ACCOUNT_NUMBER	INCORRECT	BAN specified in the request is incorrect.	The account number provided in the request is an invalid or inactive account number	Verify the account number and resend the relevant request. If not, please open a new account.
135	2	INVALID_ACCOUNT_NUMBER	CANNOT_CHANGE_BAN	Account number cannot be changed in the activation request.	The Account Number provided in the Activation Request is different from the Account number or the account of the reference PTN sent in the corresponding Credit Check request	Verify that the same account is being referenced in the order (Credit Check / Activation Request)

Code	Type	Name	Sub Name	Description	Scenario	Resolution
135	2	INVALID_ACCOUNT_NUMBER	DOES_NOT_CORRESPOND	The account number or reference PTN provided does not correspond to a corporate/business account.	The Order is a corporate/business order, but the reference PTN provided in the request does not belong to a corporate/business customer.	Verify the reference PTN provided in the request and validate that the request sent is for the type of account considered
135	2	INVALID_ACCOUNT_NUMBER	DOES_NOT_EXIST	Account [%s] does not exist.	The account number provided in the request is an invalid account number	Verify the account number and resend the relevant request. If not, please open a new account.
136	2	ACCOUNT_WITH_SSN_FAILED	DEFAULT	The account number does not correspond with the SSN provided.	The SSN and account number sent in the request do not correspond to the same Billing Account	Verify that the SSN and Account number both belong to a single customer and replace the request
136	2	ACCOUNT_WITH_SSN_FAILED	REF_PTN	Reference PTN [%s] has account number [%s], which does not correspond to SSN.	The SSN and Cellular number sent in the request do not correspond to the same Billing Account	Verify that the SSN and reference PTN both belong to a single customer and replace the request
136	2	ACCOUNT_WITH_SSN_FAILED	NO_MATCH	Account [%s] does not correspond to SSN.	The SSN and account number sent in the request do not correspond to the same Billing Account	Verify that the SSN and Account number both belong to a single customer and replace the request
137	2	ACCOUNT_EXISTS_FOR_TAX_ID	DEFAULT	The account number does not correspond with the tax ID provided.	The Tax Id and account number sent in the request do not correspond to the same Billing Account	Verify that the Tax Id and Account number both belong to a single customer and replace the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
137	2	ACCOUNT_EXISTS_FOR_TAX_ID	ACCOUNT_EXISTS	An account exists for tax ID [%s]. This order should be an add-on order and the account number should be sent.	The Tax Id sent in the request already has an existing valid Account. A new account cannot be created with the same Tax Id	Change the order type from NEW to an Add-On order to create a new subscriber on the existing account with the same Tax Id
138	2	ACCOUNT_WITH_TAX_ID_FAILED	DEFAULT	The account number does not correspond with the tax ID provided.	The Tax Id and account number sent in the request do not correspond to the same Billing Account	Verify that the Tax Id and Account number both belong to a single customer and replace the request
138	2	ACCOUNT_WITH_TAX_ID_FAILED	NO_MATCH	Account [%s] does not correspond to tax ID.	The Tax Id and account number sent in the request do not correspond to the same Billing Account	Verify that the Tax Id and Account number both belong to a single customer and replace the request
139	2	INVALID_DISCOUNT_CODE	DEFAULT	The discount code provided is invalid.	The discount code sent in the activation request is invalid. This may be due to incorrect account for discount eligibility or that the discount code is no longer active	Validate the availability and eligibility of the account and discount code and retry the order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
139	2	INVALID_DISCOUNT_CODE	DISCOUNT_INVALID	Discount code [%s] is invalid. The service plan ID associated with this equipment is [%s].	The discount code sent in the activation request for plan id [%] is invalid. This may be due to incorrect account for discount eligibility or that the discount code is no longer active	Validate the availability and eligibility of the account and discount code and retry the order
140	3	DELINQUENT_ACCOUNT	DEFAULT	Additions cannot be made to this account because it's delinquent.	The billing account referenced in the order is Delinquent and is not allowed to activate new subscribers	Create a new account for the subscriber requiring service
140	3	DELINQUENT_ACCOUNT	ACCOUNT_DELINQUENT	A delinquent account number [%s] exists for social security number [%s].	The SSN provided in the request is attached to a delinquent account, prohibiting further transactions	Create a new account for the subscriber requiring service or clear the unpaid balance amount on the customer
140	3	DELINQUENT_ACCOUNT	UNPAID_BAL_SSN	The account has an unpaid balance for ssn [%s].	The SSN provided in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
140	3	DELINQUENT_ ACCOUNT	DELINQUENT_TAX_ID	A delinquent account number [%s] exists for tax ID [%s].	The TaxId provided in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the Taxid provided in the request 2) Create a new account for the subscriber requesting services if Taxid is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.
140	3	DELINQUENT_ ACCOUNT	UNPAID_BAL_WITH_A CCOUNT	Account [%s] has an unpaid balance.	The customer information in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.
140	3	DELINQUENT_ ACCOUNT	WITH_ACCOUNT_NUM	Account [%s] is delinquent.	The customer information in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
140	3	DELINQUENT_ ACCOUNT	UNPAID_BAL_NO_SSN	The account has an unpaid balance for ssn provided.	The SSN provided in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.
140	3	DELINQUENT_ ACCOUNT	NO_SSN	A delinquent account number [%s] exists for social security number provided.	The SSN provided in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer to call Sprint Collections at (800)456-6070.
141	2	INVALID_REFE RENCE_PTN	DEFAULT	The PTN provided is not associated with any account.	The Cellular number provided in the request is not attached to any existing Sprint account	Verify that the PTN/Cellular number provided is an existing and active Sprint number
141	2	INVALID_REFE RENCE_PTN	NO_ACCOUNT	Account associated with PTN [%s] does not exist.	The Cellular number provided in the request is not attached to any existing Sprint account	Verify that the PTN/Cellular number provided is an existing and active Sprint number
141	2	INVALID_REFE RENCE_PTN	INVALID	Invalid reference PTN [%s]. Cannot proceed with provided reference information.	The Cellular number provided in the request is not attached to any existing Sprint account	Verify that the PTN/Cellular number provided is an existing and active Sprint number

Code	Type	Name	Sub Name	Description	Scenario	Resolution
141	2	INVALID_REFERENCE_PTN	NOT_ACTIVE	Reference PTN [%s] is not active. Upgrade cannot be processed.	The Cellular number provided in the request is linked to an inactive subscriber. An upgrade cannot be completed on an inactive subscriber	1) Verify that the PTN/Cellular number provided is an existing and active Sprint number 2) Reactivate the reference PTN/Cellular number sent in the question
142	3	DELINQUENT_SCORE	DEFAULT	This customer is associated with an account with a delinquent balance.	The customer information in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer call Sprint Collections at (800)456-6070.
142	3	DELINQUENT_SCORE	DELINQUENT_SCORE	This customer is associated with an account with a delinquent balance. Please request the customer call Sprint Collections at (800)456-6070.	The customer information in the request is attached to a delinquent account with an unpaid balance, prohibiting further transactions	1) Verify the SSN provided in the request 2) Create a new account for the subscriber requesting services if SSN is valid 3) Please request the customer call Sprint Collections at (800)456-6070.
143	2	FEATURE_COLLISION	DEFAULT	These features cannot exist together.	The price plan and/or services requested have features that are not allowed to co-exist on the same subscriber or on the account	The services requested have to be changed in order to meet the compatibility rules set by the billing system

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COL LISION	REMOVAL_NOT_ALLO WED	Removal of SOC [%s] is not allowed.	The request for service [%] to be expired cannot be completed. This can happen when - 1) The service is attached to a resource which is still active and needs to be expired 2) Another service is attached or dependent on the service requested to be expired	If the Removal is dependent on another service, please remove the parent service and then attempt to remove the earlier requested service.
143	2	FEATURE_COL LISION	FEATURE_REMOVAL_ NEEDED	Feature [%s] has to be removed from service [%s] . Cannot proceed with group operation.	The feature [%] must be removed for the order to be processed. This maybe because the feature was incorrectly added on the subscriber	Send an expiration request for the specified feature and replace the activation/vali dation request
143	2	FEATURE_COL LISION	INCORRECT_NETWOR K	The new SOC [%s] belongs to network [%s]. Subscriber network is [%s]. Please send a delete request for it.	The new service requested [%] is incompatible with the existing network of the subscriber	Option 1 - Request a similar service which is compatible with the subscribers existing network (IDEN or CDMA) Option 2 - Change the subscriber's network to one that is compatible with the desired service

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COLLISION	INCOMPATIBLE_OPTION	SOC [%s] is incompatible with an existing option.	The requested service is incompatible with one or more of the existing services on the subscriber	Option 1 - Remove the existing option if not desired any longer Option 2 - Change the requested service to something that is desired and compatible with the existing services
143	2	FEATURE_COLLISION	SOC_REMOVAL_NEEDED	The existing SOC [%s] is causing a collision. Please send a delete request for it.	The requested service is incompatible with one or more of the existing services[%] on the subscriber	Option 1 - Remove the existing service [%] if not desired any longer Option 2 - Change the requested service to something that is desired and compatible with the existing services
143	2	FEATURE_COLLISION	REQUIRED_MISSING	Required feature missing [%s].	A required feature is missing from the existing services or the services requested require the feature [%]to be added onto the subscriber	Please request the activation of the feature [%] either by re-activating a service which includes this feature OR adding a new service which includes this feature
143	2	FEATURE_COLLISION	MUTUALLY_EXCLUSIVE_NOT_ALLOWED	More than one SOC with same mutually exclusive feature [%s] not allowed. Corresponding SOC(s) [%s].	The service SOCs requested have features which are mutually exclusive and cannot exist together on the same account	Please choose a single service from two the services requested that cannot exist together and retry the activation request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COLLISION	PROHIBITED_SOC	SOC [%s] is on the prohibited list of SOC [%s].	The requested service is prohibited to co-exist with a list of pre-defined services based on system rules.	Option 1 - Expire the existing service on the subscriber and re-request the new desired service Option 2 - Request another Service, one that is compatible with all existing services and provides the subscriber with what he needs
143	2	FEATURE_COLLISION	CANNOT_EXIST_TOGETHER	The price plan/features noted cannot exist together. The price plan/features are [%s].	The price plan and features (requested/existing) provided in the order cannot exist on the subscriber	Option 1 - Remove one of the services requested on the order and replace with a similar compatible service plan Option 2 - Change the Price plan existing/requested for the subscriber
143	2	FEATURE_COLLISION	PARENT_SOC_MISSING	Service [%s] which is a required service for [%s] is missing. Please call Customer Care to process the transaction.	The add-on service requested for this order requires another parent service to be activated on the subscriber as displayed.	Since the service is a related service, it can be added by calling Sprint' Customer Care service to rectify the issue.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COLLISION	NON_DEPLOYABLE_BAN_LEVEL_SOC	The BAN level service [%s] is not compatible with service [%s]. Order must be processed through Care.	The existing/new BAN level service [%] requested is not compatible with the existing/new service.	Option 1 - Call Sprint Customer Care to process the transaction Option 2 - Change the services requested so that they are compatible with all existing/requested services
143	2	FEATURE_COLLISION	FUTURE_DATED_FEATURE_CHANGE	This future dated transaction can not be completed, its causing future dated expiration or un-expiration of feature [%s].	The future dated service change is forcing a the existing feature [%] to be expired or the feature [%] is currently expired and is being re-activated on the future date	Future dated changes are currently resolved by our Customer Care department
143	2	FEATURE_COLLISION	RISC_OPTION_REMOVAL_NEEDED	Existing option [%s] is a RISC SOC.Please remove it before proceeding	The existing option [%] is a RISC service, which is not acceptable on this account	Send a delete request for the RISC service along with the other service/handset changes requested
143	2	FEATURE_COLLISION	DISNAI_REMOVE_NOT_ALLOWED	DISNAI service cannot be expired. Please unsuspend username/NAI on the username maintenance screen.	The DISNAI service cannot be expired through this channel without suspending the NAI associated to the subscriber.	Suspend the NAI/username associated to the subscriber and then send a delete/expiration request for the DISNAI service
143	2	FEATURE_COLLISION	DISNAI_FEATURE_COLLISION	The Username/NAI is disabled and must be unsuspended to proceed with transaction.	The NAI resource required for the transaction is currently diasbled and is required to be active for this particular scenario	NAI resources cannot be activated through the OVM order entry system. Please call NSS

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COL LISION	EXISTING_REMOVAL_ NEEDED	The existing SOC [%s] is not valid with new price plan [%s]. Please send a delete request for it.	A existing service [%] is invalid with the price plan requested	Send a delete request for the incompatible service and then the new price plan can be activated
143	2	FEATURE_COL LISION	DELETING_SOC	Service [%] is associated to the service [%], which is requested for expiration. Please send a expiration/rem oval request for both services	The service requested to be expired cannot be removed since it is attached to another service on the subscriber	Please request the expiration of both the services returned in the error response message.
143	2	FEATURE_COL LISION	OPTION_REMOVAL_N EEDED	One of the existing options is not compatible with the new option [%s]. Please remove the old incompatible option before proceeding.	The service requested to be activated cannot be added since it is not compatible with another service on the subscriber	Please remove the existing incompatible service on the subscriber along with activating the new deisred option(s)
143	2	FEATURE_COL LISION	DIFFERENT_NETWOR K	The existing service [%s] belongs to a different network. Please send a delete request for it.	An existing service SOC [%] belongs to a different network on which the subscriber is active. This service should be removed before additional transactions are processed for this account/subscr iber	Send a removal request for the incompatible service before modifying any further services for the account/subscr iber

Code	Type	Name	Sub Name	Description	Scenario	Resolution
143	2	FEATURE_COL LISION	GENERIC_INCOMPATI BLE	One of the new options selected is not compatible with the existing options. Please remove the new option that is incompatible with the existing options before proceeding.	The requested service is incompatible with one or more of the existing services on the subscriber	1) Remove the existing service [%] if not desired any longer 2) Change the requested service to something that is desired and compatible with the existing services
144	2	CORP_GOV_ID_ REQUIRED	DEFAULT	This is a corporate/gove rnment order, but no corporate/gove rnment ID was sent.	The order is requested for a Corporate or Government account, for which a Corporate/Gov ernment ID is mandatory	Replace the service request with the required Coprorate/Gov ernment ID information
144	2	CORP_GOV_ID_ REQUIRED	ADD_ON	A corporate ID is required to add-on to account [%s].	The order is requested for a Corporate or Government account, for which a Corporate/Gov ernment ID is mandatory	Replace the service request with the required Coprorate/Gov ernment ID information
145	2	INVALID_CORP _GOV_ID	DEFAULT	Corporate/Gov ernment ID is invalid.	The order is requested for a Corporate or Government account with the mandatory Corporate/Gov ernment ID, which is invalid	Verify the validity of the Corporate/Gov ernment ID provided in the request and replace the order
146	2	SERVICE_PO_R EQUIRED	DEFAULT	Service purchase order number required for this corporate/gove rnment order.	The Corporate/Gov ernment ID for this account requires a Service/Purcha se order, which was not provided in the request	1) Verify that the Service Purchase Order number is provided in the request 2) Verify that the correct Corporate/Gov ernment ID has been sent in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
146	2	SERVICE_PO_REQUIRED	WITH_ID	Service PO number is required for corp/gov with ID [%s].	The Corporate/Government ID for this account requires a Service/Purchase order, which was not provided in the request	1) Verify that the Service Purchase Order number is provided in the request 2) Verify that the correct Corporate/Government ID has been sent in the request
147	2	ACCOUNT_WITH_CORP_GOV_ID_FAILED	DEFAULT	Account number or reference PTN is not associated with the corporate/government ID provided.	The Corporate/Government ID provided in this request is not linked with the account number sent in the request	Verify that the Account number is provided in the request is correct and also verify that the correct related Corporate/Government ID has been sent in the request
147	2	ACCOUNT_WITH_CORP_GOV_ID_FAILED	INCORRECT_ID	Account [%s] does not have corp/gov ID [%s]. Value found was [%s].	The Corporate/Government ID provided in this request is not linked with the account number sent in the request	Verify that the Account number is provided in the request is correct and also verify that the correct related Corporate/Government ID has been sent in the request
147	2	ACCOUNT_WITH_CORP_GOV_ID_FAILED	NO_ID_EXISTS	Account [%s] does not have a CORP ID.	The Account sent in the request is not related to a Corporate/Government ID	Verify the account number sent in the request. Also verify that a Corporate/Government order is the attempted request
149	2	COMPANY_NAME_REQUIRED	DEFAULT	Company name is required for this type of order.	The order type placed requires the company name as a required attribute in the request	Replace the request with the required Company Name information

Code	Type	Name	Sub Name	Description	Scenario	Resolution
149	2	COMPANY_NAME_REQUIRED	BUSINESS	Company name is required for business orders.	The business order type placed requires the company name as a required attribute in the request	Replace the business request with the required Company name information
150	2	CORP_GOV_ORDER_SUB_TYPE_MISMATCH	DEFAULT	The account sub-type doesn't allow these types of orders.	The information sent in the Credit Check request does not correspond to the format/information required for the kind of account sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Government ID for which the order is placed 2) Verify the correct Corporate/Government ID is provided in the request and the account Type desired is supported by the Corporate/Government ID
150	2	CORP_GOV_ORDER_SUB_TYPE_MISMATCH	NOT_GOV_BIZ_LIABLE	This order came in as a GOVERNMENT BUSINESS order. However, the corp ID [%s] is not business liable.	The customer type identified in the Credit request is different from the one identified by the Corporate/Government ID sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Government ID for which the order is placed 2) Verify the correct Corporate/Government ID is provided in the request and the account Type desired is supported by the Corporate/Government ID

Code	Type	Name	Sub Name	Description	Scenario	Resolution
150	2	CORP_GOV_OR DER_SUB_TYP E_MISMATCH	NOT_CORP_BIZ_LIABL E	This order came in as a CORPORATE BUSINESS order. However, the corp ID [%s] is not business liable.	The customer type identified in the Credit request is different from the one identified by the Corporate/Gov ernment ID sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Gov ernment ID for which the order is placed 2) Verify the correct Corporate/Gov ernment ID is provided in the request and the account Type desired is supported by the Corporate/Gov ernment ID
150	2	CORP_GOV_OR DER_SUB_TYP E_MISMATCH	NO_MATCH	The customer type on the order does not match the account type on the corp ID.	The customer type identified in the Credit request is different from the one identified by the Corporate/Gov ernment ID sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Gov ernment ID for which the order is placed 2) Verify the correct Corporate/Gov ernment ID is provided in the request and the account Type desired is supported by the Corporate/Gov ernment ID

Code	Type	Name	Sub Name	Description	Scenario	Resolution
150	2	CORP_GOV_OR DER_SUB_TYP E_MISMATCH	NOT_CORP_IND_LIAB LE	This order came in as a CORPORATE INDIVIDUAL order. However, the corp ID [%s] is not individual liable.	The customer type identified in the Credit request is different from the one identified by the Corporate/Gov ernment ID sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Gov ernment ID for which the order is placed 2) Verify the correct Corporate/Gov ernment ID is provided in the request and the account Type desired is supported by the Corporate/Gov ernment ID
150	2	CORP_GOV_OR DER_SUB_TYP E_MISMATCH	NOT_GOV_IND_LIABL E	This order came in as a GOVERNME NT INDIVIDUAL order. However, the corp ID [%s] is not individual liable.	The customer type identified in the Credit request is different from the one identified by the Corporate/Gov ernment ID sent in the request	1) Verify the Customer Type that is declared in the credit check corresponds to the Corporate/Gov ernment ID for which the order is placed 2) Verify the correct Corporate/Gov ernment ID is provided in the request and the account Type desired is supported by the Corporate/Gov ernment ID

Code	Type	Name	Sub Name	Description	Scenario	Resolution
151	2	SHIP_ADDRESS_REQUIRED	DEFAULT	A shipping address is required for orders fulfilled by Sprint.	This order is a Sprint Nextel fulfilled order which requires a shipping address to indicate where the ordered equipment is to be delivered.	1) Please provide the shipping address where the device is to be delivered 2) If the customer already possesses a handset to be activated, please change the order type to an Activation only/Non-fulfilled order alongwith the ESN/MEID and replace the request
152	2	BILL_TO_ACCOUNT_NOT_ALLOWED	DEFAULT	Conditions were not met for charging equipment to the account. Please resubmit with a Credit Card to invoice the order.	The order was sent with a request to invoice the account with the charges related to the requested handset/services. This account does not support invoicing the account directly	Please resubmit the transaction with a Credit Card as the payment method for the service/handset charges

Code	Type	Name	Sub Name	Description	Scenario	Resolution
153	2	EQUIP_PAYME NT_INFO_REQ UIRED	DEFAULT	Equipment payment information is required.	The mode of payment for the equipment charges on the account has not been specified	Please replace the order with the equipment charge payment information, using the following options: 1) Provide Credit Card information within the order 2) If this is an order for an existing account, the 'Bill to Account' option may be available
154	2	PHONE_DATA_ NOT_ALLOWE D	DEFAULT	SIM/HSN/ME ID should not be sent when Sprint provides fulfillment.	The Sprint-Nextel fulfilled order was sent with phone activation information, SIM/HSN/ME ID which is not required for such orders	1) Replace the order without the handset specific information 2) Replace the order as an Activation Only order once a inactive device is procured that can be activated with the specific phone data (SIM/HSN/ME ID)
155	2	SHIP_BILL_AD DRESS_DIFFER ENT	DEFAULT	Shipping and billing address must be the same for Sprint Fullfilled orders.	The shipping and billing address for Sprint fulfilled orders are required to be the same	Replace the order correcting the shipping and billing address so that they are the same

Code	Type	Name	Sub Name	Description	Scenario	Resolution
156	2	RCCP_NOT_AL LOWED	DEFAULT	Recurring credit card payment not allowed for Add-on order types. Please resubmit transaction with one time Credit Charges.	Add-on orders are not allowed to choose Recurring Credit Card Payments as an optional service	Replace the order correcting the option for Recurring Credit Card payments (to be set to false for this order type)
156	2	RCCP_NOT_AL LOWED	SPENDING_LIMIT_EXI STS	Recurring credit card payment cannot be allowed since a spending limit of [%s] exists.	The credit check for the customer returned a Spending Limit amount of $[%].	Replace the order correcting the option for Recurring Credit Card payments (to be set to false for this order)
157	2	RCCP_PAYMEN T_INFO_REQUI RED	DEFAULT	Recurring credit card payment information is required.	The option for Recurring credit card payments (RCCP) was selected although the RCCP payment information was not provided	Replace the request with the expected Recurring Credit Card Information for RCCP payments, OR set the option for RCCP to be false
157	2	RCCP_PAYMEN T_INFO_REQUI RED	CUSTOMER_REQUEST ED	Recurring credit card payment information required for orders where customer has requested it.	The option for Recurring credit card payments (RCCP) was selected although the RCCP payment information was not provided	Replace the request with the expected Recurring Credit Card Information for RCCP payments, OR set the option for RCCP to be false
158	2	DISCOVER_NO T_ALLOWED	DEFAULT	Discover credit cards are not allowed for RCCP	The credit card information provided for the Recurring Credit Card Payment was that of a Discover Card, which are not allowed for RCCP	Replace the order with another card for RCCP charges

Code	Type	Name	Sub Name	Description	Scenario	Resolution
159	2	PHONE_PRICE_ INCORRECT	INVALID	Price of [%s] is invalid for [%s] phones/access ories. The service plan ID associated with this equipment is [%s].	The customer is not eligible for the handset and/or accessory price specified in the request	The customer is eligible for certain equipment price points based on 1) The new or existing contract terms 2) Account Type of the customer (Corporate, Business, etc) Verify that these options have the appropriate values for the price desired
159	2	PHONE_PRICE_ INCORRECT	INVALID_FOR_SERVIC E_AGREEMENT	Price of [%s] is invalid for [%s] phones/access ories and service agreement of [%s] months. The service plan ID associated with this equipment is [%s].	The customer is not eligible for the handset and/or accessory price specified in the request with a contract term of [%] months	The customer is eligible for certain equipment price points based on 1) The new or existing contract terms 2) Account Type of the customer (Corporate, Business, etc) Verify that these options have the appropriate values for the price desired
160	2	NO_ADDRESS_ TO_CLONE	DEFAULT	No address was noted for the 'same as' address.	The option to clone/duplicate one of the addresses was chosen, although the source address was not provided	Please provide a valid address which can be utilized to clone for another required section, or enter the complete address for all required address fields

Code	Type	Name	Sub Name	Description	Scenario	Resolution
160	2	NO_ADDRESS_TO_CLONE	BILLING	A billing address needs to exist in order to clone shipping address.	The shipping address was indicated to be the same as the billing address, although the billing address was not provided.	1) Please provide a valid Billing address so that the shipping address can be cloned 2) Please provide a separate valid shipping address for the ordered equipment to be delivered
161	2	NO_PAYMENT_INFO_TO_CLONE	DEFAULT	No payment information was noted for the 'same as' information.	The option to clone/duplicate the payment information was chosen, although the source payment information was not provided	Please provide a valid address which can be utilized to clone for another required section, or enter the complete address for all required address fields
161	2	NO_PAYMENT_INFO_TO_CLONE	EQUIP	An equipment payment credit card needs to exist in order to clone.	The option to clone/duplicate the equipment payment information was chosen, although the source payment information was not provided	Please provide a valid equipment credit card which can be utilized to clone to another payment section, or enter the complete payment details for all payment fields
161	2	NO_PAYMENT_INFO_TO_CLONE	DEPOSIT	A deposit payment credit card needs to exist in order to clone.	The option to clone/duplicate the deposit payment information was chosen, although the source payment information was not provided	Please provide a valid deposit credit card which can be utilized to clone to another payment section, or enter the complete payment details for all payment fields

Code	Type	Name	Sub Name	Description	Scenario	Resolution
162	2	SHIP_METHOD_REQUIRED	DEFAULT	Shipping method is required for Nextel fulfilled orders.	A shipping method was not chosen for the Sprint Nextel fulfilled order.	1) The order is a Sprint Nextel fulfilled order which requires a shipping method (2-day/Overnight/etc) for the equipment to be delivered 2) If the customer already possesses a handset to be activated, please change the order type to an Activation only/Non-fulfilled order
163	2	SHIP_VENDOR_REQUIRED	DEFAULT	Shipping vendor is required for Nextel fulfilled orders.	A shipping vendor was not chosen for the Sprint Nextel fulfilled order.	1) The order is a Sprint Nextel fulfilled order which requires a shipping vendor to be chosen (UPS/DHL/etc) for the equipment to be delivered 2) If the customer already possesses a handset to be activated, please change the order type to an Activation only/Non-fulfilled order
164	2	INVALID_SHIP_VENDOR_METHOD	DEFAULT	Shipping vendor or method is invalid.	An invalid Shipping vendor or Shipping method was chosen for this Sprint Nextel fulfilled order	The acknowledged shipping vendor at this point is only UPS. Please change the shipping vendor information sent in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
164	2	INVALID_SHIP_VENDOR_METHOD	2_DAY_ONLY	OVM only supports 2-day shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose 2-day as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered
164	2	INVALID_SHIP_VENDOR_METHOD	2_DAY_AND_GROUND_ONLY	OVM only supports 2-day and Ground shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose Ground or 2-day as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered
164	2	INVALID_SHIP_VENDOR_METHOD	OVERNIGHT_AND_2_DAY_ONLY	OVM only supports Standard Overnight and 2-day shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose Standard Overnight or Ground as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered
164	2	INVALID_SHIP_VENDOR_METHOD	OVERNIGHT_AND_GROUND_ONLY	OVM only supports Standard Overnight and Ground shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose one of Ground or Standard Overnight as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered

Code	Type	Name	Sub Name	Description	Scenario	Resolution
164	2	INVALID_SHIP_VENDOR_METHOD	OVERNIGHT_ONLY	OVM only supports Standard Overnight shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose Standard Overnight as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered
164	2	INVALID_SHIP_VENDOR_METHOD	GROUND_ONLY	OVM only supports Ground shipping to the zip code provided.	The shipping method requested is not supported for the shipping address provided	Please choose Ground as the shipping method and resend the request OR choose another shipping address where the ordered equipment can be delivered
165	2	EQUIP_PAYMENT_CC_NOT_ALLOWED	DEFAULT	Equipment payment using credit card not allowed for corporate/government liable orders where service purchase order is required.	The Corporate Identifier attached to this account does not accept Credit Cards as a form of payment for any service/equipment purchases. A Service Purchase order is required to process the order	The order is a Corporate/Government liable order which is attached to a Corporate Identifier configured to accept Service Purchase Orders (SPO) while purchasing services/equipment. Please provide the SPO number in the request, rather than the Credit Card Number

Code	Type	Name	Sub Name	Description	Scenario	Resolution
165	2	EQUIP_PAYME NT_CC_NOT_A LLOWED	EQUIP	Equipment payment using credit card not allowed for corporate/gove rnment liable orders where equipment purchase order is required.	The Corporate Identifier attached to this account does not accept Credit Cards as a form of payment for any equipment/ser vices purchases. An Equipment Purchase order is required to process the order	The order is a Corporate/Gov ernment liable order which is attached to a Corporate Identifier configured to accept Equipment Purchase Orders (EPO) while purchasing equipment/serv ices. Please provide the EPO number in the request, rather than the Credit Card Number
166	2	SHIP_PHONE_R EQUIRED	DEFAULT	Orders fulfilled by Sprint require a home or work phone number.	The Order is a Sprint fulfilled order which requires a home or work phone number as a contact method	Please resubmit the transaction with a valid home/work phone number included in the request
168	2	PORT_NOT_AL LOWED	DEFAULT	The number that the customer wanted to port-in cannot be ported.	The Zipcode provided in the port-in order does not correspond to a valid market where the NPA of the port-in number is valid	
168	2	PORT_NOT_AL LOWED	CDMA_CSA_MISMATC H	CDMA Port Swap cannot occur due to CSA mismatch	The Zipcode/CSA provided in the CDMA port-in order does not correspond to a valid CSA where the NPA of the port-in number is valid	

Code	Type	Name	Sub Name	Description	Scenario	Resolution
168	2	PORT_NOT_AL LOWED	IDEN_SUBMARKET_MI SMATCH	IDEN Port Swap cannot occur due to Submarket mismatch	The Zipcode/CSA provided in the IDEN port-in order does not correspond to a valid Sub Market where the NPA of the port-in number is valid	
171	2	NO_ADDITION S_TO_BOOST_ OR_PREPAID	DEFAULT	Add-ons are not allowed for Boost or Pre-paid accounts.	The Add on order references a Boost/Pre-Paid account which does not allow subscribers to be added onto the account	1) Validate that the existing account information is correct and that the account is not a BOOST customer 2) To activate a new BOOST subscriber, please send a BOOST activation order 3) To activate a new non-Boost subscriber, please place a new standard activation

Code	Type	Name	Sub Name	Description	Scenario	Resolution
171	2	NO_ADDITIONS_TO_BOOST_OR_PREPAID	THIRD_PARTY_WITH_ACCOUNT_NUM	Account [%s] has sub type of third-party employee pre-paid. OVM does not allow additions to third-party employee pre-paid accounts.	The Add on order references a Boost/Pre-Paid account which does not allow subscribers to be added onto the account	1) Validate that the existing account information is correct and that the account is not a BOOST customer 2) To activate a new BOOST subscriber, please send a BOOST activation order 3) To activate a new non-Boost subscriber, please place a new standard activation
171	2	NO_ADDITIONS_TO_BOOST_OR_PREPAID	THIRD_PARTY_REF_PTN	Reference PTN [%s] has account sub type of third-party employee pre-paid. OVM does not allow additions to third-party employee pre-paid accounts.	The Add on order references a Boost/Pre-Paid account which does not allow subscribers to be added onto the account	1) Validate that the existing account information is correct and that the account is not a BOOST customer 2) To activate a new BOOST/Pre-Paid subscriber, please send a BOOST activation order 3) To activate a new non-Boost subscriber, please place a new standard activation

Code	Type	Name	Sub Name	Description	Scenario	Resolution
171	2	NO_ADDITIONS_TO_BOOST_OR_PREPAID	REF_PTN	Reference PTN [%s] has account sub type of BOOST or SIM PREPAID. OVM does not allow additions to BOOST/SIM PREPAID accounts.	The Add on order references a Boost/Pre-Paid account which does not allow subscribers to be added onto the account	1) Validate that the existing account information is correct and that the account is not a BOOST customer 2) To activate a new BOOST/Pre-Paid subscriber, please send a BOOST activation order 3) To activate a new non-Boost subscriber, please place a new standard activation
171	2	NO_ADDITIONS_TO_BOOST_OR_PREPAID	WITH_ACCOUNT_NUM	Account [%s] has sub type of BOOST or SIM PREPAID. OVM does not allow additions to BOOST/SIM PREPAID accounts.	The Add on order references a Boost/Pre-Paid account which does not allow subscribers to be added onto the account	1) Validate that the existing account information is correct and that the account is not a BOOST customer 2) To activate a new BOOST/Pre-Paid subscriber, please send a BOOST activation order 3) To activate a new non-Boost subscriber, please place a new standard activation

Code	Type	Name	Sub Name	Description	Scenario	Resolution
172	2	REF_PTN_REQUIRED_FOR_UPGRADE	DEFAULT	Upgrade/swap orders require a reference PTN.	An upgrade or equipment swap order was placed without any reference information regarding the subscriber requesting the change	An upgrade order requires the PTN reference information regarding the subscriber requesting the upgrade. Please send this information in the request
173	2	REF_PTN_REQUIRED_FOR_REPLACE	DEFAULT	Replacement orders require a reference PTN.	An equipment replace order was placed without any reference information regarding the subscriber requesting the change	An replacement order requires the PTN reference information regarding the subscriber requesting the replacement. Please send this information in the request
174	2	ONE_HANDSET_FOR_ORDER_TYPE	DEFAULT	Upgrade/swap and replacement orders can only contain one handset.	Multiple handsets cannot be upgraded within a single upgrade or replacement request.	Multiple handsets cannot be upgraded within a single request. Please send a unique request for each subscriber requesting an upgrade

Code	Type	Name	Sub Name	Description	Scenario	Resolution
175	2	INVALID_ORDER_TYPE	ACCESSORY_INCOMPATIBLE	Accessory only orders are not compatible with this order type.	The Upgrade/Replacement order was requested with a handset count of zero (0), suggesting that this is an Accessory Only Order, which is not valid with such an order type. Handset activation request also required	1) Replace the order with an appropriate handset count for the Upgrade/Replacement order. Accessories can be requested along with this order 2) If only accessories are to be ordered, please place the order as an 'ADD-ON' order with a handset count of zero for the desired account
175	2	INVALID_ORDER_TYPE	NOT_ALLOWED	Port-in information is not allowed for an upgrade/replacement order.	A port-in request cannot be completed as an Upgrade/Replacement order.	Resend the request changing the order type to a New port-in account creation order or an Add-on port-in order onto an existing account
175	2	INVALID_ORDER_TYPE	CANNOT_CHANGE_TYPE	Cannot change the order type from [NEW] to [%s].	The Initial Credit Check request information was sent for a NEW order type and the Activation request message was sent as a different order type which is invalid as per schema definitions	Resend the request changing the order type to be consistent for both the Credit and Activation request (NEW /UPG/ ADD)

Code	Type	Name	Sub Name	Description	Scenario	Resolution
175	2	INVALID_ORDER_TYPE	UPGRADE	Cannot change the order type from UPGRADE or REPLACE to [%s].	The Initial Credit Check request information was sent for a Upgrade/Replacement order type and the Activation request message was sent as a different order type which is not permitted	Resend the request changing the order type to be consistent for both the Credit and Activation request (NEW /UPG/ ADD)
175	2	INVALID_ORDER_TYPE	ADD_ON	Cannot change the order type from ADD_ON to [%s].	The Initial Credit Check request information was sent for a Add-On order type and the Activation request message was sent as a different order type which is invalid as per schema definitions	Resend the request changing the order type to be consistent for both the Credit and Activation request (NEW /UPG/ ADD)
176	2	ORDER_ID_REQUIRED	DEFAULT	Order ID is required.	The Request was sent without the required unique orderid	Provide a Unique Order id within the XML request and replace the request
177	1	WNP_SERVICE_UNAVAILABLE	DEFAULT	The service used to determine port eligibility is unavailable. Please try again.	The Wireless Number Portability service to determine port eligibility of the PTN is unavailable.	Please try again later or call Customer Care
177	1	WNP_SERVICE_UNAVAILABLE	ELIGIBILITY_FALSE	The PTN provided is ineligible for Port-in to Sprint	The Port-in number requested to be transferred into Sprint is not eligible for Port-in	1) The PTN may not be eligible since it may not be an active and valid number 2) The PTN may already be an active Sprint-Nextel number

Code	Type	Name	Sub Name	Description	Scenario	Resolution
177	1	WNP_SERVICE _UNAVAILABL E	NETWORK_ELIGIBILIT Y_FALSE	The PTN provided is ineligible for Port-in to desired network	The Port-in number requested to be transferred is not eligible to be ported into the network (CDMA or iDEN) requested.	The Port-in number requested to be transferred may not be eligible to be ported into the desired network (CDMA or iDEN) by the customer.
178	2	DUPLICATE_PO RT_IN_NUMBE R	DEFAULT	A duplicate port-in number was found.	A number of lines were requested for port-in within this order, although the same PTN has been requested for Port-in more than once in the same order	Validate the PTN numbers that are being sent in the request, verify that they are unique and replace the request
178	2	DUPLICATE_PO RT_IN_NUMBE R	DUPLICATE	Duplicate port-in PTN [%s].	A number of lines were requested for port-in within this order, although the same PTN has been requested for Port-in more than once in the same order	Validate the PTN numbers that are being sent in the request, verify that they are unique and replace the request
179	2	PUBLIC_SAFET Y_GOVT_NOT_ SUPPORTED	DEFAULT	Public Safety Government Accounts are not allowed.	The Account type for this order has been identified as a Public Safety Government account. Orders for such account cannot be placed through this channel	Please utlize another channel to replace the order or call Customer Care

Code	Type	Name	Sub Name	Description	Scenario	Resolution
180	2	TAX_EXEMPT_ID_REQUIRED	DEFAULT	Tax Exempt ID is required for this corporate/government order.	When a New corporate/government account setup order is received, then CorpID is validated from AART whether it requires a Tax Exempt ID during setup. If this is not provided, we return a error	Please provide required information and replace the order or call Customer Care
181	2	EQUIPMENT_PO_REQUIRED	DEFAULT	Equipment purchase order number required for this corporate/government order.	The Corporate/Government ID for this account requires an Equipment Purchase order, which was not provided in the request	Verify that the correct Equipment Purchase Order number is provided in the request Also verify that the correct Corporate/Government ID has been sent in the request
181	2	EQUIPMENT_PO_REQUIRED	WITH_ID	Equipment PO number is required for corp/gov with ID [%s].	The Corporate/Government ID for this account requires an Equipment Purchase order, which was not provided in the request	Verify that the correct Equipment Purchase Order number is provided in the request Also verify that the correct Corporate/Government ID has been sent in the request
182	2	DAC_REQUIRED_FOR_CORP_GOV_ID	DEFAULT	Department Code is required for this corporate/government order.	The Corporate/Government ID for this account requires an DAC ID [Department Access Code], which was not provided in the request	Provide the DAC [Department Access Code] information within the request and replace the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
182	2	DAC_REQUIRED_FOR_CORP_GOV_ID	WITH_ID	DAC ID is required for corp/gov with ID [%s] and account with ID [%s].	The Corporate/Government ID for this account requires an DAC ID [Department Access Code], which was not provided in the request	Provide the DAC [Department Access Code] information within the request and replace the request
183	2	DAC_WITH_CORP_GOV_ID_FAILED	DEFAULT	Department Code is not associated with the corporate/government ID provided.	The DAC ID [Department Access Code] provided in the request does not correspond to the Corporate/Government ID in the request/on the account	Validate the DAC [Department Access Code], Corporate/Government ID and account information within the request and replace the request
183	2	DAC_WITH_CORP_GOV_ID_FAILED	WITH_ID	DAC ID [%s] does not match corp/gov with ID [%s] and account with ID [%s].	The DAC ID [Department Access Code] provided in the request does not correspond to the Corporate/Government ID in the request/on the account	Validate the DAC [Department Access Code], Corporate/Government ID and account information within the request and replace the request
185	2	ESN_REQUIRED_FOR_SIM_PHONES	DEFAULT	Handset Serial Number is required for all SIM phones.	The Powersource device requested for activation requires an ESN number that has not been provided in the request	The handset requested for activation is dual mode device and requires an ESN as well as a SIM number. Replace the request after including the required information

Code	Type	Name	Sub Name	Description	Scenario	Resolution
185	2	ESN_REQUIRED_FOR_SIM_PHONES	WITH_ID	ESN is required for all SIM phones. The line ID for this phone is [%s].	The Powersource device requested for activation in line Id [%] requires an ESN number that has not been provided in the request	The handset requested for activation is dual mode device and requires an ESN as well as a SIM number. Replace the request after including the required information
186	2	DUPLICATE_ESN	DEFAULT	A duplicate ESN was provided.	The ESN (Electronic Serial Number) provided for the CDMA device is duplicated within the request.	Validate that the ESN (Electronic Serial Number) provided for each line to be activated is unique.
186	2	DUPLICATE_ESN	WITH_ID	ESN [%s] is a duplicate. The line ID for this phone is [%s].	The ESN (Electronic Serial Number) provided for the CDMA device in line [%] is duplicated within the request.	Validate that the ESN (Electronic Serial Number) provided for each line to be activated is unique.
187	2	NODE_ID_NOT_UNDER_CORP_GOV_ID	DEFAULT	Node ID does not match the corp/gov ID provided.	The Node ID provided on the order does not match the CorpID provided on the order	Please verify that the nodeID and CorpID are entered correctly and that they are associated to one another
187	2	NODE_ID_NOT_UNDER_CORP_GOV_ID	WITH_ID	Node ID [%s] does not match corp/gov with ID [%s].	The Node ID provided on the order does not match the CorpID provided on the order	Please verify that the nodeID and CorpID are entered correctly and that they are associated to one another

Code	Type	Name	Sub Name	Description	Scenario	Resolution
188	2	SUSPENDED_ACCOUNT_NUMBER	DEFAULT	The account number provided is in a closed or suspended state.	The information provided on the order corresponds to a Suspended account	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account
188	2	SUSPENDED_ACCOUNT_NUMBER	WITH_ACCOUNT_NUM	Account [%s] is in a suspended state.	The information provided on the order corresponds to a Suspended account [%]	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account
188	2	SUSPENDED_ACCOUNT_NUMBER	OPEN_BAN	The Customer PTN [%s] is not on an OPEN BAN. Cannot upgrade.	The information provided on the order (PTN-[%]) corresponds to a non-active account	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
188	2	SUSPENDED_ACCOUNT_NUMBER	TAX_ID	A suspended account exists for tax ID [%s].	The tax-id information [%] provided on the order corresponds to a Suspended account	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account
188	2	SUSPENDED_ACCOUNT_NUMBER	SSN	A suspended account exists for social security number.	The SSN (Social Security Number) provided on the order corresponds to a Suspended account	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account
188	2	SUSPENDED_ACCOUNT_NUMBER	NO_SSN	A suspended account exists for social security number [%s].	The SSN (Social Security Number-[%]) provided on the order corresponds to a Suspended account	1) Verify that the account for which the order is requested is Active 2) Validate that the account information sent in the request is correct and corresponds to the desired account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
189	2	ACCESSORY_NOT_ALLOWED	DEFAULT	Accessories are not allowed for this order type.	The Upgrade/Replacement order was requested with a handset count of 0, suggesting that this is an Accessory Only Order, which is not valid with this order type	1) Replace the order with an appropriate handset count for the Upgrade/Replacement order. Accessories can be requested along with this order 2) If only accessories are to be ordered, please change the SKU requested to a valid Accessory SKU
190	2	PHONE_NOT_ALLOWED	DEFAULT	Phones are not allowed for this order type.	The order was requested as an Accessory only order on the initial request and so phone activation data is not accepted in the Activation request	1) Replace the initial request with an appropriate handset count for the order. Accessories can then be requested along with this order 2) If only accessories are to be ordered, please place the order as an 'ADD-ON' order for the desired account or a NEW order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
190	2	PHONE_NOT_ALLOWED	ACCESSORY_ONLY	This is an accessory only order. Phones are not allowed for this order type.	The order was placed as an 'Accessory only' order with a handset count of zero. The corresponding Activation Request included a phone model SKU rather than the expected Accessory SKU	1) Replace the initial request with an appropriate handset count for the order. Accessories can then be requested along with this order 2) If only accessories are to be ordered, please place the order as an 'ADD-ON' order for the desired account or a NEW order
191	2	EC_OVER_CREDIT_LIMIT	DEFAULT	The total recurring charges for this order exceed the subscriber credit limit warning threshold.	The total recurring charges for this order exceed the subscriber credit limit threshold returned from the Credit Evaluation tool	Verify the Customer Information provided in the request or call Care
191	2	EC_OVER_CREDIT_LIMIT	CHARGES_OVER	Total recurring charges for this order line is [%s] which is over the spending limit.	The total recurring charges for this order exceed the subscriber spending limit threshold returned from the Credit Evaluation tool	Verify the Customer Information provided in the request or call Care
191	2	EC_OVER_CREDIT_LIMIT	CHARGES_OVER_WITH_ID	Total recurring charges for this order line is [%s] which is over the spending limit. Service plan ID is [%s].	The total recurring charges for this order, [%] exceeds the subscriber spending limit threshold returned from the Credit Evaluation tool	Verify the Customer Information provided in the request or call Care

Code	Type	Name	Sub Name	Description	Scenario	Resolution
192	2	INVALID_HANDSET_COUNT	DEFAULT	Number of handsets in the activation request does not match the value in credit check request.	Number of handsets in the activation request does not match the initial number requested in the credit check request.	Replace the Credit Check with the correct number of handsets desired and replace the Credit and Activation requests
193	2	INVALID_UPGRADE_EQUIPMENT_PRICE	DEFAULT	Promotional price cannot be selected since the subscriber is within the upgrade frequency period. Please modify the price.	The price requested on the order is a promotional price for the requested equipment. The subscriber is ineligible for this particular pricing based on the current subscriber attributes.	Please verify the current eligibility of the subscriber and replace the order with the appropriate equipment price
193	2	INVALID_UPGRADE_EQUIPMENT_PRICE	INVALID_WITH_PRICE	Promotional price of [%s] is invalid for this upgrade order.	The price requested on the order is a promotional price for the requested equipment. The subscriber is ineligible for this particular pricing based on the current subscriber attributes.	Please verify the current eligibility of the subscriber and replace the order with the appropriate equipment price
193	2	INVALID_UPGRADE_EQUIPMENT_PRICE	INVALID	Promotional price is invalid for this upgrade order.	The price requested on the order is a promotional price for the requested equipment. The subscriber is ineligible for this particular pricing based on the current subscriber attributes.	Please verify the current eligibility of the subscriber and replace the order with the appropriate equipment price

Code	Type	Name	Sub Name	Description	Scenario	Resolution
195	2	HOME_PHONE_REQUIRED	DEFAULT	Home phone is required for individual customer types.	The Customer type identified in the Credit request requires that a Home Phone number be provided in the Credit Request	Replace the Credit Check with a home phone contact number
195	2	HOME_PHONE_REQUIRED	WORK_PHONE	Work phone is required for this customer.	The Customer type identified in the Credit request requires that a Work Phone number be provided in the Credit Request	Replace the Credit Check with the work phone contact number
197	2	PP_SOC_NOT_ALLOWED	DEFAULT	Price plan is not allowed for corporate/government ID.	The Price Plan or SOC requested for this order is incompatible with the CorpID provided in the order or the CorpID attached to the account	1) Verify that the CorpID/Account information provided on the order is correct 2) Verify that the requested services are compatible with the Corporate/Government Identifier sent in the request
197	2	PP_SOC_NOT_ALLOWED	ORDER_TYPE_DISCOUNT_INVALID	Discount Code [%s] is not valid for this subscriber.	The Discount requested for the subscriber is not available for the subscriber's account.	Please verify that the correct and valid Discount Code is requested for the subscriber on the order
197	2	PP_SOC_NOT_ALLOWED	SOC_ORDER_TYPE_INVALID	Price plan or SOC [%s] is not valid for this order type.	The Price Plan or SOC requested for this order is incompatible with the configuration for the AccountType and SubType service compatibility	1) Verify that the account and services information provided on the order is correct 2) Verify that the requested services are compatible with the Account Type /Sub Type of the account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
197	2	PP_SOC_NOT_ALLOWED	SOC_CORP_ID_INCOMPATIBLE	Price plan or SOC [%s] is not compatible with corp id [%s].	The Price Plan or SOC requested for this order is incompatible with the CorpID provided in the order or the CorpID attached to the account	1) Verify that the CorpID/Account information provided on the order is correct 2) Verify that the requested services are compatible with the Corporate/Government Identifier sent in the request
197	2	PP_SOC_NOT_ALLOWED	CORP_ID_DISCOUNT_INCOMPATIBLE	Discount Code [%s] is not compatible with corp id [%s].	The Service Code representing the discount on the order is not compatible with the Corporate Identifier of the account	Verify that the discount selected is acceptable by the Corporate/Business/Government Account
198	3	PREVIOUS_FRAUDULENT_ACTIVITY	DEFAULT	Previous fraudulent activity on BAN/Corporate ID.	The Account Information and/or Corporate/Government Identifier sent in the request is flagged as a fraudulent customer	Verify the account information sent in the request or Call Customer Care
198	3	PREVIOUS_FRAUDULENT_ACTIVITY	NON_RETRIEVAL	Customer information could not be retrieved due to a previous fraudulent activity.	The Account Information and/or Corporate/Government Identifier sent in the request is flagged as a fraudulent customer	Verify the account information sent in the request or Call Customer Care

Code	Type	Name	Sub Name	Description	Scenario	Resolution
199	2	ADD_ON_PLAN_NOT_ALLOWED	DEFAULT	Add on price plan is not allowed.	The price plan requested is an Add-on price plan which is not allowed if the primary subscriber on the account does not have the corresponding primary price plan	1) Choose a sharing price plan or a standard individual price plan 2) If a family sharing add-on price plan is desired, change the primary subscriber's price plan and then place an Add-on price plan request
199	2	ADD_ON_PLAN_NOT_ALLOWED	NOT_ALLOWED	Add-on service plan [%s] is not allowed.	An ADD-ON price plan is not allowed if the primary subscriber does not have the corresponding primary price plan	1) Choose a sharing price plan or a standard individual price plan 2) If a family sharing add-on price plan is desired, change the primary subscriber's price plan and then place an Add-on price plan request
199	2	ADD_ON_PLAN_NOT_ALLOWED	NOT_ALLOWED_WITH_ID	Add-on service plan [%s] is not allowed. Service plan ID is [%s].	An ADD-ON price plan is not allowed if the primary subscriber does not have the corresponding primary price plan	1) Choose a sharing price plan or a standard individual price plan 2) If a family sharing add-on price plan is desired, change the primary subscriber's price plan and then place an Add-on price plan request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
200	3	CANNOT_REOPEN_CANCELLED_BAN	DEFAULT	Cancelled account cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
200	3	CANNOT_REOPEN_CANCELLED_BAN	REF_PTN	Customer's cellular PTN [%s] is on a cancelled BAN that cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
200	3	CANNOT_REOPEN_CANCELLED_BAN	ACCOUNT_NUMBER	Account [%s] is a cancelled BAN that cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
200	3	CANNOT_REOPEN_CANCELLED_BAN	TAX_ID	There is a cancelled BAN [%s] for tax ID [%s]. This BAN cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
200	3	CANNOT_REOPEN_CANCELLED_BAN	SSN	There is a cancelled BAN [%s] for social security number [%s]. This BAN cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
200	3	CANNOT_REOPEN_CANCELLED_BAN	NO_SSN	There is a cancelled BAN [%s] for social security number. This BAN cannot be reopened.	The Account Information sent in the request is attached to a cancelled customer	Verify the account information sent in the request or Call Customer Care
201	2	INVALID_PROMOTION_ID	DEFAULT	Invalid promotion ID.	The Promotion ID referenced in the request is invalid	Please verify that the Promotion ID provided is correct and is a valid Promotion

Code	Type	Name	Sub Name	Description	Scenario	Resolution
201	2	INVALID_PROMOTION_ID	INVALID	Promotion with ID [%s] is not valid.	The Promotion ID referenced in the request is invalid	Please verify that the Promotion ID provided is correct and is a valid Promotion
202	2	INVALID_ACTIVATION_DATE	DEFAULT	Invalid activation date submitted for deactivation request.	The Activation Date submitted within the Deactivation Request is an invalid date	Validate that the Activation Date sent in the Deactivation request is in the correct format - MM-DD-YYYY and greater than today's date
202	2	INVALID_ACTIVATION_DATE	EFFECTIVE_BILL_CYCLE	Invalid activation date; for new/add on orders effective bill cycle day is not allowed.	Activations can only be accepted for current or future date. Please change the desired activation date accordingly	Handset and services can only be activated on current or a future date. Please change the desired activation date accordingly
202	2	INVALID_ACTIVATION_DATE	FORMAT	Activation date is in an incorrect format.	The Activation Date submitted within the Request is an invalid date	Validate that the Activation Date sent in the request is in the correct format - MM-DD-YYYY
203	2	INVALID_RETURNED_DATE	DEFAULT	Invalid return date submitted for deactivation request.	The Return Date submitted within the Deactivation Request is an invalid date	Validate that the Return Date sent in the Deactivation request is in the correct format - MM-DD-YYYY and greater than or equal to today's date

Code	Type	Name	Sub Name	Description	Scenario	Resolution
203	2	INVALID_RETURNED_DATE	FORMAT	Returned date is not in a proper format.	The Return Date submitted within the Deactivation Request is an invalid date	Validate that the Return Date sent in the Deactivation request is in the correct format - MM-DD-YYYY and greater than or equal to today's date
204	2	REF_ORDER_INVALID	DEFAULT	Referenced order cannot be found.	The initial activation order referenced in the Deactivation request cannot be found.	Verify the details provided regarding the
205	3	REF_ORDER_NOT_CLOSED	DEFAULT	Referenced order did not complete properly.	The initial activation order referenced in the Deactivation request was not completed correctly	Please contact Care and have the device deactivated manually
205	3	REF_ORDER_NOT_CLOSED	NOT_OVM	The order you wish to deactivate was never completely activated through the OVM system. The order may have been activated manually, which means it will have to be deactivated manually.	The order referenced in the Deactivation request was not completely activated through the OVM system. The order was completed through another system or was activated manually.	Since the order was not activated through the OVM system, the equipment would have to be deactivated manually
206	2	REF_ORDER_NAME_MISMATCH	DEFAULT	Name on referenced order does not match name in deactivation request.	The existing name on the active handset is different from the name provided in the deactivation request	Verify that the details provided in the deactivation order and the initial activation order are the same

Code	Type	Name	Sub Name	Description	Scenario	Resolution
207	3	TENTATIVE_BAN_NOT_SUPPORTED	DEFAULT	A deactivation cannot be completed on a tentative account.	The account requested to be deactivated is tied to a Tentative account, which cannot be deactivated since there is no active subscriber on the account	
208	2	REF_ORDER_INVALID_PHONE	DEFAULT	Phone in deactivation request cannot be found in referenced order.	The existing active handset details are different from the handset details provided in the referenced order details	Verify that the details provided in the deactivation order referencing the active handset and the initial activation order reference the same handset
209	2	PORT_INCOMPLETE	DEFAULT	Port-in request for phone to be deactivated has not completed.	The deactivation request has been requested for a port-in subscriber whose port-in request is still to be completed. Deactivation will be permitted once the port-in is complete	Replace the Deactivation Request once the Port-in is completed
211	1	DEACTIVATION_IN_PROCESS	DEFAULT	A deactivation request for this order is already in process.	A deactivation request for the same order number has already been requested.	Please verify the order number and confirm that a deactivation request has already been initiated.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
212	2	INTL_FEATURE_EXPECTED	DEFAULT	The credit check came in with international handsets. The activation request has to match the credit check.	The credit check for this order indicated that international handset(s) are to be activated, but no international handsets/features were requested during Activation	1) Validate that the desired international features and/or handsets are requested for this order 2) If no international components are desired, please replace the Credit check, indicating that the international-handset-count is 0
212	2	INTL_FEATURE_EXPECTED	UNEXPECTED_NUMBER	The credit check contained [%s] international handsets. The number of handsets with international features in the activation request does not match the credit check.	The credit check for this order indicated that X number of international handset(s) are to be activated, but the number of international handsets/features requested during Activation did match X	1) Correct the number of international activations requested to match those approved in the Credit Check 2) If
213	1	PORT_STATUS_SERVICE_UNAVAILABLE	DEFAULT	The port status check system is currently unavailable. Please check back later.	The backend system which determines port eligibility is unavailable at this time.	Please retry after some time or call Customer Care to determine eligibility
214	3	EQUIPMENT_NOT_ACTIVE	DEFAULT	The equipment to be deactivated is not currently active.	The equipment for which a deactivation request is sent has already been deactivated or is inactive	Verify that the handset requested to be deactivated is currently active and the correct information has been sent in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
214	3	EQUIPMENT_NOT_ACTIVE	SIM	SIM [%s] is not active. Phone may have been deactivated already.	The equipment SIM for which a deactivation request is sent has already been deactivated or is inactive	Verify that the SIM requested to be deactivated is currently active and the correct information has been sent in the request
214	3	EQUIPMENT_NOT_ACTIVE	IMEI	IMEI [%s] is not active. Phone may have been deactivated already.	The equipment IMEI for which a deactivation request is sent has already been deactivated or is inactive	Verify that the IMEI requested to be deactivated is currently active and the correct information has been sent in the request
215	3	ORDER_CANCELLED	DEFAULT	An activation request cannot be sent for an order that has been cancelled.	An activation request was submitted for an order for which a successful cancellation request has already been sent	To enable the service/handset activation desired, a new order would have to placed, including a Credit Check if applicable
216	2	INVALID_AGENT_CODE	DEFAULT	The agent code is invalid.	The Smart Agent Code is invalid	Verify the activation/service zipcode is entered correctly and verify that the order is placed using an approved dealer
216	2	INVALID_AGENT_CODE	WITH_CODE	The agent code [%s] is not valid.	The Smart Agent Code [%] is invalid	Verify the activation/service zipcode is entered correctly and verify that the order is placed using an approved dealer

Code	Type	Name	Sub Name	Description	Scenario	Resolution
217	2	BAN_LEVEL_PRICE_PLAN_NOT_ALLOWED	DEFAULT	BAN level price plan is not allowed for this subscriber.	The price plan chosen for activation is only allowed at the Account level and not at a subscriber level	1) Attach the requested price plan at the account level rather than the subscriber level 2) Choose a valid and acceptable price plan that can be added at the subscriber level
217	2	BAN_LEVEL_PRICE_PLAN_NOT_ALLOWED	WITH_PLAN	BAN level price plan [%s] is not allowed for subscriber.	The price plan chosen for activation is only allowed at the Account level and not at a subscriber level	1) Attach the requested price plan at the account level rather than the subscriber level 2) Choose a valid and acceptable price plan that can be added at the subscriber level
218	3	FRAUDULENT_CREDIT_CARD	DEFAULT	Credit card provided is fraudulent.	The credit card information provided in the request is linked to fraudulent activity	1) Verify the credit card information provided on the order 2) Provide a different credit card to complete the order
218	3	FRAUDULENT_CREDIT_CARD	PRE_AUTH	Error pre-authorizing credit card for payment type [%s]. Error was [%s].	The credit card information provided in the request is linked to fraudulent activity	1) Verify the credit card information provided on the order 2) Provide a different credit card to complete the order
219	3	ENTERED_MANUAL_ACTIVATION	DEFAULT	Order entered manual activation process in FAST.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
220	3	REQUEST_TIMED_OUT	DEFAULT	Request has timed out before generating a valid response.	The service request sent to Sprint has timed out due to delay in processing the request/response	1) Verify that the system is sending the request to the correct URL (URL --) 2) Contact Sprint representatives to ensure system is functioning as expected
221	2	HANDSET_LIMIT_EXCEEDED	DEFAULT	Number of handsets requested exceeded the allowable handset limit.	The Credit Rating of the account holder only allows for z number of active subscribers. The Add-on credit check request was sent with a handset count of x even though the account was approved for only z subscribers. (x+z > z)	1) Send the Credit check with an acceptable number for the handset count. 2) If the account has reached the maximum allowable limit, please open a new account or call the Credit Department to update the Credit decision of the subscriber
222	2	RETURN_URL_REQUIRED	DEFAULT	Return URL is required.	A Return URL is required for the system to send the request response back to the vendor. Please provide a valid return URL in the request sent to Sprint	Replace the request with a valid Return URL (URL--)
223	1	NPA_NXX_SERVICE_UNAVAILABLE	DEFAULT	The npa-nxx service is currently unavailable. Please check back later.	The NPA-NXX service to provide available numbers based on the ZipCode provide is unavailable.	Retry the request after sometime, or call Care to process the order manually

Code	Type	Name	Sub Name	Description	Scenario	Resolution
224	2	NO_DATA_FOR_SIM_AND_LAST_NAME	DEFAULT	SIM and last name provided do not match with any account.		
224	2	NO_DATA_FOR_SIM_AND_LAST_NAME	WITH_DATA	Unable to find account data for sim [%s] and last name [%s].		
225	2	INVALID_EXPIRATION_DATE	DEFAULT	Credit card expiration date is invalid.	The Credit Card expiration date entered in the request is an invalid date	1) Please verify that the Credit Card information entered correspond to an active and valid Credit Card 2) Verify that date is greater than today's date and is entered in the format 'MM/YYYY'
225	2	INVALID_EXPIRATION_DATE	WITH_DATE	Credit card expiration date of [%s] is not valid.	The Credit Card expiration date entered in the request is an invalid date	1) Please verify that the Credit Card information entered correspond to an active and valid Credit Card 2) Verify that date is greater than today's date and is entered in the format 'MM/YYYY'

Code	Type	Name	Sub Name	Description	Scenario	Resolution
225	2	INVALID_EXPI RATION_DATE	OVER_100_YEARS	Credit card expiration date of [%s] is not valid. Expiration date can't be more than 100 years from today's date.	The Credit Card expiration date entered in the request is an invalid date	1) Please verify that the Credit Card information entered correspond to an active and valid Credit Card 2) Verify that date is greater than today's date and is entered in the format 'MM/YYYY' 3) Verify that the expiration date is within 99 years from today's date
227	1	CREDIT_CANC EL_REQUEST_ NOT_ALLOWE D	DEFAULT	A credit cancel request should not have been sent.		
228	2	CREDIT_CANC EL_DATA_MIS MATCH	DEFAULT	The data sent in the credit cancel request does not match what is on the order.	The Credit Cancel request does not match the information included on the initial Credit Check request	Please verify the information and replace the Credit Cancel request
229	1	CREDIT_CANC EL_ORDER_IN_ PROCESS	DEFAULT	The order is currently being processed, the cancel request cannot be applied at this time. Please resubmit later.	The original order is currently in process. Please resubmit the cancel request once the order is complete	
230	2	M2HO_PTN_RE QUIRED_FOR_ OPTION	DEFAULT	A PTN is required for this Mobile-to-Home/Office option.	Please provide a PTN number if requesting a Mobile-to-Home or Mobile-to-Office service	
230	2	M2HO_PTN_RE QUIRED_FOR_ OPTION	PTN_NEEDED_WITH_F EATURE	Feature [%s] is a Mobile-To-Home/Office feature. It requires a PTN.	Please provide a PTN number if requesting a Mobile-to-Home or Mobile-to-Office service	

Code	Type	Name	Sub Name	Description	Scenario	Resolution
230	2	M2HO_PTN_RE QUIRED_FOR_ OPTION	RANGE_NEEDED_WIT H_FEATURE	Plan with code [%s] is a Mobile-to-Home/Office plan. It requires a PTN/range.	Please provide a PTN number or a PTN range if requesting a Mobile-to-Home or Mobile-to-Office service	
230	2	M2HO_PTN_RE QUIRED_FOR_ OPTION	RANGE_NEEDED	M2HO PTN/range is required.	Please provide a PTN number or a PTN range if requesting a Mobile-to-Home or Mobile-to-Office service	
231	2	M2HO_PTN_IN_ BLOCKED_LIST	DEFAULT	The Mobile-to-Home/Office PTN is in the blocked list.	The PTN for which the Mobile-to-Home/Office service has been blocked from requesting this service.	Please verify the PTN and the service being requested OR Call Customer Care
231	2	M2HO_PTN_IN_ BLOCKED_LIST	WITH_PTN	The specified M2H/O entry [%s] with plan [%s] with Mobile-To-Home/Office feature [%s] is on the blocked list.	The PTN for which the Mobile-to-Home/Office service has been blocked from requesting this service.	Please verify the PTN and the service being requested OR Call Customer Care
232	2	PHYSICAL_AD DRESS_REQUIR ED	DEFAULT	A PO Box address can be used for billing address, but a physical address is needed for credit check.	The physical address entered for the Credit Check is expected to be a complete address. A P.O. Box address is not allowed for Credit Checks	Please reenter the address in the Credit Request as a non-P.O. Box address

Code	Type	Name	Sub Name	Description	Scenario	Resolution
232	2	PHYSICAL_AD DRESS_REQUIR ED	CREDIT	A physical address (non-PO box) is needed to run credit.	The physical address entered for the Credit Check is expected to be a complete address. A P.O. Box address is not allowed for Credit Checks	Please reenter the address in the Credit Request as a non-P.O. Box address
233	2	PRE_AUTH_RE QUEST_NOT_A LLOWED	DEFAULT	A pre-authorization request cannot be received unless credit check completed successfully.	The pre-authorization request sent references a Credit Check request which was never completed successfully	Verify that the pre-authorization request references a successfully completed credit check
234	2	NO_PRE_AUTH _AMOUNT	DEFAULT	No deposit amount exists for pre-authorization.	A pre-authorization request was sent even though the Credit Check for the account/subscr iber returned no Deposit payments to be made.	Verify that the pre-authorization request references a successfully completed credit check
235	2	PRE_AUTH_AL READY_DONE	CC	A pre-authorization was already performed using deposit credit card.	The pre-authorization for the deposits required were already completed for this order.	Please go ahead with the activation request for this order.
235	2	PRE_AUTH_AL READY_DONE	DEFAULT	A pre-authorization for the deposit amount was already performed.	The pre-authorization for the deposits required were already completed for this order.	Please go ahead with the activation request for this order.
236	2	INVALID_SERV ICE_ZIP	DEFAULT	Invalid PPU		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
237	2	NO_PLANS_FO UND	DEFAULT	No Plans Found	No plans were found for the particular data combination sent in the Request	1) If handset information such as ESN/MEID/H SN or SKU is provided in the request, verify that the information is entered correctly 2) Verify that all referenced information in the request is correct (order id, subscriber information, etc) 3) It is also possible that for the data combination requested, no price plans are compatible
238	2	NO_OPTIONS_F OUND	DEFAULT	No Options Found	No options were found for the particular data combination sent in the Request	1) If handset information such as ESN/MEID/H SN or SKU is provided in the request, verify that the information is entered correctly 2) Verify that all referenced information in the request is correct (order id, subscriber information, price plans etc) 3) It is also possible that for the data combination requested, no options are compatible

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240	2	BILL_SUMMARY_UNAVAILABLE	DEFAULT	The bill summary could not be generated based on the information provided.	The bill summary request was unable to generate the billing information requested since the information provided was incorrect and/or incomplete	Verify the information sent in the Bill Summary request and replace the request
241	2	ACCOUNT_ID_REF_PTN_MISMATCH	DEFAULT	The reference-ptn passed in activation request does not match the account id on the order	The reference PTN provided in the request is not attached to the account number referenced within the request	Please verify the Reference PTN and/or the account number referenced wihtin the request
241	2	ACCOUNT_ID_REF_PTN_MISMATCH	WITH_DATA	Reference ptn [%s] doesn't match account ID [%s].	The reference PTN provided in the request is not attached to the account number referenced within the request	Please verify the Reference PTN and/or the account number referenced wihtin the request
243	2	NOT_ELIGIBLE_FOR_UPGRADE	DEFAULT	The ptn is currently not eligible for upgrade.	The PTN on the request is not eligible for upgrade.	Please verify the eligibility of the PTN requesting the upgrade OR provide the correct model-price for the equipment selected

Code	Type	Name	Sub Name	Description	Scenario	Resolution
243	2	NOT_ELIGIBLE _FOR_UPGRAD E	MANUAL_ACT	Handset upgrade requires manual activation. A price plan change is required which will force a price plan change for all subscribers associated to the same family plan.	The Handset upgrade requested is on the primary subscriber of a Family Sharing Price plan. This upgrade will force a price plan change for the primary subscriber. There are secondary subscribers under this price plan who will also be forced to change their price plans.	Please have the customer call Sprint Care to complete the order. The order has been sent to the manual activation queue and will be completed manually by a Sprint representative
243	2	NOT_ELIGIBLE _FOR_UPGRAD E	PRICE_PLAN_BRAND	Current Price Plan not compatible with device selected, please change to compatible plan.	The Upgrade eligible handset requested is not compatible with the existing price plan.	Please request a change of price plan which will be compatible with the upgrade eligible Handset requested
244	2	NO_PLAN_COV ERAGE	DEFAULT	Coverage Not Found	Sprint Nextel does not provide coverage in the service area zip code requested	1) Verify the service area zipcode requested for activation 2) Please try another zipcode for activation
246	2	NO_ACCOUNT_ FOUND	DEFAULT	Could not find account	The account number referenced in the request does not exist within the Sprint Nextel system or has been cancelled, suspended or closed.	Please verify the account information provided in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
247	2	NO_SUBSCRIBER_FOUND	DEFAULT	Could not find subscriber	The subscriber number referenced in the request does not exist within the Sprint Nextel system or has been cancelled, suspended or closed.	Please verify the account/subscriber information provided in the request
249	2	PHONE_INCOMPATIBLE_WITH_OPTIONS	DEFAULT	Phone Model incompatible with existing services	The phone model selected is incompatible with the existing options/services on the subscriber	1) Please select a handset which is compatible with the existing subscriber setup and services OR 2) Expire the services which are incompatible with the requested handset
249	2	PHONE_INCOMPATIBLE_WITH_OPTIONS	WITH_DATA	[%s] is NOT compatible with option(s) [%s].	The phone model selected is incompatible with the existing options/services on the subscriber	1) Please select a handset which is compatible with the existing subscriber setup and services OR 2) Expire the services [%] which are incompatible with the requested handset
250	3	ACCOUNT_TYPE_NOT_SUPPORTED	DEFAULT	Order cannot be processed through automated system. Please contact Accounts team to activate.	The account type requested for this order is not supported by this order channel	Please contact the Care team to complete this order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
251	2	FF_FAMILY_ONE_PRIMARY_ALLOWED	DEFAULT	Only one Fair & Flex primary plan allowed on an account.	The price plan requested for this subscriber is not allowed, since the requested price plan is designated as the primary plan for a sharing price plan. Any account can have only one instance of this price plan	1) To add a new sharing subscriber onto the same account, please select a secondary price plan related to the existing primary price plan 2) To add a standard new subscriber, you can choose any individual price plan
251	2	FF_FAMILY_ONE_PRIMARY_ALLOWED	PRIMARY_EXISTS	Fair & Flexible family or Lines to Share primary plan [%s] already exists on the account.	The price plan requested for this subscriber is not allowed, since the requested price plan is designated as the primary plan for a sharing price plan. Any account can have only one instance of this price plan	1) To add a new sharing subscriber onto the same account, please select a secondary price plan related to the existing primary price plan 2) To add a standard new subscriber, you can choose any individual price plan
251	2	FF_FAMILY_ONE_PRIMARY_ALLOWED	UNRELATED_PLAN	Please choose a Fair & Flexible or Lines to Share Add-on price plan which relates to [%s]. Add-on plan [%s] does not go with primary plan [%s].	The price plan chosen for the subscriber is an Add-on Price plan. The primary account holder on this account has an active Fair and Flexible or Lines to Share Price plan and the selected add-on price plan is incompatible with the primary account holder's price plan	1) Choose another add-on price plan for the subscriber which is compatible with the primary account holder's price plan 2) Choose an individual stand alone price plan for the subscriber 3) Change the primary account holder's price plan

Code	Type	Name	Sub Name	Description	Scenario	Resolution
252	2	FF_FAMILY_PRIMARY_REQUIRED	DEFAULT	A Fair & Flex primary plan is required.	The selected price plan for the subscriber is an Add-On price plan onto a Fair and Flexible Price Plan. Such types of Price plans require that a Primary Fair and Flexible exist on a primary subscriber for the account. The selected Add-on Price plan then can be added onto a secondary subscriber on this account	1) Select an individual price plan for the subscriber to be activated 2) Select a Primary Fair and Flexible price plan for subscriber activation
252	2	FF_FAMILY_PRIMARY_REQUIRED	ACTIVE_SUB	A Fair & Flex primary plan is required since there are active subscribers attached to the sharing price plan	The subscriber trying to change to a new price plan has a primary price plan that is attached to active subscribers on the same account, sharing his plan. The secondary subscribers will also require a price plan change if the primary subscriber is opting to change to another price plan	1) Select an individual price plan for the subscriber to be activated 2) Select a Primary Fair and Flexible price plan for subscriber activation

Code	Type	Name	Sub Name	Description	Scenario	Resolution
253	2	FF_FAMILY_MAX_ADD_ONS_EXCEEDED	DEFAULT	The maximum Fair & Flex family plan add-on plans has been exceeded.	The existing price plan is configured to allow only an x number of sharing subscribers on this price plan. The request sent includes an activation request for a number of subscribers which exceeds that this allowable limit	1) Decrease the number of subscribers that are requesting activation in the request 2) Add the subscriber onto the account as an individual subscriber rather than a sharing subscriber 3) Upgrade the price plan and add-on price plans to a Price plan that allows for a greater number of sharing subscribers
253	2	FF_FAMILY_MAX_ADD_ONS_EXCEEDED	WITH_PLAN	The maximum number of Fair & Flexible or Lines to Share Add-on Price Plans has been exceeded by plan [%s]. Please decrease the quantity.	The existing price plan [%] is configured to allow only an x number of sharing subscribers on this price plan. The request sent includes an activation request for a number of subscribers which exceeds that this allowable limit	1) Decrease the number of subscribers that are requesting activation in the request 2) Add the subscriber onto the account as an individual subscriber rather than a sharing subscriber 3) Upgrade the price plan and add-on price plans to a Price plan that allows for a greater number of sharing subscribers

Code	Type	Name	Sub Name	Description	Scenario	Resolution
254	2	BRAND_TYPE_ MISMATCH	EXISTING_SOCS	Existing SOC(s) belong to a different network. Send in the model that is compatible with the existing SOC(s).	The existing services on the subscriber are incompatible with the new Handset requested	1) Please select a new Price plan and/or service that is compatible with the new handset requested 2) Expire the existing services that are incompatible 3) Select another handset that is compatible with the existing price plan
256	2	MULTIPLE_TA X_AUTHORITIE S_FOUND	DEFAULT	Could not determine the tax authority for the customer		
256	2	MULTIPLE_TA X_AUTHORITIE S_FOUND	NO_ASSIGN	Failed to assign a tax-authority based on customer's address. Please process the order manually.		
257	2	INVALID_PHO NE_DATA	NO_HSN	HSN is not allowed for Sprint brand phones. Please send MEID.	The Phone model or information sent in the Activation request is a CDMA device which is activated using ESN or MEID information. This request was sent with IDEN activation information (SIM/HSN) rather than the required CDMA activation information	1) Verify that the desired equipment is included in the Activation request 2) Verify that the activation information provided in the request corresponds to the equipment desired

Code	Type	Name	Sub Name	Description	Scenario	Resolution
257	2	INVALID_PHONE_DATA	NO_MEID	MEID is not allowed for Sprint brand phones. Please send HSN and IMEI/SIM information.	The Phone model or information sent in the Activation request is a IDEN device which is activated using SIM/HSN information. This request was sent with CDMA activation information (MEID/ESN) rather than the required IDEN activation information	1) Verify that the desired equipment is included in the Activation request 2) Verify that the activation information provided in the request corresponds to the equipment desired
257	2	INVALID_PHONE_DATA	MISSING_PHONE_INFO	Handset Information is required for this transaction	The Handset identifier (Model/ESN/ MEID/SIM) is required for this transaction. Please include it in the request	Replace the request with the appropriate information required
257	2	INVALID_PHONE_DATA	MISSING_SWAP	Missing phone or model info for handset swap.	An order requiring a Handset/Equipment swap was placed, although no Handset information was included in the request	1) Verify that the correct order type is requested 2) If a handset swap is required, ensure that the new equipment information is sent in the request based on the XML schema provided

Code	Type	Name	Sub Name	Description	Scenario	Resolution
257	2	INVALID_PHONE_DATA	NO_IMEI	IMEI is not allowed for Sprint brand phones. Please send MEID.	The Phone model or information sent in the Activation request is a CDMA device which is to be activated using Meid/ESN information. This request was sent with IDEN activation information (IMEI/SIM) rather than the required CDMA activation information	1) Verify that the desired equipment is included in the Activation request 2) Verify that the activation information provided in the request corresponds to the equipment desired
257	2	INVALID_PHONE_DATA	NO_SIM	SIM is not allowed for Sprint brand phones. Please send MEID.	The Phone model or information sent in the Activation request is for an IDEN device which is activated using SIM/HSN information. This request was sent with CDMA activation information (MEID/ESN) rather than the required IDEN activation information	1) Verify that the desired equipment is included in the Activation request 2) Verify that the activation information provided in the request corresponds to the equipment desired

Code	Type	Name	Sub Name	Description	Scenario	Resolution
259	2	INVALID_MEID	ACTIVE_OR_FRAUDULENT	MEID [%s] is invalid. MEID is either already active or fraudulent. The line ID associated with the phone is [%s].	The ESN/MEID provided in the Activation request is not associated a valid or open handset. The Handset in question is already active for another subscriber or has been marked as a fraudulent handset	1) Verify that the ESN/MEID sent in the request is entered correctly 2) Please call Customer Care to activate the device if the ESN/MEID is valid
259	2	INVALID_MEID	NO_MODEL_MEID	Phone with MEID [%s] is not valid. A model ID cannot be determined.	The ESN/MEID provided in the Activation request is not recognized as valid information corresponding to a CDMA device	1) Verify that the ESN/MEID sent in the request is entered correctly 2) Please call Customer Care to activate the device if the ESN/MEID is valid
259	2	INVALID_MEID	NOT_ACTIVE	MEID [%s] is not active.	The ESN/MEID provided in the request is inactive or invalid	1) Verify that the ESN/MEID sent in the request is entered correctly 2) Please call Customer Care to activate the device if the ESN/MEID is valid
259	2	INVALID_MEID	DEFAULT	Invalid ESN	The ESN/MEID provided in the request is invalid	1) Verify that the ESN/MEID sent in the request is entered correctly 2) Replace the request with another valid ESN/MEID

Code	Type	Name	Sub Name	Description	Scenario	Resolution
259	2	INVALID_MEID	NO_MODEL_ESN	Phone with ESN [%s] is not valid. A model ID cannot be determined.	The ESN/MEID provided in the Activation request is not recognized as valid information corresponding to a CDMA device	1) Verify that the ESN/MEID sent in the request is entered correctly 2) Please call Customer Care to activate the device if the ESN/MEID is valid
260	2	DUPLICATE_MEID	WITH_DATA	MEID [%s] is a duplicate. The line ID for this phone is [%s].	The activation request is a multi-line activation order and the ESN/MEID provided in the Activation request is duplicated for the subscriber service lines requested	Verify that a unique ESN/MEID is provided for each line requested
260	2	DUPLICATE_MEID	DEFAULT	A duplicate MEID was provided.	The activation request is a multi-line activation order and the ESN/MEID provided in the Activation request is duplicated for the subscriber service lines requested	Verify that a unique ESN/MEID is provided for each line requested
261	2	MISSING_MEID	WITH_ID	MEID is missing. The line ID associated with this phone was [%s].	The order was placed as a non-Sprint fulfilled order and the ESN/MEID was not provided for activation. The line ID where this information is required is [%]	Verify that a Activation-only order is required and replace the request with the required ESN/MEID information
263	2	M2O_RANGE_SIZE_MAX_EXCEEDED	DEFAULT	The range of M2O numbers has exceeded the maximum allowed.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
263	2	M2O_RANGE_SIZE_MAX_EXCEEDED	WITH_DATA	For [%s], the range size maximum was exceeded.		
264	2	M2O_RANGE_SIZE_MIN_NOT_MET	DEFAULT	The minimum size range for M2O has not been exceeded.		
264	2	M2O_RANGE_SIZE_MIN_NOT_MET	WITH_DATA	For [%s], the range size minimum was not met.		
265	2	M2HO_NUM_RANGES_EXCEEDED	DEFAULT	The maximum number of M2H/O ranges has been exceeded. Please decrease the number of ranges and re-submit the order.		
266	2	REBATE_PRICE_MISMATCH	DEFAULT	Phone price does not match available rebate price.	The equipment price, [%] provided on the order does not match with the applicable price as per the contract term suggested and the current eligibility of the subscriber	1) Verify the customers eligibility, i.e. the rebate amount the is eligible for based on the current contract status 2) Choose the correct equipment price corresponding to the customers eligibility 3) Verify that the correct desired contract term has been requested as per the handset pricing levels

Code	Type	Name	Sub Name	Description	Scenario	Resolution
266	2	REBATE_PRICE_MISMATCH	WITH_PRICE	Model price of [%s] with code [%s] does not match with a price returned from the rebate eligibility service. Lowest rebate price could not be determined.	The equipment price, [%] provided on the order does not match with the applicable price as per the contract term desired and the current eligibility of the subscriber	1) Verify the customers eligibility, i.e. the rebate amount the is eligible for based on the current contract status 2) Choose the correct equipment price corresponding to the customers eligibility 3) Verify that the correct desired contract term has been requested as per the handset pricing levels

Code	Type	Name	Sub Name	Description	Scenario	Resolution
266	2	REBATE_PRICE _MISMATCH	WITH_LOW_PRICE	Model price of [%s] with code [%s] does not match with a price returned from the rebate eligibility service. Lowest rebate price found was [%s] with rebate contract term [%s].	The equipment price, [%] provided on the order does not match with the applicable price as per the contract term desired and the current eligibility of the subscriber	1) The appropriate handset price corresponding to the desired contract terms [%] and current customer eligibility is setup as [%]. Please replace the request with this equipment price or change the contract terms 2) Verify the customers eligibility, i.e. the rebate amount the is eligible for based on the current contract status 3) Choose the correct equipment price corresponding to the customers eligibility
267	2	M2HO_RANGE_ PARTIALLY_BL OCKED	DEFAULT	Phone numbers provided for M2H/O contain some numbers in blocked list.		
267	2	M2HO_RANGE_ PARTIALLY_BL OCKED	WITH_DATA	The Specified M2HO Entry [%s] for plan [%s] with Mobile-To-Home feature [%s] is on the blocked list.		
268	2	M2HO_RANGE_ FULLY_BLOCK ED	DEFAULT	Phone numbers provided for M2H/O contain all numbers in blocked list.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
268	2	M2HO_RANGE_FULLY_BLOCKED	WITH_DATA	The specified M2H/O entry [%s] on plan [%s] with Mobile-To-Home feature [%s] is on the blocked list.		
269	2	M2HO_INVALID_RANGE	DEFAULT	Range provided for M2H/O phone numbers is invalid.		
269	2	M2HO_INVALID_RANGE	WITH_DATA	The specified M2H/O entry [%s] on plan [%s] with Mobile-To-Home feature [%s] is on the blocked list.		
270	2	LTS_SAME_GROUP_ID_NOT_ALLOWED	DEFAULT	Order cannot contain multiple lines to share plans in the same group.	The Lines To Share (LTS) plan selected is of the same type as another LTS price plan existing on the account or on the order. The same account cannot have two similar LTS price plans	1) Select the same Lines to Share plan as on the existing account or on the order to be activated 2) Select another sharing or individual price plan for the subscriber to be activated
270	2	LTS_SAME_GROUP_ID_NOT_ALLOWED	WITH_ID	Lines to share: An LTS option of same group already exists. Group ID is [%s].	The Lines To Share (LTS) plan [%] selected is of the same type as another LTS price plan existing on the account or on the order. The same account cannot have two similar LTS price plans	1) Select the same Lines to Share plan as on the existing account or on the order to be activated 2) Select another sharing or individual price plan for the subscriber to be activated

Code	Type	Name	Sub Name	Description	Scenario	Resolution
271	2	LTS_MAX_SUBSCRIBER_LIMIT_EXCEEDED	DEFAULT	Maximum subscriber limit exceeded for lines to share plan.	The Lines to Share (LTS) service selected for the account has a preconfigured maximum subscriber limit, and the total number of subscribers (existing + requested) exceed this limit.	1) If the current order is a single subscriber activation, please choose another Lines to Share or individual plan 2) If the current order has more than 1 line/subscriber to be activated, try reducing the number of requested lines
271	2	LTS_MAX_SUBSCRIBER_LIMIT_EXCEEDED	SOC	Lines to share: The maximum number of subscribers for the LTS service [%s] has been exceeded. Please decrease the quantity.	The Lines to Share (LTS) service selected for the account has a preconfigured maximum subscriber limit, and the total number of subscribers (existing + requested) exceed this limit.	1) If the current order is a single subscriber activation, please choose another Lines to Share or individual plan 2) If the current order has more than 1 line/subscriber to be activated, try reducing the number of requested lines
271	2	LTS_MAX_SUBSCRIBER_LIMIT_EXCEEDED	LINES	The maximum number of Lines to Share price plans has been exceeded by plan [%s]. Please decrease the quantity.	The Lines to Share (LTS) service selected for the account has a preconfigured maximum subscriber limit, and the total number of subscribers (existing + requested) exceed this limit.	1) If the current order is a single subscriber activation, please choose another Lines to Share or individual plan 2) If the current order has more than 1 line/subscriber to be activated, try reducing the number of requested lines

Code	Type	Name	Sub Name	Description	Scenario	Resolution
272	2	CREDIT_CLASS_PLAN_EXCLUSION	DEFAULT	Customer credit class disallows selection of plan.	The customer is assigned a specific credit class based on his/her credit score. The service selected for activation is prohibited for the customer's current credit class	1) Verify that the customer has provided the correct information regarding their credit details such as SSN and billing address 2) Call the Credit Department/Care
272	2	CREDIT_CLASS_PLAN_EXCLUSION	WITH_DATA	Service plan [%s] is not allowed with credit class [%s].	The customer is assigned a specific credit class [%] based on his/her credit score. The service selected for activation [%] is prohibited for the customer's current credit class	1) Verify that the customer has provided the correct information regarding their credit details such as SSN and billing address 2) Call the Credit Department/Care
273	2	PLAN_GROUP_EQUIPMENT_DEPENDENCY	DEFAULT	Equipment selected cannot be used with plan.	The equipment selected is incompatible with the price plan requested	Please choose another service plan or equipment that is compatible with the existing handset or price plan as required
273	2	PLAN_GROUP_EQUIPMENT_DEPENDENCY	FEATURE	Feature [%s] is not compatible with phone model [%s].	The equipment selected [%] is incompatible with existing/requested feature [%]	Please choose another feature or equipment that is compatible with the existing handset or services as required

Code	Type	Name	Sub Name	Description	Scenario	Resolution
273	2	PLAN_GROUP_EQUIPMENT_DEPENDENCY	PLAN	Plan [%s] is not compatible with phone model [%s].	The service plan [%] and handset device [%] requested for activation are incompatible with each other.	Please choose another service plan/handset and ensure that they are compatible with one another and replace the order
273	2	PLAN_GROUP_EQUIPMENT_DEPENDENCY	WITH_ID	Service plan [%s] is not compatible with phone [%s]. Service plan ID is [%s].	The service plan [%] and handset device [%] requested for activation are incompatible with each other.	Please choose another service plan/handset and ensure that they are compatible with one another and replace the order
275	2	MISSING_ACCOUNT_TYPE	DEFAULT	Account type is missing in the request	The Account Type of the account/subscriber is required to be declared in the request to obtain an accurate response (I-Individual, G - Government, B - Business, etc)	Please provide the appropriate Account Type in the request and retry the transaction. (Inconsistent, since only for Plans & Options. SVR errors with XML validation error)
276	2	MISSING_ACCOUNT_SUB_TYPE	DEFAULT	Account sub-type is missing in the request	The Account SubType of the account/subscriber is required to be declared in the request to obtain an accurate response	Please provide the appropriate Account SubType information in the request and retry the transaction
277	2	MISSING_CREDIT_CLASS	DEFAULT	Credit class is missing in the request	The Credit Class of the account/subscriber is required to be declared in the request to obtain an accurate response	Please provide the appropriate Credit Class information in the request and retry the transaction

Code	Type	Name	Sub Name	Description	Scenario	Resolution
278	2	SERVICE_PROVIDER_MISMATCH	DEFAULT	Number is eligible to port but the order needs to be placed through FDT		
279	2	RESELLER_PORT_IN_NUMBER	DEFAULT	The port-in number belongs to a Sprint Reseller, The port-in will need to take place in CSM.		
280	2	INVALID_LTS_RANK	DEFAULT	LTS Rank is required because an LTS Plan is chosen.	The Service Validation Request includes a Lines to Share Price Plan and the request was sent without corresponding a Lines to Share Rank	Please resend the request with an appropriate Lines to share rank for the subscriber
281	2	SOC_INVALID_IN_MARKET	DEFAULT	Soc is not valid in the market chosen.	The service chosen is not supported in the for the area covered by the desired zipcode	1) Please choose another Zip Code for the service to be activated 2) Choose another service that is available in the desired zipcode
281	2	SOC_INVALID_IN_MARKET	PLAN_SUBMARKET	Price plan [%s] is not valid for submarket [%s].	The service [%] chosen is not supported in the for the area covered by the desired zipcode (denoted as submarket, CSA, etc)	1) Please choose another Zip Code for the service to be activated 2) Choose another service that is available in the desired zipcode

Code	Type	Name	Sub Name	Description	Scenario	Resolution
281	2	SOC_INVALID_ IN_MARKET	FEATURE_SUBMARKE T	Feature [%s] is not valid for submarket [%s].	The service [%] chosen is not supported in the for the area covered by the desired zipcode (denoted as submarket, CSA, etc)	1) Please choose another Zip Code for the service to be activated 2) Choose another service that is available in the desired zipcode
281	2	SOC_INVALID_ IN_MARKET	FEATURE_CSA	Feature [%s] is not valid for CSA [%s].	The service [%] chosen is not supported in the for the area covered by the desired zipcode (denoted as submarket, CSA, etc)	1) Please choose another Zip Code for the service to be activated 2) Choose another service that is available in the desired zipcode
281	2	SOC_INVALID_ IN_MARKET	PLAN_CSA	Price plan [%s] is not valid for csa [%s].	The service [%] chosen is not supported in the for the area covered by the desired zipcode (denoted as submarket, CSA, etc)	1) Please choose another Zip Code for the service to be activated 2) Choose another service that is available in the desired zipcode
282	2	INVALID_MAR KET_DATA	DEFAULT	Invalid Market	The subscriber request was sent without the information specifying the zipcode where the service/handse t is to be activated or the Zipcode Provided has insufficient coverage area	1) Please provide a valid zipcode where the service is to be activated 2) If the zipcode is unavailable, within the request please provide a valid Consumer Service Area (CSA) for CDMA service or a SubMarket for IDEN service

Code	Type	Name	Sub Name	Description	Scenario	Resolution
282	2	INVALID_MAR KET_DATA	CSA	Either service zip code or CSA is required to process the request.	The subscriber request was sent without the information specifying the zipcode or the CSA (Consumer Service Area) where the service/handse t is to be activated.	1) Please provide a valid zipcode where the service is to be activated 2) If the zipcode is unavailable, within the request please provide a valid Consumer Service Area (CSA) for CDMA service or a SubMarket for IDEN service
282	2	INVALID_MAR KET_DATA	SUBMARKET	Either service zip code or submarket is required to process the request.	The subscriber request was sent without the information specifying the zipcode or the Submarket where the service/handse t is to be activated.	1) Please provide a valid zipcode where the service is to be activated 2) If the zipcode is unavailable, within the request please provide a valid Consumer Service Area (CSA) for CDMA service or a SubMarket for IDEN service
283	2	SOC_NOT_SUP PORTED_IN_SA LE_CHANNEL	DEFAULT	Soc is not supported in the sale channel	The service requested is prohibited for this sale channel	Please retry the order from another sale channel
283	2	SOC_NOT_SUP PORTED_IN_SA LE_CHANNEL	WITH_DATA	The plan and options selected [%s] are not supported in sales channel [%s].	The service requested [%] is prohibited for the sale channel used [%]	Please retry the order from another sale channel
285	2	HPPTT_SOC_C ALL_FORWAR DING_NOT_AL LOWED	WITH_DATA	Call forwarding feature cannot be applied for given phone model [%s].		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
285	2	HPPTT_SOC_CALL_FORWARDING_NOT_ALLOWED	DEFAULT	Call forwarding is not allowed for this hpptt soc		
285	2	HPPTT_SOC_CALL_FORWARDING_NOT_ALLOWED	FEATURE	Call forwarding feature cannot be applied.		
286	2	HPPTT_SOC_RATING_FEATURE_NOT_ALLOWED	WITH_DATA	Rating feature cannot be applied for given phone model [%s].		
286	2	HPPTT_SOC_RATING_FEATURE_NOT_ALLOWED	DEFAULT	Rating feature not allowed for this hpptt soc		
286	2	HPPTT_SOC_RATING_FEATURE_NOT_ALLOWED	PROVISIONING	Provisioning feature cannot be removed without removing rating feature.		
287	2	ASYNCHRONOUS_WS_CALL	DEFAULT	Web-Service call to an asynchronous request is not supported.		
288	2	MISSING_EXISTING_SERVICE_ID	DEFAULT	EXISTING SERVICE ID NOT FOUND	We use this for deactivations ?	
289	2	MISSING_PLAN_OR_OPTIONS	EITHER	Either options or plan is missing.		
289	2	MISSING_PLAN_OR_OPTIONS	PLAN_ID	Plan ID is missing in the request.	XML validation error	
289	2	MISSING_PLAN_OR_OPTIONS	DEFAULT	Either Plans or Options are missing from the request		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
289	2	MISSING_PLAN_OR_OPTIONS	REGISTRATION_SOC	Registration SOC [%s] cannot be deleted without benefit SOC. Please send a delete request for [%s].	The service requested to be deleted/expired in the order is a Registration service code and is attached to the corresponding benefit service [%]. Either one cannot be removed without removing the other	Replace the order requesting both the Registration and corresponding benefit service to be removed, as indicated in the error message
289	2	MISSING_PLAN_OR_OPTIONS	REMOVAL	To proceed further, the following SOC(s) should be removed [%s].	The requested transaction cannot be completed unless service [%] is removed	Please send a delete/expiration request within the order to successfully complete the order
289	2	MISSING_PLAN_OR_OPTIONS	REMOVAL_NOT_ALLOWED	SOC [%s] cannot be removed; it is required for an existing soc.	The service requested to be deleted/expired in the order is a required service for either the price plan or another service. The requested removal cannot be completed with removing the other attached services	Replace the transaction requesting the removal of the desired service as well as the related services. This may force a price plan change for the subscriber
289	2	MISSING_PLAN_OR_OPTIONS	REQUIRED_MISSING	Required soc missing [%s]	The service[%] which is required for the Price plan to be activated is missing	Please replace the request with the appropriate required services.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
290	2	MISSING_OPTIONS	DEFAULT	No Options found in request	There are no options available that are compatible with the combination of Area/PricePlan and device chosen	Please correct the criteria and replace the request
291	2	MISSING_SUBSCRIBERID_OR_REFERENCEPTN	INCORRECT	Incorrect value entered for subscriber ID or reference PTN.	Either the subscriber ID value or the reference cellular number (PTN) provided in the request is invalid	1) If the subscriber id is provided, please verify that the subscriber information is a valid number and is active within the system 2) If the reference cellular number (PTN) is provided in the request, please verify that the number is a valid 10 digit number and is active within the system
291	2	MISSING_SUBSCRIBERID_OR_REFERENCEPTN	DEFAULT	Could not find the Subscriber ID or reference PTN provided	Either the subscriber ID value or the reference cellular number (PTN) provided in the request is invalid	1) If the subscriber id is provided, please verify that the subscriber information is a valid number and is active within the system 2) If the reference cellular number (PTN) is provided in the request, please verify that the number is a valid 10 digit number and is active within the system

Code	Type	Name	Sub Name	Description	Scenario	Resolution
291	2	MISSING_SUBS CRIBERID_OR_ REFERENCEPT N	SUB_REF_ACCOUNT	Either subscriber ID, reference PTN, or account ID should be present in the request.	For the type of order requested, reference information to the existing account or subscriber is required.	For this order please provide appropriate customer information as required from - account number, 10 digit cellular number (PTN) or the subscriber identifier
291	2	MISSING_SUBS CRIBERID_OR_ REFERENCEPT N	WITH_ID	Cannot find the subscription info for subscriber [%s].	The subscriber number [%] provided does not correspond to any active or inactive subscribers within the system	1) Verify that subscriber information provided is accurate and replace the order 2) Retry the transaction using the cellular number as reference rather than the subscriber id
291	2	MISSING_SUBS CRIBERID_OR_ REFERENCEPT N	SUB_REF	Subscriber ID or reference PTN should be provided.	For the type of order requested, reference information to the existing account or subscriber is required.	For this order please provide appropriate customer information as required, either the 10 digit cellular number (PTN) or the subscriber identifier
293	2	EXTRA_SERVI CES_NEEDED	SWAP	Extra services need to be added for this handset swap.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
294	2	EXPIRE_PARENT_SOC	DEFAULT	Expire Parent SOC	The service selected for expiration is not a standalone service, rather it is associated to another parent service. To expire the desired service, the parent service should be expired	Identify the parent service of the desired service to the expired. Send a expiration/delete request for the specific parent service only and the associated service will be removed as well
294	2	EXPIRE_PARENT_SOC	WITH_DATA	Related SOC [%s] should be expired in order to expire [%s]. Plan is [%s].	The service selected for expiration is not a standalone service, rather it is associated to another parent service. To expire the desired service, the parent service should be expired	Expire/delete the parent service [%] of the desired service to the expired. Send a expiration/delete request for the specific parent service only and the associated service will be removed as well
295	2	INVALID_DATE	PASSED	Date entered has already passed.	The date provided in the request for activation of the service/handset is prior to today's date and not permitted.	1) Verify that the date provided in the request is either today's date or a date in the future. 2) If previous dates are requested, new services can be added on the customers current bill cycle date or activation date, whichever is the latter 3) Backdating the activation of existing services to a previous date is not permitted

Code	Type	Name	Sub Name	Description	Scenario	Resolution
295	2	INVALID_DATE	SAME	Effective dates for plan and options in the request should be same.	The dates provided in the order for activation and/or expiration must be on the same date	Verify that all dates provided in the transaction are the same
295	2	INVALID_DATE	ALREADY_EXPIRED	Invalid expiration date [%s] for SOC [%s]. SOC is already expired. SOC effective date [%s] and SOC expiry date [%s].	The service [%] requested for expiration has already been expired.	1) Verify that the correct service is requested for expiration 2) If other service modifications are required, remove the expiration request for service [%] and replace the order
295	2	INVALID_DATE	FUTURE_EFFECTIVE_DATE	Cannot future date activation greater than 30 days, please update the requested activation date and resubmit.	Services/Hand sets cannot accept activation requests for more than 30 days from today's date	Please update the requested activation date and resubmit the transaction with an appropriate date
295	2	INVALID_DATE	FUTURE_DATED_RESOURCE_CHANGE	This future dated transaction can not be completed, since it is causing a future dated resource change.	The future dated transaction requires a modification to resources (such as PTN, UFMI, etc) which is not permitted	1) Replace the order requesting the services to be activated on the current date 2) Place the transaction on the date the resource changes are required
295	2	INVALID_DATE	UNMATCHED_EXPIRATION_DATE	Invalid expiration date [%s] for SOC [%s]. Expiration Date is different from Request Date.	The expiration date requested in the order for service [%] is not the same as the other dates within the order or the current date	Replace the request ensuring that all dates provided within the transaction are the same

Code	Type	Name	Sub Name	Description	Scenario	Resolution
295	2	INVALID_DATE	INVALID	Invalid date [%s] for SOC [%s].	The date provided in the request for activation/expiration of the service [%] is an invalid date. This may be since the service [%} is no longer available for activation for this order channel	1) Verify that the service requested is available for activation through the current order channel
295	2	INVALID_DATE	EXISTING_SOCS	Invalid effective date [%s] for SOC [%s]. SOC already exists.	The service [%] requested for activation currently exists on the subscriber. Another instance of the same service cannot be activated	1) Verify that the correct subscriber/account is referenced in the request 2) Verify that the correct service is requested for activation in the transaction
295	2	INVALID_DATE	FUTURE_SERVICE	The target subscriber already has a pending future dated service change. Please complete manually to proceed with the transaction	The subscriber already had a pending future dated service change which does not allow further service changes	Please call Customer Care to proceed with the transaction
295	2	INVALID_DATE	FUTURE	Subscriber has a future dated price plan. No operations allowed till the future dated price plan is effective.	The subscriber referenced on the order already has a future dated service change request. No other service changes can be completed till the outstanding service request is completed	To proceed with the required transaction, the future dated service change would first have to be manually applied/removed. Once complete, the required transaction can be completed

Code	Type	Name	Sub Name	Description	Scenario	Resolution
295	2	INVALID_DATE	DEFAULT	Invalid Date	The dates provided within the transaction are incorrect.	Please provide the effective/expiration dates in the correct format - YYYY-MM-DD
296	2	SECURITY_QUESTION_SERVICE_UNAVAILABLE	DEFAULT	security question service is unavailable.	The Service that returns Security Question information (questions and corresponding codes) is unavailable at this time	Please try again later or call Customer Care
297	2	INVALID_QUESTION_CODE_AND_ANSWER	DEFAULT	Invalid question code or answer, Please provide a valid security answer.	The question code and/or answer provided is invalid or is not recognized	Please provide the valid combination of security question code and corresponding answer
298	2	INVALID_PIN	LENGTH	Invalid security pin. Security pin length should have a minimum of 6 numbers and maximum of 10 numbers.	The security PIN entered is invalid. The security PIN is numerical and should be between 6 and 10 digits	Please correct and re-enter the PIN value
298	2	INVALID_PIN	SAME_NUMBERS	Invalid security pin. Security pin cannot have all of the same numbers.	The security PIN entered is invalid. The security PIN is numerical and should contain different numbers	Please correct and re-enter the PIN value
298	2	INVALID_PIN	DEFAULT	Invalid PIN, Please provide a valid security PIN.	The security PIN entered is invalid. The security PIN is numerical and should have between 6 and 10 non-consecutive different numbers	Please correct and re-enter the PIN value

Code	Type	Name	Sub Name	Description	Scenario	Resolution
298	2	INVALID_PIN	DEFAULT	Invalid PIN, Please provide a valid security PIN. Reason for PIN Validation faliure is, %s	The security PIN entered is invalid. EAI API falied on the backend to OVM service for PIN Validation	Please correct and re-enter the PIN value
298	2	INVALID_PIN	CONSEC_NUMBERS	Invalid Pin code, pin code cannot have 4 or more consecutive numbers or sequential numbers	The security PIN entered is invalid since the security PIN provided has either 4 or more consecutive numbers or sequential numbers	Please correct and re-enter the PIN value
298	2	INVALID_PIN	CONSEC_NUMBERS_SSN_TAXID	Invalid Pin code, pin code cannot have 4 consecutive numbers that match 4 consecutive numbers in SSN/FTID.	The security PIN entered is invalid since the security PIN provided has consecutive numbers that match the corresponding consecutive numbers in the Social Security Number(SSN) or Federal Tax ID (FTID)	Please correct and re-enter the PIN value

Code	Type	Name	Sub Name	Description	Scenario	Resolution
299	2	INVALID_PIN_ AND_ANSWER	DEFAULT	Both PIN & Answer are invalid, Please provide a valid security pin or answer.	The Security PIN and/or Security Answer provided for authentication are invalid	1) Verify the Security PIN entered in the request 2) Verify that the Security question code and corresponding answer provided in the request are valid and associated to the requested account 3) Verify that the correct account information is provided in the authentication request (Account number/PTN)
299	2	INVALID_PIN_ AND_ANSWER	PIN	Both PIN & answer are invalid. Please provide a valid security PIN or answer for security question [%s].	The Security PIN and/or Security Answer provided for security question [%] for authentication are invalid	1) Verify the Security PIN entered in the request 2) Verify that the Security question code and corresponding answer provided in the request are valid and associated to the requested account 3) Verify that the correct account information is provided in the authentication request (Account number/PTN)

Code	Type	Name	Sub Name	Description	Scenario	Resolution
299	2	INVALID_PIN_AND_ANSWER	QUESTION	Invalid security answer. Please provide a valid security answer for security question [%s].	The Security Answer provided for security question [%] for authentication are invalid	1) Verify that the Security question code and corresponding answer provided in the request are valid and associated to the requested account 2) Verify that the correct account information is provided in the authentication request (Account number/PTN)
300	2	ALTERNATE_LINE_EXISTS	DEFAULT	Alternate line exists.		
300	2	ALTERNATE_LINE_EXISTS	WITH_DATA	For reference PTN [%s], cross network upgrade is not possible through OVM until the subscriber's alternate line has been removed.		
301	2	SPLIT_BILL_EXISTS	DEFAULT	Split bill exists.		
301	2	SPLIT_BILL_EXISTS	WITH_DATA	For reference PTN [%s], cross network upgrade is not possible through OVM because the subscriber has a split bill, upgrade must be processed through CSM.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
302	2	NO_BAN_LEVEL_SERVICE_EXPIRATION	WITH_ID	Cannot expire BAN level service [%s].	The service requested to be expired [%] is an Account level (BAN) service and such services cannot be expired	1) Replace the order without requesting the Account level service to be expired
302	2	NO_BAN_LEVEL_SERVICE_EXPIRATION	DEFAULT	Cannot expire a BAN level service	The service requested to be expired is an Account level (BAN) service and such services cannot be expired	1) Replace the order without requesting the Account level service to be expired
303	2	SOC_INVALID_FOR_HIERARCHY	PLAN	Price plan [%s] is not compatible with account type [%s] and account sub type [%s].	The price plan requested is incompatible with the account type and account sub type associated to the account and subscriber	1) Please choose a Price plan that is compatible with the requested account type and subtype of the subscriber and associated account 2) Verify that the correct account type and subtype has been declared in the order
303	2	SOC_INVALID_FOR_HIERARCHY	DEFAULT	Hierarchy soc is not applicable for non hierarchy customer	The service requested is incompatible with the customer type declared in the request or the account information provided on the order	1) Please choose a services that are compatible with the requested account type and subtype of the subscriber and associated account 2) Verify that the correct account type and subtype has been declared in the order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
303	2	SOC_INVALID_FOR_HIERARCHY	OPTION	Option [%s] is not compatible with account type [%s] and account sub type [%s].	The Option/Feature requested is incompatible with the account type and account sub type associated to the account and subscriber	1) Please choose a Option/Feature that is compatible with the requested account type and subtype of the subscriber and associated account 2) Verify that the correct account type and subtype has been declared in the order
304	2	INVALID_SECURITY_QUESTION_CODE	DEFAULT	Security question code provided is invalid.	The Security question code sent in the request is an invalid security code or is not supported for the particular Account Type/Subtype declared in the request	1) Verify that security question code is correctly entered in the request 2) Use the Security Question service to verify that the question code requested is available for the Account Type/Subtype requested
306	2	MISSING_ACTION_IN_SV_UPDATE_REQUEST	DEFAULT	An update request should be atleast a swap or an add request	The update request must include indication whether it is a Priceplan swap, service change or handset upgrade	Please replace the request with the correct indication of desired actions
310	3	LOW_INVENTORY	DEFAULT	The model is not available in the inventory.	Issue - When multiple values entered, we respond correctly for available models & ignore invalid ones. Single invalid - NPE no response	

Code	Type	Name	Sub Name	Description	Scenario	Resolution
311	2	MISSING_AFFINITY_ATTRIBUTE	DEFAULT	A required affinity attribute is missing in the request.	The service requested in the order is an 'Affinity' service associated to an organization. This requires a specific affinity attribute code to be requested in the order as well	1) Verify that the correct service has been requested for activation 2) Replace the order with the associated attribute code for the affinity service desired
311	2	MISSING_AFFINITY_ATTRIBUTE	WITH_ATTR	Required affinity attribute [%s] is missing from the request.	The service requested in the order is an 'Affinity' service associated to an organization. This requires a specific affinity attribute code to be requested in the order as well	1) Verify that the correct service has been requested for activation 2) Replace the order with the associated attribute code for the affinity service desired
311	2	MISSING_AFFINITY_ATTRIBUTE	REGISTRATION	All the attributes of registration SOC are missing.	The service requested in the order is an 'Affinity' service associated to an organization. The service requires a specific affinity attribute code to be requested in the order which is not included	Please verify the service required and ensure that the organization requesting the service is permitted to request the service

Code	Type	Name	Sub Name	Description	Scenario	Resolution
312	2	INVALID_AFFI NITY_ATTRIBU TE	DEFAULT	Affinity attribute value mentioned in the request is invalid.	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes as required by the registration service and replace the order
312	2	INVALID_AFFI NITY_ATTRIBU TE	DATE	Date value [%s] specified for attribute code [%s] is incorrect. It should be of format [%s].	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The date format is incorrect for this particular order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
312	2	INVALID_AFFINITY_ATTRIBUTE	ALPHA	Value [%s] specified for attribute code [%s] is incorrect. It should be alpha-numeric.	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The value for attribute code [%] is incorrect, it should be alpha-numeric.
312	2	INVALID_AFFINITY_ATTRIBUTE	DECIMAL	Value [%s] specified for attribute code [%s] is incorrect. It should be a decimal.	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The value for attribute code [%] is incorrect, it should be a decimal value.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
312	2	INVALID_AFFINITY_ATTRIBUTE	DEC_DIGITS	Value [%s] specified for attribute code [%s] is incorrect. Number of digits after decimal point is incorrect, it should be [%s].	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The value for attribute code [%] is incorrect, it should be a decimal value with [%] digits after the decimal point
312	2	INVALID_AFFINITY_ATTRIBUTE	NUMBER	Value [%s] specified for attribute code [%s] is incorrect. It should be a number.	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The value for attribute code [%] is incorrect, it should be a number

Code	Type	Name	Sub Name	Description	Scenario	Resolution
312	2	INVALID_AFFINITY_ATTRIBUTE	LENGTH_EQUAL	Length of the attribute value [%s] for the code [%s] mentioned in the request is incorrect. It should be equal to [%s].	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The length of attribute code [%] is incorrect, it should be equal to [%] characters
312	2	INVALID_AFFINITY_ATTRIBUTE	LENGTH_LESS	Length of the attribute value [%s] for the code [%s] mentioned in the request is incorrect. It should be less than or equal to [%s].	The service provided in the request is a Registration SOC for the affinity program. Enrolling in these programs require certain affinity attributes to be sent in the request, which are invalid in this particular request	Validate the required attributes for the Registration service referenced in the order. Modify the order with the valid attributes in the correct format as required by the registration service and replace the order. The length of attribute code [%] is incorrect, it should be equal to [%] characters or less
312	2	INVALID_AFFINITY_ATTRIBUTE	REG_SOC	Registration SOC [%s] mentioned in the request is incorrect.	The service code provided as the Registration service is incorrect.	Please verify the desired registration service code and replace the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
313	2	LARGE_HIERARCHY_RESTRICTION	DEFAULT	Operation not allowed due to Large Hierarchy Restrictions.	The account referenced on the order is classified as a 'Large BAN' and is configured not to allow new accounts to be created under the existing hierarchies under the parent account	1) If a new subscriber is being requested, consider creating the new subscriber directly under the existing account rather than a new account in the hierarchy 2) Please choose another account to create the subscriber or create a new account
313	2	LARGE_HIERARCHY_RESTRICTION	WITH_ID	New Subscriber(s) cannot be attached to root [%s] because of large hierarchy restrictions.	The account referenced on the order is classified as a 'Large BAN' and is configured not to allow new accounts to be created under the existing hierarchies under the parent account [%]	1) If a new subscriber is being requested, consider creating the new subscriber directly under the existing account rather than a new account in the hierarchy 2) Please choose another account to create the subscriber or create a new account
314	2	LARGE_BAN_RESTRICTION	DEFAULT	Operation not allowed due to Large BAN Restrictions.	The account referenced on the order is classified as a 'Large BAN' and is configured not to allow shared price plans or services for it's subscribers, and the services requested on the order are shared services	1) Please choose another price plan/service to be activated on this account 2) If a price plan is required, please create a subscriber on a new or another existing account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
314	2	LARGE_BAN_R ESTRICTION	POOLING	Selected plan or feature [%s] belongs to a different pooling group than existing plan or feature [%s]. Select another pooling plan or feature.	The account referenced on the order is classified as a 'Large BAN'. For price plan change orders for the same activation and expiration dates, the new price plan is required to have the same shared pooling resources as the existing active service to continue the sharing facility offered by the Large BAN	1) Verify that the correct account is referenced on the order 2) Confirm that the new service requested is to have the same effective and expiration dates as the corresponding existing service. 3) If the service activation dates are different, the transaction is expected to be successful
314	2	LARGE_BAN_R ESTRICTION	ATTACH	Subscriber cannot be attached to BAN [%s] because of large BAN restrictions.	The account [%] referenced on the order is classified as a 'Large BAN' and is configured not to allow shared price plans or services for it's subscribers, and the services requested on the order are shared services	1) Please choose another price plan/service to be activated on this account 2) If a price plan is required, please create a subscriber on a new or another existing account
314	2	LARGE_BAN_R ESTRICTION	SOCS	One or more sharing plans or SOC(s) [%s] cannot be chosen for this account [%s] because of large BAN restrictions.	The account [%] referenced on the order is classified as a 'Large BAN' and is configured not to allow shared price plans or services for it's subscribers, and the services requested on the order are shared services	1) Verify that the correct account is referenced on the order 2) Please attempt to activate the subscriber using non-shared price plan/services

Code	Type	Name	Sub Name	Description	Scenario	Resolution
315	2	MISSING_REGISTRATION_SOC	DEFAULT	Registration soc is missing	The service required is an affinity service which requires a Registration service to avail of the special offer available for the parent firm. The registration service currently is not active for this subscriber	1) Verify that the correct service is requested for activation 2) Replace the order with the Registration service in addition to the affinity service desired
315	2	MISSING_REGISTRATION_SOC	CORP_LINKED	Affinity SOC [%s] is required to be added to the customer's account because it is linked to the account's corporate ID.	The service activation for the corporate/government subscriber was sent without the affinity service. Based on the Corporate Identifier, the affinity service [%] is a required service and must be sent in the request	1) Verify that the correct Corporate Identifier is referenced in the activation request for the subscriber 2) Correct the activation request, including the required affinity service and replace the order
315	2	MISSING_REGISTRATION_SOC	AFFINITY	Registration SOC [%s] is required for affinity SOC [%s].	The service requested [%] is an affinity service which enrolls the subscriber for special offers associated to a firm. For the subscriber to avail of this benefit, a registration service [%] is required to be added in order to be associated to the parent firm	1) Verify that the correct service is requested for activation 2) Replace the order with the Registration service in addition to the affinity service desired
317	2	PAYMENT_CHECK_IN_PROCESS	DEFAULT	Payment Request is in Process for current order		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
318	2	PAYMENT_CHECK_COMPLETED	DEFAULT	Payment Request is completed for current order		
319	2	REGISTRATION_SOC_ALREADY_EXISTS	DEFAULT	Registration soc already exists with subscriber	The service code provided as the Registration service already exists for this customer and only a single instance of a registration SOC can exist on any subscriber	Verify the service code desired and replace the request
319	2	REGISTRATION_SOC_ALREADY_EXISTS	WITH_SOC	Registration SOC [%s] already exists for the subscriber.	The service code provided as the Registration service already exists for this customer and only a single instance of a registration SOC can exist on any subscriber	Verify the service code desired and replace the request
322	2	NO_AUTH_REQUIRED	AUTH_WITH_SSN	Customer's account does not have a PIN. Please resend with customer billing name, address, and at least last 4 digits of social security number.		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
323	2	INVALID_SECU RITY_INFO	DEFAULT	Please provide correct pin or answer	The security information provided on the order for this account does not match the information associated to the account.	1) Verify that the correct account reference is provided in the order 2) Verify that the security information provided matches exactly to the existing security information stored for the account/subscr iber
323	2	INVALID_SECU RITY_INFO	WITH_QUESTION	Please provide correct pin or answer to [%s].	The security information provided on the order for this account does not match the information associated to the account.	1) Verify that the correct account reference is provided in the order 2) Verify that the security information provided matches exactly to the existing security information stored for the account/subscr iber
324	2	AUTH_CUSTO MER_ACCOUN T_LOCKED	DEFAULT	Customer Account Locked	The customer has tried to authenticate more than 3 times with incorrect idenitification information and has been locked	Please call Customer Care to proceed with the transaction
325	2	RESEND_PIN_S ERVICE_UNAV AILABLE	DEFAULT	Pin resend was unsuccessful please try again later; System unavailable.	The Resend PIN service is unavailable at this time. Please try again later	The Resend PIN service is unavailable at this time. Please try again later
326	2	PROBLEM_AD DING_REQUIRE D_SOC	CORP_GOV	Error occurred while getting required SOCs for corp/gov ID [%s].		

Code	Type	Name	Sub Name	Description	Scenario	Resolution
326	2	PROBLEM_ADDING_REQUIRED_SOC	DEFAULT	Not able to add required SOC [%s].		
327	2	CANNOT_REMOVE_REQUIRED_SOC	MISSING	Required SOC [%s] is missing. The SOC was deleted since all of its features were deleted.		
327	2	CANNOT_REMOVE_REQUIRED_SOC	CORP_LINKED	SOC [%s] cannot be removed from the account because it is linked to the account's corp/gov ID [%s].		
327	2	CANNOT_REMOVE_REQUIRED_SOC	MISSING_SV	Required SOC [%s] is missing. The SOC was deleted while performing service validation.		
328	2	MUTIPLE_ACCOUNT_EXISTS_FOR_SSN	DEFAULT	Multiple accounts exist for the social security number provided. The order type must be an add-on.	We auto convert to ADD-on now	
329	2	BILLING_ZIP_CODE_MISMATCH	DEFAULT	Billing zip code provided does not match the existing account that is associated to the social security number provided.	The zip code provided does not correspond to the account/subscriber referenced in the order	1) Please verify that the correct account information is provided for the order 2) Verify that the correct billing service zip code associated to the account is provided on the order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
330	2	BILLING_LAST _NAME_MISMA TCH	DEFAULT	Billing last name provided does not match the existing account that is associated to the social security number provided.	The billing last name provided does not correspond to the account/subscr iber referenced in the order	1) Please verify that the correct account information is referenced in the order 2) Verify that the correct SSN associated to the account is provided on the order
331	2	MISSING_AIRA VE_COVERAGE _SOC	DEFAULT	Missing Airave coverage soc.	The Airave coverage service is required if there is an active Airave device	Please activate an Airave coverage service to successfully activate the Airave device on the account
331	2	MISSING_AIRA VE_COVERAGE _SOC	WITH_SOC	Unable to remove [%s] because of active Airave device(s) on the account.	The account has an active Airave device associated to it which requires an active instance of an Airave service	
332	2	CAN_NOT_ADD _AIRAVE_COV ERAGE_SOC	WITH_SOC	Airave device must be associated to BAN to add SOC [%s].	An Airave device must be associated to an account to add an Airave specific service onto the account	First add an Airave device onto the account and then add the desired Airave service onto the account
332	2	CAN_NOT_ADD _AIRAVE_COV ERAGE_SOC	WITH_TWO_SOCS	Two AIRAVE Coverage socs: [%s, %s] can not exist together.	The account referred to in the request already has an active Airave coverage service. Two Airave coverage services cannot be activated on a single account	Remove the Airave coverage service requested and replace the order

Code	Type	Name	Sub Name	Description	Scenario	Resolution
333	2	VBS_ID_MISM ATCH	DEFAULT	VbsId of the Soc doesnot match with the Subscriber	The subscriber referenced in the order is requesting a VBS Soc which is not configured for this subscriber	Replace the order with an appropriate VBS service that is configured for the Billing account in question
334	2	ACCOUNT_VA LUE_MISMATC H	DEFAULT	AccountVal of the Soc doesnot match with the Subscriber	The billing account of the subscriber is not configured with the same Value Based Segmentation (VBS) identifier as that of the service requested in the order	Replace the order with an appropriate VBS service that is configured for the Billing account in question
334	2	ACCOUNT_VA LUE_MISMATC H	BILLING_ACCOUNT_V ALUE_MISMATCH	Account with a VBS SOC [%s] does not match with the Billing Account Value.	The billing account referenced in the order is not configured with the same Value Based Segmentation (VBS) identifier as that of the service [%] requested in the order	Replace the order with an appropriate VBS service that is configured for the Billing account in question
335	2	MULTIPLE_VB S_SOC_RESTRI CTED	DEFAULT	Multiple VBS offer SOCs not allowed for subscriber	The subscriber existing services already include a Value Based Segmentation (VBS) service and the subscriber is configured to have a single active instance of a VBS service	Expire the existing VBS service on the subscriber and replace the request with the new desired VBS service

Code	Type	Name	Sub Name	Description	Scenario	Resolution
336	3	ACTIVATION_APPLICABLE_COVERAGE	HPPTT_COVERAGE	No applicable coverage for Direct Connect on Sprint specific devices.	Sprint Nextel does not provide coverage for Direct Connect devices in the service area zip code requested	1) Verify that the handset requested corresponds to the wireless technology desired 2) Please change the requested activation zipcode sent in the request
336	3	ACTIVATION_APPLICABLE_COVERAGE	POWERSOURCE_COVERAGE	No applicable coverage for Nextel Direct Connect specific devices.	Sprint Nextel does not provide coverage for Nextel Direct Connect/PoweRSource devices in the service area zip code requested	1) Verify that the handset requested corresponds to the wireless technology desired 2) Please change the requested activation zipcode sent in the request
336	3	ACTIVATION_APPLICABLE_COVERAGE	CDMA_COVERAGE	No applicable coverage available for CDMA network specific devices.	Sprint Nextel does not provide CDMA coverage in the service area zip code requested	1) Verify that the handset requested corresponds to the wireless technology desired 2) Please change the requested activation zipcode sent in the request
336	3	ACTIVATION_APPLICABLE_COVERAGE	IDEN_COVERAGE	No applicable coverage available for IDEN network specific devices.	Sprint Nextel does not provide IDEN coverage in the service area zip code requested	1) Verify that the handset requested corresponds to the wireless technology desired 2) Please change the requested activation zipcode sent in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
336	3	ACTIVATION_ APPLICABLE_C OVERAGE	DEFAULT	No applicable coverage found.	Sprint Nextel does not provide coverage in the service area zip code requested	1) Verify that the handset requested corresponds to the wireless technology desired 2) Please change the requested activation zipcode sent in the request
337	2	ACCOUNT_VA LUE_VBS_ID_M ISMATCH	DEFAULT	Either VbsId or Account Value of the Soc doesnot match with the Subscriber	The subscriber referenced in the order is requesting a VBS service which is not configured for the subscriber's parent Account or does not match the current Value Based Segmentation (VBS) indicator on the subscriber	Replace the order with an appropriate VBS service that is configured for the Billing account as well as the subscriber referenced within the order
340	2	VBS_SOC_NOT _ALLOWED	DEFAULT	VBS SOC [%s] is not allowed for this request.	The service selected for activation is a Value Based Segmentation (VBS) service which is not allowed for new activations without an account number, or the account number provided is not compatible with the requested VBS service	Please select another non-VBS service to activate this account OR create a new subscriber on an existing VBS compatible account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
341	3	BILL_ESTIMATE_FAILED	SUB_LIMIT	Cannot perform bill estimate for the Sprint account provided because it contains more than 50 subscribers.	The bill summary request was unable to generate the billing information requested since the account requested has greater than 50 active subscribers	
341	3	BILL_ESTIMATE_FAILED	DEFAULT	Unable to perform bill estimate.	The bill summary request was unable to generate the billing information requested	
341	3	BILL_ESTIMATE_FAILED	BILL_ESTIMATE_UNAVAILABLE	Unable to perform bill estimate.	The bill summary request was unable to generate the billing information requested	
342	2	PHONE_AS_MODEM_SOC	NO_ADD_CHANGE_NETWORK	Cannot add the service, [%s], which enables phone as modem, until after handset swap is completed successfully.	The service[%] which enables the phone as a modem, cannot be added until the handset swap transaction is completed.	Complete the Handset transaction without the service [%] and once completed, the requested service can be added via a new transaction.
342	2	PHONE_AS_MODEM_SOC	DEFAULT	Unable to process handset swap.		
343	2	CREDIT_CHECK_ALREADY_COMPLETED	DEFAULT	A credit check request cannot be performed since it has already been completed.	A credit check has already been completed with the same information included within this request	Replace a new credit check with an updated transaction/order id.

Code	Type	Name	Sub Name	Description	Scenario	Resolution
344	3	DROP_CALL_C REDIT_SOC	DEFAULT	Cannot add Dropped Call Credit service, [%s]. Must be added through CSM	The Dropped call service cannot be added/remove d through this channel.	Please add/remove this service through CSM or call Customer Care
344	3	DROP_CALL_C REDIT_SOC	REMOVE_DCC	Cannot remove Dropped Call Credit service, [%s]. Must be removed through CSM	The Dropped call service cannot be added/remove d through this channel.	Please add/remove this service through CSM or call Customer Care
345	2	NO_SERVICE_C HANGE	DEFAULT	All requested services are already exists for the subscriber.	The services requested already exists on the subscriber	Verify the services requested and validate the existing services on the subscriber
346	2	INVALID_ACCT YPE_SUBTYPE	DEFAULT	Invalid Account type & sub type	The Account Type and SubType is not supported by the order channel	Please verify the Account Type and Subtype declared in the request and replace the order
346	2	INVALID_ACCT YPE_SUBTYPE	ACC_TYPE	Account type should be [%s].	The Account Subtype derived from the request does not match the information on the account or the corresponding Corporate/Gov ernment Identifier	Verify the current information on the account and that provided in the request. E.g. The Corp_id provided on the request does not match the Account's classification
346	2	INVALID_ACCT YPE_SUBTYPE	ACC_SUB_TYPE	Account sub type should be [%s].	The Account Subtype derived from the request does not match the information on the account or the corresponding Corporate/Gov ernment Identifier	Verify the current information on the account and that provided in the request. E.g. A different Corp_id is provided in the request from that which exists on the Account

Code	Type	Name	Sub Name	Description	Scenario	Resolution
349	2	INVALID_HPTCFW_SOC_REMOVAL	DEFAULT	HPTCFW SOC removal on an existing HPPTT subscriber with an HPPTT ID matching to iDEN UFMI not allowed		
352	2	REF_PTN_REQUIRED	DEFAULT	Transaction requires a reference PTN.	This transaction has been sent without the required subscriber reference, which is usually the MDN/PTN/Phone Number	This transaction requires a reference to the subscriber's services that are being modified. Providing the PTN/MDN/Phone Number of the subscriber whose services are to be modified is required
352	2	REF_PTN_REQUIRED	REF_PTN_REQUIRED_UPGRADE	Upgrade Later orders require a reference PTN.	The Upgrade Later transaction has been sent without the required subscriber reference, which is usually the MDN/PTN/Phone Number	The Upgrade Later transaction requires a reference to the subscriber's services that are being modified. Providing the PTN/MDN/Phone Number of the subscriber whose services are to be modified is required

Code	Type	Name	Sub Name	Description	Scenario	Resolution
352	2	REF_PTN_REQUIRED	REF_PTN_REQUIRED_REPLACE	Upgrade Now orders require a reference PTN.	The Upgrade Now transaction has been sent without the required subscriber reference, which is usually the MDN/PTN/Phone Number	The Upgrade Now transaction requires a reference to the subscriber's services that are being modified. Providing the PTN/MDN/Phone Number of the subscriber whose services are to be modified is required
352	2	REF_PTN_REQUIRED	REF_PTN_REQUIRED_SERVICE_ONLY	Service only orders require a reference PTN.	The Service Only transaction has been sent without a subscriber reference, which is usually the MDN/PTN/Phone Number	The Service only transaction requires a reference to the subscriber's services that are being modified. Providing the PTN/MDN/Phone Number of the subscriber whose services are to be modified is required
354	2	INELIGIBLE_FOR_PORT_IN	DEFAULT	MDN_IS_NOT_ELIGIBLE_FOR_PORT_IN	The PTN/MDN/Phone Number requested to be ported into Sprint is ineligible for Port-in.	Verify the PTN/MDN/Phone Number requested to be ported into Sprint and retry the order.
355	2	BACKDATING_RESTRICTED	ATTR_CODE_RESTRICTED	Any service with attribute code [%s] cannot be backdated	The Service requested to be backdated has an Attribute code which is restricted from backdated expiration	The service can be expired for the current system date or a future date

Code	Type	Name	Sub Name	Description	Scenario	Resolution
355	2	BACKDATING_ RESTRICTED	BACKDATE_PREPAID_ SUB	Prepaid subscriber services cannot be backdated	The subscriber requesting backdated services is a pre-paid subscriber, which are restricted from backdating service options	The service can be expired or requested for the current system date or a future date
355	2	BACKDATING_ RESTRICTED	BACKDATING_HANDS ET_NOT_ALLOWED	Backdated Handset swap transactions are not allowed	The backdated service changes are accompanied with a handset change and backdated handset swaps are not allowed	Only services can be requested for backdating. If a service requiring a handset change is requested for activation, this would have to be activation on the current or a future date
355	2	BACKDATING_ RESTRICTED	BAN_LEVEL	BAN level service [%s] cannot be backdated	The service requested to be backdated is a Account level service which cannot be backdated	No resolution
355	2	BACKDATING_ RESTRICTED	DEFAULT	Invalid Backdating Request	The backdating request is invalid.	1) Verify that the backdated expiration/effe ctive date is a valid date 2) Verify that the services requested are compatible with the existing services and handset of the subscriber

Code	Type	Name	Sub Name	Description	Scenario	Resolution
355	2	BACKDATING_ RESTRICTED	FUTURE_DATED_CHA NGE	Backdated service changes are restricted when there is a future or current day service change already pending for the subscriber.	The subscriber requesting backdated services has a pending service change request to be fulfilled.	Please cancel the current/future dated service change or request a backdated service once the pending service changes have been successfully completed
355	2	BACKDATING_ RESTRICTED	HPPTT_SERVICE	The effective date for the HPPTT service cannot be prior to the last HPPTT service status date		
356	2	COMPANY_MA TCH_FAILED	DEFAULT	Company match failed in ovm.	The default error when the Corporate Discount service is unable to display the message	Please verify that the corporate discount service is available and the information entered is valid
356	2	COMPANY_MA TCH_FAILED	MANY_MATCH	Too many matching companies were returned with the name provided, please resubmit with a different company name.	The information sent in the Corporate Discount Search corresponds to many similar matches.	Provide more detailed information in the Discount search criteria. E.g. - If a single character was entered as the search, this may correspond to several company matches. Enter more characters to narrow the search results

Code	Type	Name	Sub Name	Description	Scenario	Resolution
356	2	COMPANY_MATCH_FAILED	NOT_ELIGIBLE	The company results returned are not eligible to be processed through this system. Please call to process manually.		
356	2	COMPANY_MATCH_FAILED	NO_MATCH	Unable to find any matching companies with the name provided, please resubmit with a different company name.	The company name provided resulted in no matches within the existing system	Resend the request with a different and valid company name
356	2	COMPANY_MATCH_FAILED	SYSTEM_ERROR	Company name search encountered an internal error, please try again.	Company name search encountered an internal error, please try again.	Company name search encountered an internal error, please try again.
357	2	DISCOUNT_RETRIEVE_FAILED	DEFAULT	Discount retrieve failed in ovm.	The request for service to provide Discount information failed. This maybe due to the information sent in the request or a system issue	Please verify that the information sent in the request is in the correct format 1) Corporate Identifiers usually consist of characters from [A-Z] 2) Company Id usually consists of numerical digits [0-9] 3) The service providing the Corporate information may be unavailable
357	2	DISCOUNT_RETRIEVE_FAILED	INVALID_ID	Company Id provided was not found, please resubmit with a different company Id.	The numerical Company Identifier sent in the Discount request does not exist on our system.	Verify the Company Identifier information sent in the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
357	2	DISCOUNT_RETRIEVE_FAILED	SYSTEM_ERROR	Corporate discount retrieval encountered an internal error, please try again.	The service providing Corporate Discount Information encountered an error. This maybe due to the information sent in the request or a system issue	Please verify that the information sent in the request is in the correct format 1) Corporate Identifiers usually consist of characters from [A-Z] 2) Company Id usually consists of numerical digits [0-9] 3) The service providing the Corporate information may be unavailable
358	3	SYSTEM_ERROR	DEFAULT	A system error was encountered that will not allow this transaction to proceed.	A system error was encountered that will not allow this transaction to proceed.	1) Please retry the order 2) Please call Customer Care to complete the order
359	2	CREDIT_UNKNOWN	DEFAULT	Unable to determine credit decision automatically, a manual review is required with Sprint CFS. Once the manual review has been completed, resubmit to get the refreshed manual decision.		
360	2	INVALID_DINERS_CLUB	DEFAULT	Diner's Club Credit Card provided is invalid.		
361	2	INVALID_CREDIT_CARD	DEFAULT	Credit Card provided is invalid.	The credit card used for payment on the order is invalid	Verify that the Credit Card is valid and has sufficient balance remaining

Code	Type	Name	Sub Name	Description	Scenario	Resolution
362	2	COPY_SUB	ADD_SUB_COUNT_MISSING	The add sub count is required for subscriber having Lines to Share price plan.	The Source subscriber has a Lines to Share service which is requested to be copied onto the new/existing subscriber. To accurately calculate the LTS_RANK of the subscriber, the <add-sub-count> value is mandatory in the request	Please replace the request with the <add-sub-count> tag and an appropriate value for the tag
362	2	COPY_SUB	DEFAULT	An error occured while copying subscriber.	An error occurred on the duplicate subscriber request.	Please verify the request and retry the transaction or call NSS
362	2	COPY_SUB	DIFF_ACCOUNT	The source and target subscribers in the copy services transaction cannot be on two different account.	The source subscriber on the request and the target subscriber referenced belong to two different accounts and this functionality is not supported	Verify that the source and target subscriber belong to the same account and replace the request
362	2	COPY_SUB	SRC_SUB_INVALID	The source subscriber is not valid for duplicate subscriber request.	The source subscriber's services are invalid and thus cannot be used as a reference to create/add-on to a subscriber	Please choose the desired services individually to create/update the subscriber
363	2	IDENTITY	DEFAULT	Invalid Identification code provided.	The identification code provided in the request is not an accepted code.	Please correct the primary and/or secondary identification code provided and retry the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
363	2	IDENTITY	EXP_DATE	The expiration date provided is invalid. Please provide a valid date greater than [%s].	The expiration date provided for the identity in the request is an invalid date. The expiration date should be greater than the sysdate	Verify that the identity type used requires a Expiration date to be sent, and verify that the date is valid as an expiration date
363	2	IDENTITY	IDENT_INFO_OR_DRIVING	Valid identification information or driving license details are required, with provided SSN.	The credit check request has insufficient information for an acceptable credit decision.	Please place a credit check request with a combination of SSN with drivers license or a SSN with appropriate identity information.
363	2	IDENTITY	INVALID_ID_CODE	The Identification code provided is not recognized, please provide a valid identification code.	The identification code provided in the request is not an accepted code.	Please correct the primary and/or secondary identification code provided and retry the request
363	2	IDENTITY	NOT_PRIMARY	The identification type provided for the Primary id is unacceptable as a Primary identification method.	The identification code provided in the request as the primary identifier is not an accepted primary identification code.	Please provide an acceptable primary identification code and retry the request
363	2	IDENTITY	NOT_SECONDARY	The identification type provided for the Secondary id is unacceptable as a Secondary identification method.	The identification code provided in the request as the secondary identifier is not an accepted secondary identification code.	Please provide an acceptable secondary identification code and retry the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
363	2	IDENTITY	PRIMARY_NULL	A null Primary identification value is expected.	The primary identification text value was expected to be null	Please resend the request after removing the text information from the <primary-text-id> field
363	2	IDENTITY	PRIMARY_REQUIRED	Primary-id is required.	The primary identification text value was expected but was sent as null	Please resend the request after adding the text information for the <primary-text-id> field
363	2	IDENTITY	PRIMARY_VALUE	Primary identification value is required.	The primary identification text value was expected but was sent as null	Please resend the request after adding the text information for the <primary-text-id> field
363	2	IDENTITY	SAME_ID_CODE	The Primary and Secondary methods of identification provided are the same. Please provide different ids.	The same identity type was sent as the primary and secondary code which is not allowed	Please resend the request with two different types of identification information from the acceptable list of identity types
363	2	IDENTITY	SECONDARY_NULL	A null Secondary identification value is expected.	The secondary identification text value was expected to be null	Please resend the request after removing the text information from the <secondary-text-id> field
363	2	IDENTITY	SECONDARY_VALUE	Secondary identification value is required.	The secondary identification text value was expected but was sent as null	Please resend the request after adding the text information for the <secondary-text-id> field

Code	Type	Name	Sub Name	Description	Scenario	Resolution
363	2	IDENTITY	SSN_OR_ID	Either the combination of SSN with primary ID or combination of primary and secondary ID must be provided.	The credit check request has insufficient information for an acceptable credit decision.	Please place a credit check request with a combination of SSN with drivers license or a SSN with appropriate identity information.
363	2	IDENTITY	SSN_REQUIRED	SSN IS required for this dealer.	This channel requires the SSN to be provided on the request for such accounts. Only Identity information is not acceptable	Please resend the request including the SSN on the request
363	2	IDENTITY	STATE_VALUE	The value provided for STATE is invalid. Please provide a valid state.	The value provided for STATE is not recognized as a valid state value	Please provide a valid STATE value from the accepted list of states
363	2	IDENTITY	TAXID_REQUIRED	Tax Id is required for this dealer.	This channel requires the SSN to be provided on the request for such accounts. Only Identity information is not acceptable	Please resend the request including the TaxId on the request
364	2	ACT_RES_DEVICE	DEFAULT	An error occured during the processing of activating a reserved device using ACTIVATE_RESERVED_DEVICE_REQUEST.	There was an error with the order.	Please retry the request or call NSS to complete the order
364	2	ACT_RES_DEVICE	DUP_ORDER_ID	Duplicate order id [%s] provided, please resend with unique order id.	The Order-id on the request has already been used for another order.	Please change to the order-id on the request to a unique order-id and replace the request

Code	Type	Name	Sub Name	Description	Scenario	Resolution
364	2	ACT_RES_DEVICE	INVALID_PTN	The cell phone number provided, [%s], is not valid to perform swap of reserved device.	The Mobile Number/PTN provided on the request does not correspond to the ptn on the original request.	Please correct the primary ptn in the request and replace the request
364	3	ACT_RES_DEVICE	NOT_CLOSED	The referenced upgrade later transaction [%s] was not successfully completed through OVM and cannot be used to complete device swap.	The referenced upgrade later transaction was not successfully activated and cannot be used to complete the device swap.	Replace the request after verifying that the correct order has been referenced in the request, and that the referenced order is completed successfully
364	2	ACT_RES_DEVICE	NOT_RESERVED	Device with SIM or ESN of [%s], must be handled manually because it cannot be swapped automatically.	The device reference in the request is not reserved to the subscriber correctly.	Please verify the handset information provided in the request. If correct, please call NSS to complete the order manually
364	3	ACT_RES_DEVICE	NOT_UPG_LATER	The referenced transaction [%s] is not an upgrade later and cannot be used to complete device swap.	The referenced transaction is not a upgrade later transaction which can be used to the device.	Please verify the referenced order information provided on the request
364	2	ACT_RES_DEVICE	SVC_CHG_FOUND	Subscriber¿s [%s] services have changed since upgrade later was performed, please submit a regular upgrade now transaction to swap device(s).	The subscriber's services have been modified since the upgrade later transaction was completed, and so the referenced order is no longer the last order on record	Please request the device to be activated as a regular upgrade now transaction.

4 URL Information

The following table lists the environments and the corresponding URL location of this of Web Service

4.1 Endpoint URLs

Environment	Description
Production	https://webservicesgateway.sprint.com:444/services/order/OrderValidationService/v1
Test RTB1	https://webservicesgatewaytest.sprint.com:444/rtb1/services/order/OrderValidationService/v1
Test RTB2	https://webservicesgatewaytest.sprint.com:444/rtb2/services/order/OrderValidationService/v1

5 Definitions and Acronyms

Term	Definition
XML	eXtensible Markup Language
SOAP	Simple Object Access Protocol
WSDL	Web Service Description Language
XSD	Xml Schema Definition
UDDI	Universal Description, Discovery and Integration
WSM	Web Services Management Platform
EWS	Enterprise Web Services Team
Client	The users of Sprint's Web Services, either Business Customers or Partners and Resellers

6 References

This guide assumes that the reader is conversant with XML, WSDL, SOAP and HTTP specifications. It further assumes a basic knowledge of either Java or Microsoft's.Net web service technologies. The following links provide useful background knowledge of the Web Service standards:

Term	Definition
Apache Axis 1.x, 2.x	http://ws.apache.org/axis/
HTTP	http://www.w3.org/Protocols/rfc2616/rfc2616.htm
SOAP 1.1	http://www.w3.org/TR/2000/NOTE-SOAP-20000508/
WSDL 1.1	http://www.w3.org/TR/2001/NOTE-wsdl-20010315
Web Services Security 1.0	http://www.oasis-open.org/committees/tc_home.php?wg_abbrev=wss
XML 1.1	http://www.w3.org/TR/xml11/
XML Schema 1.1	http://www.w3.org/XML/Schema
XML Schema Definition	http://www.w3.org/2001/XMLSchema.xsd

7 Feedback

Please email to WebServices@sprint.com for feedback. We are trying to make our online user guides as complete, error free and easy to read as possible. You can help by giving us your feedback. Thank you!