

**Sprint Web Services User Guide**

OVM Credit Check User Guide

**Version**: 1.0

**Date**: 01/29/2013

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# 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** |
| 01/29/2013 | 1.0 | Initial version | Fernando Campos Filho |

# Contact Information

|  |  |  |
| --- | --- | --- |
| **Source** | **Description** | **Email** |
| Web Services Team | Functional/Integration/User Guide Issues | [WebServices@sprint.com](mailto:WebServices@sprint.com) |
| Prod Support Team | Production Support Issues | [eaipsall@sprint.com](mailto:eaipsall@sprint.com) |

# 1 Service Overview

OVM receives customer data from a PARTNER and processes a credit check via a credit vendor for applicable prospective customers or matches customer data to an existing Sprint-Nextel account.

The PARTNER will send the billing address in the Credit Check Request message. A physical address is required if the billing address is a PO Box type. OVM will return eligible customer credit terms in the Credit Check Response.

Credit validations are as follows:

* Customer agrees to Subscriber Agreement
* Coverage exists for the service zip code provided
* An account doesn’t exist for the SSN or FTID provided in the Request for NEW and NAC orders.
* ADD and AAC order checks:
  + Account exists using BAN (Account Number) or reference PTN
  + Account is found to be in good standing
  + Billing Address matches account address
* Corporate/Government customer order checks:
  + Corp/Gov Id provided is valid for the identified customer.
  + For ADD or AAC orders, the Corp/Govt ID or P2K Root Account Node provided is associated to the BAN provided.
  + The corporate sub-type is valid for the order type
  + Service or Equipment PO is provided if required according to hierarchy setup.
  + DAC-ID (department ID number) is provided if one exists on the account.
* Recognizable credit score obtained from the credit vendor.
* Handset limit threshold check, which counts the number of handsets a particular customer can obtain.
* All manual routing for additional deposits or other verifications.
  + Based on the configuration of the vendor, OVM can route orders to an internal sales support group to contact customer for deposit/spending limit requirement notification or other required verification.
    - To assist the internal operations group with the identification of the customer facing store front, OVM allows PARTNERs to provide the name of the store front where the handset was purchased, in the store-id tag of the Credit Request header structure.
    - Sprint-Nextel highly recommends collecting and providing comprehensive contact information in order to facilitate an efficient resolution with the customer. The following xml tags can include the information that will assist this process.

|  |  |
| --- | --- |
| **XML Tag Name** | **Description** |
| home-phone | Required to be provided for consumers, optional for business customers |
| best-time-to-call-home | Defines what part of the day to call the home-phone |
| work-phone | Required for business customers, optional for consumers |
| best-time-to-call-work | Defines what part of the day to call the work-phone |
| alternate-phone | Optional for all customers, typically a cell phone |
| best-time-to-call-work | Defines what part of the day to call the alternate- phone |

* OVM will determine the applicable deposit/spending limit for orders using the returned score from a credit vendor and Sprint-Nextel’s credit policy. A credit response may include the amount of the deposit per handset. OVM sends a credit denied response if the credit decision is not eligible for service.
* OVM utilizes the result tag in the Credit Response to identify the decision that was determined from the credit vendor. The possible results are:

|  |  |
| --- | --- |
| **Result** | **Definition** |
| NO\_DEPOSIT\_REQUIRED | Credit was approved and no deposit/spending limit is required to proceed. |
| DECLINED | Credit was declined |
| DEPOSIT\_REQUIRED | Credit was approved, but a deposit without a spending limit is required to be collected from customer. |
| CREDIT\_UNKNOWN | The credit service was unable to obtain a score. |
| DATA\_ERROR | A problem was noted in the credit check data. |
| DEPOSIT\_REQUIRED\_ACCEPTED | Deposit without a spending limit is required, customer agreed to terms with Sprint-Nextel sales support representative. |
| NO\_DEPOSIT\_REQUIRED\_SL\_ACCEPTED | No deposit required but there is spending limit on the order and customer has agreed to terms with Sprint-Nextel sales support representative. |

|  |  |
| --- | --- |
| **Result** | **Definition** |
| DEPOSIT\_REQUIRED\_SL\_ACCEPTED | Deposit is required and spending limit is required and customer agreed to terms with Sprint-Nextel sales support representative. |
| DEPOSIT\_REQUIRED\_SL\_REQUIRED | Deposit is required to be collected from customer and spending limit needs to be explained to customer. |
| NO\_DEPOSIT\_REQUIRED\_SL\_REQUIRED | Deposit is not required but there is a spending limit and customer needs to be contacted. |
| BAN\_EXISTS\_FOR\_SSN | Existing account(s) exists for the SSN provided and OVM was unable to match some of the customer information provided with the account. |
| BAN\_EXISTS\_FOR\_FTI | Existing account(s) exists for the federal tax id provided and OVM was unable to match some of the customer information provided with the account. |

* The total deposit amount is determined by the number of handsets on the order. Every handset ordered will match up to a tier deposit amount. (i.e. handset A will have tier deposit 1 and handset B will have tier deposit 2).
* For every Credit Response that is associated to an existing customer (ADD\_ON, UPGRADE, REPLACEMENT order types), OVM will return CPNI information about all the active subscribers on the account associated to the Credit Request. This will include the eligibility of each subscriber for a handset upgrade rebate.

# Operation Details

## Request Message

### CreditCheck

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| order |  | N/A | Structure |  | Required |
| Debug-Score |  |  | String |  | Optional |
| Subscriber- Agreement |  |  | Boolean | true/false | Required |
| Customer-Type | Valid Values: BUSINESS, INDIVIDUAL,  CORPORATE\_BUSINE  SS, CORPORATE\_INDIVI DUAL, GOVERNMENT\_INDI VIDUAL, GOVERNMENT\_BUSI NESS |  | String | BUSINESS, INDIVIDU AL, CORPORA TE\_BUSIN ESS, CORPORA TE\_INDIVI DUAL, GOVERNM ENT\_INDI VIDUAL, GOVERNM ENT\_BUSI NESS | Required |
| Pass-Code |  | 20 | String |  | Optional |
| Sec-Pin |  |  | String |  | Optional |
| Sec-Question- Code |  |  | String |  | Optional |
| Sec-Answer |  |  | String |  | Required |
| language |  |  | String |  | Optional |
| Rep-Id |  | 20 | String |  | Optional |
| Program-Code |  |  | String |  | Optional |
| Handset-Count |  | Max99 | Unsignedbyte |  | Required |
| Intl-Handset- Count |  | Max99 | Unsignedbyte |  | Optional |
| Corp-Gov-Info |  | N/A | Structure |  | Optional |
| Billing |  | N/A | Structure |  | Optional |
| physical |  | N/A | Structure |  | Optional |
| contact |  | N/A | Structure |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Activation-Zip- Code |  | 5 | String |  | Optional |
| Ssn | SSN must be provided for Individual CustomerType |  | String |  | Choice |
| Federal-Tax-Id | Federal Tax Id must be submitted for BusinessType |  | String |  | Choice |
| Drivers-License |  | N/A | Structure |  | Optional |
| Date-Of-Birth |  |  | Date |  | Optional |
| Identification- Method |  | N/A | Structure |  | Optional |

### order

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Attribute: Type |  |  | String |  | Required |
| Account-number |  |  | String |  | Choice |
| Reference-ptn |  | 10 | String |  | Choice |
| Subscriber-id |  | 20 | String |  | Choice |
| Web-profile-id |  | 30 | String |  | Optional |
| Ip-address |  |  | String |  | Optional |

### 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 |

### billing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Company-Name |  | 35 | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| 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 |
| 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 |

### 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 Len: 2, Max Len: 35 | 35 | String |  | Required |
| Suffix |  | 5 | String |  | Optional |
| Additional-line |  | 60 | String |  | Optional |

### address

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| streetAddress1 | Street Line 1 | 50 | String |  | Required |
| streetAddress2 | Street Line 2 | 50 | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| city | City | 50 | String |  | Required |
| stateCode | State Code | 2 | String |  | Required |
| zipCode | Zip |  | String |  | Required |
| countryCode | Country Code |  | String |  | Optional |
| cloneAddress | Clone Address. Same as Billing |  | String | SAME\_AS\_BI LLING | Required |

### Work-Phone

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

### physical

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

### 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 |
| Clone-Address | Clone Address. Same as Billing |  | String | SAME\_AS\_B ILLING | Required |

### contact

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| name |  | N/A | Structure |  | Required |

### name

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| sirName |  | 5 | String |  | Optional |
| firstName |  | 35 | String |  | Required |
| middleInitial |  | 1 | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| lastName | Min Len: 2, Max Len: 35 | 35 | String |  | Required |
| Suffix |  | 5 | String |  | Optional |
| Additional-line |  | 60 | String |  | Optional |

### drivers-License

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

### Identification-Method

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| primaryId |  | N/A | Structure |  | Required |
| secondaryId |  | N/A | Structure |  | Optional |

### Primary-Id

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Id-Code |  |  | String |  | Optional |
| Id-Text1 |  |  | String |  | Optional |
| Id-Text2 |  |  | String |  | Optional |
| Id-Exp-Dt |  |  | Date |  | Optional |

### Secondary-Id

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Id-Code |  |  | String |  | Optional |
| Id-Text1 |  |  | String |  | Optional |
| Id-Text2 |  |  | String |  | Optional |
| Id-Exp-Dt |  |  | Date |  | Optional |

## Response Message

### CreditCheckResponse

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| creditCheckResponse |  |  | Structure |  | Required |
| ackNackResponse |  |  | Structure |  | Required |

### creditCheckResponse

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Nextel-Order-Id |  |  | String |  | Optional |
| result | Valid Values: NO\_DEPOSIT\_REQUIRE D,  DECLINED,  DEPOSIT\_REQUIRED, CREDIT\_UNKNOWN, DATA\_ERROR, DEPOSIT\_REQUIRED\_A CCEPTED, NO\_DEPOSIT\_REQUIRE D\_SL\_ACCEPTED, DEPOSIT\_REQUIRED\_S L\_ACCEPTED, DEPOSIT\_REQUIRED\_S L\_REQUIRED, NO\_DEPOSIT\_REQUIRE D\_SL\_REQUIRED, DECLINED\_PAY\_BALA NCE, COLLECT\_BALANCE, BAN\_EXISTS\_FOR\_SSN  , BAN\_EXISTS\_FOR\_FTI, SSN\_MISSING, TAX\_ID\_MISSING |  | String | Valid Values in description section | Required |
| App-Number |  |  | String |  | Optional |
| Cancelled-Ban |  |  | Boolean |  | Optional |
| Sec-Pin |  |  | String |  | Optional |
| Deposit-Per- Handset |  |  | Decimal |  | Optional |
| Extra-Deposit- Per-Handset |  |  | Decimal |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Spending-Limit- Per-Handset |  |  | Decimal |  | Optional |
| Tiered-Deposit | List of 0 to many Tiered- deposit structrue | N/A | Structure |  | Required |
| Intl-Deposit-Per- Handset |  |  | Decimal |  | Optional |
| Total-Deposit |  |  | Decimal |  | Optional |
| Deposit-Variance |  |  | Decimal |  | Optional |
| Number- Handsets- Approved |  |  | Integer |  | Optional |
| Bill-To-Account- Allowed |  |  | Boolean | true/false | Required |
| Additional- Handset-Eligible- Date |  |  | Date |  | Optional |
| Hybrid-Phone- Allowed |  |  | Boolean | true/false | Required |
| Order |  | N/A | Structure |  | Required |
| Account-Info |  | N/A | Structure |  | Optional |
| Customer-Type |  |  | String | BUSINESS, INDIVIDUA L, CORPORAT E\_BUSINES S, CORPORAT E\_INDIVID UAL, GOVERNM ENT\_INDIVI DUAL, GOVERNM ENT\_BUSIN ESS | Optional |
| Billing |  | N/A | Structure |  | Optional |
| Ssn |  |  | String |  | Choice |
| Federal-Tax-Id |  |  | String |  | Choice |
| Drivers-License |  | N/A | Structure |  | Optional |
| Date-Of-Birth |  |  | Date |  | Optional |

### tiered-Deposit

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| id |  |  | Integer |  | Required |
| Deposit-Amount |  |  | Decimal |  | Required |
| Spending-Limit-Amount |  |  | Decimal |  | Optional |

### order

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| type |  |  | String |  | Required |
| Account-Number |  |  | String |  | Choice |
| Reference-Ptn |  |  | String |  | Choice |
| Subscriber-Id |  | 20 | String |  | Choice |
| Web-profile-id |  | 30 | String |  | Optional |
| Ip-address |  |  | String |  | Optional |

### account-Info

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Current- Subscribers |  |  | Unsignedlong |  | Required |
| Subscriber-List | List of 0 to many Subscriber structures | N/A | Structure |  | Optional |

### subscriber

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Id |  |  | Integer |  | Required |
| Price-Plan-Code |  |  | String |  | Required |
| Price-Plan- Name |  |  | String |  | Required |
| Price-Plan-Price |  |  | Decimal |  | Required |
| Plan-Type |  |  | String | Valid Values:  FAM, IND, MBP, PGO, ALL, DLY | Optional |
| Lts-Rank |  |  | Unsignedlong |  | Optional |
| Family-Group |  |  | Unsignedlong |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Phone-Model-Id |  |  | String |  | Required |
| Phone-Name |  |  | String |  | Required |
| Ptn |  |  | String |  | Optional |
| Ptn-Status |  |  | String | Valid Values: ACTIVE,  RESERVED  , CANCELLE D, SUSPENDE D, UNKNOW N | Required |
| Ptn-Status-Date |  |  | DateTime |  | Optional |
| Init-Activation- Date |  |  | Date |  | Optional |
| Etf-Notes |  |  | String |  | Optional |
| Subscriber- Email-Address |  |  | String |  | Optional |
| Mult-Vbs-Soc- Ind |  |  | String | Y, N | Optional |
| Service- Discount | List of 0 to many ServiceDiscount structures | N/A | Structure |  | Optional |
| Contract-Start- Date |  |  | Date |  | Optional |
| Contract-End- Date |  |  | Date |  | Optional |
| Handset- Activation-Date |  |  | Date |  | Optional |
| Upgrade |  | N/A | Structure |  | Optional |
| Plan-Change- Req |  |  | Boolean | true/false | Optional |
| Existing- Committed- Order |  |  | String | Y, N | Optional |
| Option | List of Option structures | N/A | Structure |  | Optional |
| Option | List of 0 to many Option Structure | N/A | Sturcture |  | Optional |
| Data-allowances | List of 0 to many data- allowances | N/A | Structure |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| RebateBogxInfo | Structure of rebateBogxInfo | N/A | Structure |  | Optional |

### serviceDiscount

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Discount-Plan-Id |  |  | String |  | Choice |
| Discount-Plan-Name |  |  | String |  | Choice |
| Discount-Monthly-Price |  |  | Decimal |  | Choice |
| Discount-Option-Id |  |  | String |  | Choice |
| Discount-Option-Name |  |  | String |  | Choice |
| Discount-Option-Price |  |  | Decimal |  | Choice |

### upgrade

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Eligible |  |  | Boolean | true/false | Required |
| Eligible-Date |  |  | Date |  | Optional |
| Eligibility-Code |  |  | String |  | Optional |
| Current-Tier |  |  | Decimal |  | Optional |
| Eligible-Tier-List | List of 0 to many Eligible- Tier structures | N/A | Structure |  | Optional |
| Current-Eligibility- Desc-List | List of 0 to many current- Eligibility-Desc structures | N/A | Structure |  | Optional |
| Subscriber-Device- Pricing-List | List of subscriber-Device- Pricing structures | N/A | Structure |  | Optional |

### eligible-Tier

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Date |  |  | Date |  | Optional |
| tierLevel |  |  | Decimal |  | Optional |

### current-Eligibility-Desc

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| eligibilityDesc |  |  | String |  | Required |

### subscriberDevicePricing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Model-Id |  |  | String |  | Required |
| Model-Price |  |  | Decimal |  | Required |
| Contract-Term |  |  | Unsignedbyte |  | Optional |

### option

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Option-Id |  | 10 | String |  | Optional |
| Option-Name |  |  | String |  | Optional |
| Option-Code |  | 10 | String |  | Optional |
| Option-Desc |  |  | String |  | Optional |
| Option-Detail |  |  | String |  | Optional |
| Option-Learn- More |  |  | String |  | Optional |
| Product- Disclosure |  |  | String |  | Optional |
| Ivr-Soc-Desc |  |  | String |  | Optional |
| Service- Management-Ind |  | 1 | Boolean | true/false | Optional |
| Ban-Level- Option |  | 1 | Boolean | true/false | Optional |
| Cell-Ind |  | 1 | Boolean | true/false | Optional |
| dc-Ind |  | 1 | Boolean | true/false | Optional |
| Pds-Ind |  | 1 | String |  | Optional |
| Cdma-Pds-Ind |  |  | String |  | Optional |
| Option-Price |  |  | String |  | Required |
| Its-Monthly- Price |  | N/A | Structure |  | Required |
| One-Time- Charge |  |  | Decimal |  | Optional |
| Max-Lts- Subscribers |  |  | Positive Integer |  | Optional |
| Option-Priority |  |  | Integer |  | Optional |
| Sequence- Number |  |  | Positive Integer |  | Optional |
| Mutually- Exclusive |  |  | String | Y, N | Optional |
| Contract-Term |  |  | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Allowed- Number-Ranges |  |  | Unsignedint |  | Optional |
| Number-Range- Size |  |  | Unsignedint |  | Optional |
| Product- Definition | List of 0 to many product-definition Structures | N/A | Structure |  | Optional |
| Corp-Gov-Req |  |  | String | Y, N | Optional |
| Option- Equivalent |  |  | String | Y, N | Optional |
| Source-Option |  |  | String |  | Optional |
| Affinity-Soc- Link |  |  | String |  | Optional |
| Affinity |  | N/A | Structure |  | Optional |
| Req-Primary- Bundle |  |  | String |  | Optional |
| Max-Sec-Bundle |  |  | Positive Integer |  | Optional |
| Option-Category |  |  | String |  | Optional |
| Category- Required |  |  | String | Y, N | Optional |
| Airave-Mrc |  |  | Boolean | true/false | Optional |
| Feature | List of 0 to many feature structure | N/A | Structure |  | Optional |

### its-Monthly-Price

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Rank |  |  | Positive Integer |  | Optional |

### product-definition

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Product-indicator |  |  | Min: |  | Optional |

### affinity

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Affinity-name |  |  | String |  | Optional |
| Affinity-attribute | List of 1 to many affinity- attribute structures |  | Structure |  | Required |

#### 2.2.1.4.1.3.3.1 affinity-attribute

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Name |  |  | String |  | Required |
| Code |  |  | String |  | Required |
| Type |  |  | String |  | Optional |
| Length |  |  | String |  | Optional |
| Required | Yes No type |  | String |  | Optional |
| Mask |  |  | String |  | Optional |
| Pattern |  |  | String |  | Optional |
| Value |  |  | String |  | Optional |
| Editable | Yes No Type | 1 | String |  | Optional |

### feature

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| feature-id |  |  | String |  | Optional |
| feature-code |  |  | String |  | Required |
| feature-name |  |  | String |  | Optional |
| feature-desc |  |  | String |  | Optional |
| allowed-number- ranges |  |  | Unsignedint |  | Optional |
| number-range- size |  |  | Unsignedint |  | Optional |
| msisdn-ind |  | 5 | Boolean | true/false | Optional |
| Effective-date |  |  | DateTime |  | Optional |
| expiration-date |  |  | DateTime |  | Optional |
| product-definition | List if 0 to many product- definition structures |  | Structure |  | Optional |

### product-definition

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Product-indicator | List of 0 to many product- indicator |  | Min: | LTS, M2H, M2O, AFR, AFB, AIR, HPP, HPR, HPB, HPC, WEL, VBS, ACV, HP1, HP2, WMX, PBD, SBD, ATA, 4GC, UNI, VCF, BSF | Optional |

### Data-allowances

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Data-allowance-type |  |  | String |  | Required |
| Data-allowance |  | 20 | String |  | Required |

### rebateBogxInfo

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| rebateBogxPlanInf oList | Structure of rebateBogxPlanInfoList | N/A | Structure |  | Optional |

#### rebateBogxPlanInfoList

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| OfferCode | BOGX offer ID | 6 | String |  | Required |
| OfferDescription | BOGX offer Description | 500 | String |  | Required |
| EffectiveDate | Offer effective date |  | Date |  | Required |
| ExpirationDate | Offer expiration date |  | Date |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| BuyQuantity | Deduction of the number of times the BAN already purchased a buy item of the offer from the offer limit | 2 | Int |  | Required |
| GetQuantity | Deduction of the number of times the BAN already purchased a get item of the offer from the offer limit | 2 | Int |  | Required |
| OfferEquipmentTy pe | Type of equipment. H – Offer will contain Handsets only. A – Offer will contain Accessories only. M – Offer will contain Handsets/Accessories | 1 | String |  | Required |
| IgnoreUfpInd | true – ignore UFP  false – do not ignore UFP |  | Boolean | true/false | Required |
| Limit | How many times the BAN is allowed to take the offer (the offer limit minus the number of times the BAN already purchased the offer) | 2 | Int |  | Required |
| equipmentGroupIn foList | List of BOGX equipment group information | N/A | Structure |  | Required |
| flexibleMixMatchI nd | true – indicates that FE has to compare price of the buy item to get item. Buy item buyPrice should be greater than or equal to get item buyPrice in the bogx offer  false -price comparison is not needed |  | Boolean | true/false | Required |

#### equipmentGroupInfoList

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| equipmentGrou pInfo | BOGX equipment group information | N/A | Structure |  | Required |

#### equipmentGroupInfo

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| groupDescription | Equipment group description | 30 | String |  | Optional |
| groupId | Group ID (will return if a group is defined and not just a unique item) | 15 | String |  | Optional |
| itemInfoList | List of item information | N/A | Structure |  | Required |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| action | B – Buy G – Get | 1 | String |  | Required |
| quantity | Number of items to purchase | 2 | Int |  | Required |
| offerLineCode | The offer line code | 6 | String |  | Required |
| price | BOGX price | 9,2 | Decimal |  | Required |
| additionalDiscount | The additional discount defined in EQUIPMENT\_OFFER\_PRI  CING table | 9,2 | Decimal |  | Required |
| commitmentTerm | Commitment term in month Zero for no commitment | 2 | Int |  | Required |
| subGroup | Equipment sub group code | 15 | String |  | Optional |
| subGroupQuantity | Equipment sub group quantity | 2 | Int |  | Optional |
| buyPrice | price+additionalDiscount | 9,2 | Decimal |  | Required |

#### itemInfoList

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| itemInfo | Item information | N/A | Structure |  | Required |

#### itemInfo

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| itemId | Item ID | 15 |  |  |  |
| itemDescription | Item description | 30 |  |  |  |
| srp | Suggested Retail Price | 9,2 | Decimal |  |  |

### Billing

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| company-name | Conditionally required for all business-liable customer types | 35 | String |  | Optional |
| Name | Structure of Name | N/A | Structure |  | Required |
| email-address | Customer’s email address, if provided by a prospective customer will be assigned as security notification method.  Pattern: .+@.+\.\w+ | Max: 50 | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Account-email- action |  | Enumeration | String | A,  M, D | Optional |
| Marketing- preference |  | Enumeration | String | Y,  N, O | Optional |
| e-bill | Customer’s email address, if provided by a prospective customer will be assigned as e-billing method. Pattern: .+@.  +\.\w+ | Max50 | String |  | optional |
| address |  |  | Structure |  | Required |
| home-phone | Conditionally required for individual liable customers | Pattern: \d{10} | String |  | Optional |
| Work-phone | Conditionally required for business liable customers | Pattern: \d{10} | String |  | Optional |
| alternate-phone | Optionally provided additional contact phone number | Pattern: \d{10} | String |  | Optional |
| best-time-to-call- home | Optionally provided best time to call for transactions that Sprint outbounds to customer. Valid values include M (Morning), A (Afternoon), E (Evening) | Enumeration | String | M,  A, E | Optional |
| best-time-to-call- work | Optionally provided best time to call for transactions that Sprint outbounds to customer. Valid values include M (Morning), A (Afternoon), E (Evening) | Enumeration | String | M,  A, E | Optional |
| best-time-to-call- alternate | Optionally provided best time to call for transactions that Sprint outbounds to customer. Valid values include M (Morning), A (Afternoon), E (Evening) | Enumeration | String | M,  A, E | Optional |

### Name

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| sir-name | Possible values include: Mr, Mrs, Miss, Dr, etc | Min: 1  Max: 5 | String |  | Optional |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| first-name | Customer’s first name | Min: 1  Max: 35 | String |  | Required |
| middle-initial | Customer’s first initial of their middle name | 1 | String |  | Optional |
| last-name | Customer’s last name | Min: 2  Max: 35 | String |  | Required |
| Suffix | Possible values include, Jr, Sr, III, etc | Min: 1  Max: 5 | String |  | Optional |
| additional-line |  | 60 | String |  |  |

### Address

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| street-address-1 | Customer’s billing address street number and name | Min: 1  Max: 50 | String |  | Required. Choice if clone-address is provided |
| street-address-2 | Customer’s billing address street number and name | Min: 1  Max: 50 | String |  | Optional. Choice if clone-address is provided |
| city | Customer’s billing address city | Min: 1  Max: 50 | String |  | Required. Choice if clone-address is provided |
| State-code | Customer’s 2-character billing state code | Pattern: [A-Z]  {2} | String |  | Required. Choice if clone-address is provided |
| zip-code | Customer’s 5 or 9 digit billing zip code | Pattern:  \d{5}|\d{9} | String |  | Required. Choice if clone-address is provided |
| country-code | Valid value is US | Enumeration | String | US | Optional. Choice if clone-address is provided |
| update-address |  |  | Boolean |  | Optional. Choice if clone-address is provided |
| clone-address |  | Enumeration | String | SAME\_AS\_ BILLING | Choice |

### Work-phone

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| ext | Attribute of Work-phone. Work phone number extension | Min:0 Max:0 | String |  | Optional |

### 2.2.1.6 Driver-license

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Field Name** | **Description** | **Length** | **Type** | **Values** | **Condition** |
| Id | Driver’s license number | Min: 1  Max: 25 | String |  | Required |
| State | Driver’s license state code | Pattern: [A-Z]  {2} | String |  | Required |
| Expiration-date | Driver’s license expiration date in the following format: CCYY-MM-DD | N/A | Date |  | 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\_E RROR | 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\_E RROR | OLD\_COMPANY\_NEED ED | 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\_E RROR | 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\_E RROR | PLAN\_CODE\_REQUIRE D | 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\_E RROR | 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\_ERR OR | DEFAULT | Payment processing error. | Error processing payment. Please retry | Retry after sometime after validating payment information |
| 101 | 2 | PAYMENT\_ERR OR | PRE\_AUTH\_ERROR | Error pre- authorizing credit card for payment type [%s]. Error was [%s]. | Preauthorizatio n 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\_DECLI NED | DELINQUENT\_BALAN CE | 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\_DECLI NED | AUTH\_UNITS\_EXCEED ED | 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\_DECLI NED | REJECT\_SCORE | Credit check returned a score of 'reject'. Credit score description was [%s]. | The credit check service returned a 'Rejected' score based on  -   1. Minor (under 18) 2. 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\_VAL IDATION\_ERRO R | 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\_VAL IDATION\_ERRO R | 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\_VAL IDATION\_ERRO R | ADDRESS\_PARSE\_ERR OR | 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\_INCOM PATIBLE | 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\_ATTR S | [%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\_DEPEND ENCIES\_INCOMPATIB LE | 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\_INCOM PATIBLE | 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\_N UMBER | 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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 105 | 2 | INVALID\_FEAT URE | PHONE\_INCOMPATIBL E | 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\_FEAT URE | STATIC\_PHONE\_INCO MPATIBLE | 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\_FEAT URE | ENSEMBLE\_SOC\_VALI DITY\_CHECK\_FAILED | Ensemble Soc Validity Check failed for the SOC [%s].  Cannot proceed due to incompatibility  . | The Service [%] is incompatible with the existing/reques ted services or with the existing/reques ted handset. | 1) Choose a different service that is compatible with the existing/reques ted services and handset device. |
| 105 | 2 | INVALID\_FEAT URE | SERVICE\_ZIP\_INVALI D | 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\_FEAT URE | INVALID\_WITH\_ORDE R | 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\_FEAT URE | PLAN\_INCOMPATIBLE | Feature [%s] is not compatible with service plan [%s]. | The requested services are not supported by the existing/reques ted price plan | Request a different service that is compatible with the existing/reques ted price plan |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 105 | 2 | INVALID\_FEAT URE | DIFFERENT\_NETWOR K | 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/reques ted 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\_FEAT URE | 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\_FEAT URE | PHONE\_INCOMPATIBL E\_WITH\_ID | Feature [%s] is not compatible with phone [%s]. Service plan ID is [%s]. | The Service [%] is incompatible with the existing/reques ted handset. | 1) Choose a different service that is compatible with the existing/reques ted handset device. |
| 105 | 2 | INVALID\_FEAT URE | 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/reques ted 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\_EQUI PMENT\_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\_EQUI PMENT\_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. |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 106 | 2 | INVALID\_EQUI PMENT\_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 | AUTHENTICAT ION\_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. |

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| **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\_I D | 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. |

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| **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. |

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| **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\_DETERM INE\_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\_F OUND | 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\_REQ UEST\_TYPE | DEFAULT | Message type is not configured | The request type sent is not configured for your channel | Please choose the correct request type (ACTIVATIO N\_REQUEST, PLANS\_REQ  UEST, etc) or contact the development team to analyze the issue |

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| **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/subscri ber. |
| 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 118 | 2 | INVALID\_MAR KET | 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\_MAR KET | 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\_MAR KET | 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\_ERR OR | 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 |

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| **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/acc ount, which was sent with Tax ID information rather than the required SSN | The credit check is for a Individual Liable subscriber/acco unt. 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/acc ount, 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/acc ount, which was sent with SSN  information rather than the Tax ID information | The credit check is for a Corporate Liable subscriber/acco unt 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 |

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| **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\_SI M | 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\_SI M | 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\_NEEDE D | 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\_ALLOWE D | DEFAULT | A PO Box address is not allowed for billing address. |  |  |
| 129 | 2 | PO\_BOX\_ADDR  \_NOT\_ALLOWE D | 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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 131 | 2 | DUPLICATE\_PL AN\_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\_PL AN\_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\_I MEI | 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\_ACC OUNT\_NUMBE R | BAN\_NEEDED\_FOR\_A CC\_VAL\_SOC | A CREATE  order with a VBS SOC  [%s] requires an account number. |  |  |
| 133 | 2 | MISSING\_ACC OUNT\_NUMBE R | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 133 | 2 | MISSING\_ACC OUNT\_NUMBE R | 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\_ACC OUNT\_NUMBE R | 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\_EXI STS\_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\_EXI STS\_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\_EXI STS\_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\_ACC OUNT\_NUMBE R | 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. |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 135 | 2 | INVALID\_ACC OUNT\_NUMBE R | 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/Delinq uent/Cancelled account |
| 135 | 2 | INVALID\_ACC OUNT\_NUMBE R | 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\_ACC OUNT\_NUMBE R | 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\_ACC OUNT\_NUMBE R | 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\_ACC OUNT\_NUMBE R | CANNOT\_CHANGE\_BA N | 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) |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 135 | 2 | INVALID\_ACC OUNT\_NUMBE R | DOES\_NOT\_CORRESP OND | The account number or reference PTN provided does not correspond to a corporate/busi ness account. | The Order is a corporate/busi ness order, but the reference PTN provided in the request does not belong to a corporate/busi ness 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\_ACC OUNT\_NUMBE R | 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\_WIT H\_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\_WIT H\_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\_WIT H\_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\_EXI STS\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 137 | 2 | ACCOUNT\_EXI STS\_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\_WIT H\_TAX\_ID\_FAI LED | 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\_WIT H\_TAX\_ID\_FAI LED | 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\_DISC OUNT\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 139 | 2 | INVALID\_DISC OUNT\_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\_DELINQUE NT | 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. |

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| **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. |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 141 | 2 | INVALID\_REFE RENCE\_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\_COL LISION | 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 |

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| **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/valid ation 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 143 | 2 | FEATURE\_COL LISION | INCOMPATIBLE\_OPTI ON | 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\_COL LISION | SOC\_REMOVAL\_NEED ED | 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\_COL LISION | 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\_COL LISION | MUTUALLY\_EXCLUSI VE\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 143 | 2 | FEATURE\_COL LISION | 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\_COL LISION | CANNOT\_EXIST\_TOGE THER | The price plan/features noted cannot exist together. The price plan/features are [%s]. | The price plan and features (requested/exis ting) 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/reques ted for the subscriber |
| 143 | 2 | FEATURE\_COL LISION | PARENT\_SOC\_MISSIN G | 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. |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 143 | 2 | FEATURE\_COL LISION | NON\_DEPLOYABLE\_B AN\_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/reques ted services |
| 143 | 2 | FEATURE\_COL LISION | FUTURE\_DATED\_FEAT URE\_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\_COL LISION | RISC\_OPTION\_REMOV AL\_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\_COL LISION | 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/expiratio n request for the DISNAI service |
| 143 | 2 | FEATURE\_COL LISION | DISNAI\_FEATURE\_CO LLISION | 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 |

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| **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/subscri ber |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 146 | 2 | SERVICE\_PO\_R EQUIRED | WITH\_ID | Service PO number is required for corp/gov with ID [%s]. | 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 |
| 147 | 2 | ACCOUNT\_WIT H\_CORP\_GOV\_I D\_FAILED | DEFAULT | Account number or reference PTN is not associated with the corporate/gove rnment ID provided. | The Corporate/Gov ernment 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/Gov ernment ID has been sent in the request |
| 147 | 2 | ACCOUNT\_WIT H\_CORP\_GOV\_I D\_FAILED | INCORRECT\_ID | Account [%s] does not have corp/gov ID [%s]. Value found was [%s]. | The Corporate/Gov ernment 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/Gov ernment ID has been sent in the request |
| 147 | 2 | ACCOUNT\_WIT H\_CORP\_GOV\_I D\_FAILED | NO\_ID\_EXISTS | Account [%s] does not have a CORP ID. | The Account sent in the request is not related to a Corporate/Gov ernment ID | Verify the account number sent in the request.  Also verify that a Corporate/Gov ernment order is the attempted request |
| 149 | 2 | COMPANY\_NA ME\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 149 | 2 | COMPANY\_NA ME\_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\_OR DER\_SUB\_TYP E\_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/informa tion 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/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\_BIZ\_LIABL E | This order came in as a GOVERNME NT 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 |

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| **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 |

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| **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 |

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| **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\_ACCO UNT\_NOT\_ALL OWED | 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/servic es. 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 |

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| **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 |

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| **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 |

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| **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 |

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| **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\_CLO NE | 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\_CLO NE | 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\_CLO NE | 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 |

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| **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   1. 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\_MET HOD | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 164 | 2 | INVALID\_SHIP\_ VENDOR\_MET HOD | 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\_MET HOD | 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\_MET HOD | OVERNIGHT\_AND\_2\_D AY\_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\_MET HOD | OVERNIGHT\_AND\_GR OUND\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 164 | 2 | INVALID\_SHIP\_ VENDOR\_MET HOD | 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\_MET HOD | 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\_PAYME NT\_CC\_NOT\_A LLOWED | DEFAULT | Equipment payment using credit card not allowed for corporate/gove rnment 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/equipm ent purchases. A Service 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 Service Purchase Orders (SPO) while purchasing services/equip ment. Please provide the SPO number in the request, rather than the Credit Card Number |

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| **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 |  |

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| **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 |
| 171 | 2 | NO\_ADDITION S\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 171 | 2 | NO\_ADDITION S\_TO\_BOOST\_ OR\_PREPAID | THIRD\_PARTY\_REF\_P TN | 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 |
| 171 | 2 | NO\_ADDITION S\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 171 | 2 | NO\_ADDITION S\_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 |
| 172 | 2 | REF\_PTN\_REQ UIRED\_FOR\_UP GRADE | 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\_REQ UIRED\_FOR\_RE PLACE | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 175 | 2 | INVALID\_ORD ER\_TYPE | ACCESSORY\_INCOMP ATIBLE | Accessory only orders are not compatible with this order type. | The Upgrade/Repla cement 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/Repla cement 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\_ORD ER\_TYPE | NOT\_ALLOWED | Port-in information is not allowed for an upgrade/replac ement order. | A port-in request cannot be completed as an Upgrade/Repla cement 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 175 | 2 | INVALID\_ORD ER\_TYPE | CANNOT\_CHANGE\_TY PE | 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) |
| 175 | 2 | INVALID\_ORD ER\_TYPE | UPGRADE | Cannot change the order type from UPGRADE or REPLACE to [%s]. | The Initial Credit Check request information was sent for a Upgrade/Repla cement 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\_ORD ER\_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\_RE QUIRED | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 177 | 1 | WNP\_SERVICE  \_UNAVAILABL E | 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  \_UNAVAILABL E | 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 |
| 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 180 | 2 | TAX\_EXEMPT\_ ID\_REQUIRED | DEFAULT | Tax Exempt ID is required for this corporate/gove rnment order. | When a New corporate/gove rnment 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\_P O\_REQUIRED | DEFAULT | Equipment purchase order number required for this corporate/gove rnment order. | The Corporate/Gov ernment 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/Gov ernment ID has been sent in the request |
| 181 | 2 | EQUIPMENT\_P O\_REQUIRED | WITH\_ID | Equipment PO number is required for corp/gov with ID [%s]. | The Corporate/Gov ernment 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/Gov ernment ID has been sent in the request |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 182 | 2 | DAC\_REQUIRE D\_FOR\_CORP\_ GOV\_ID | DEFAULT | Department Code is required for this corporate/gove rnment order. | The Corporate/Gov ernment 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 |
| 182 | 2 | DAC\_REQUIRE D\_FOR\_CORP\_ GOV\_ID | WITH\_ID | DAC ID is  required for corp/gov with ID [%s] and account with ID [%s]. | The Corporate/Gov ernment 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\_CO RP\_GOV\_ID\_FA ILED | DEFAULT | Department Code is not associated with the corporate/gove rnment ID provided. | The DAC ID  [Department Access Code] provided in the request does not correspond to the Corporate/Gov ernment ID in the request/on the account | Validate the DAC  [Department Access Code], Corporate/Gov ernment ID and account information within the request and replace the request |
| 183 | 2 | DAC\_WITH\_CO RP\_GOV\_ID\_FA ILED | 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/Gov ernment ID in the request/on the account | Validate the DAC  [Department Access Code], Corporate/Gov ernment ID and account information within the request and replace the request |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 185 | 2 | ESN\_REQUIRE D\_FOR\_SIM\_PH ONES | 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 |
| 185 | 2 | ESN\_REQUIRE D\_FOR\_SIM\_PH ONES | 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\_ES N | 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\_ES N | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 188 | 2 | SUSPENDED\_A CCOUNT\_NUM BER | 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\_A CCOUNT\_NUM BER | 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\_A CCOUNT\_NUM BER | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 188 | 2 | SUSPENDED\_A CCOUNT\_NUM BER | 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\_A CCOUNT\_NUM BER | 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\_A CCOUNT\_NUM BER | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 189 | 2 | ACCESSORY\_N OT\_ALLOWED | DEFAULT | Accessories are not allowed for this order type. | The Upgrade/Repla cement 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/Repla cement 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\_A LLOWED | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 190 | 2 | PHONE\_NOT\_A LLOWED | 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\_CRE DIT\_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\_CRE DIT\_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\_CRE DIT\_LIMIT | CHARGES\_OVER\_WIT H\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 192 | 2 | INVALID\_HAN DSET\_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\_UPGR ADE\_EQUIPME NT\_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\_UPGR ADE\_EQUIPME NT\_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\_UPGR ADE\_EQUIPME NT\_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 |

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| **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\_A LLOWED | DEFAULT | Price plan is not allowed for corporate/gove rnment 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/Accou nt information provided on the order is correct 2. Verify that the requested services are compatible with the Corporate/Gov ernment Identifier sent in the request |
| 197 | 2 | PP\_SOC\_NOT\_A LLOWED | ORDER\_TYPE\_DISCOU NT\_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\_A LLOWED | SOC\_ORDER\_TYPE\_IN VALID | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 197 | 2 | PP\_SOC\_NOT\_A LLOWED | SOC\_CORP\_ID\_INCOM PATIBLE | 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/Accou nt information provided on the order is correct 2. Verify that the requested services are compatible with the Corporate/Gov ernment Identifier sent in the request |
| 197 | 2 | PP\_SOC\_NOT\_A LLOWED | CORP\_ID\_DISCOUNT\_I NCOMPATIBLE | 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/Busi ness/Governme nt Account |
| 198 | 3 | PREVIOUS\_FRA UDULENT\_ACT IVITY | DEFAULT | Previous fraudulent activity on BAN/Corporat e ID. | The Account Information and/or Corporate/Gov ernment 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\_FRA UDULENT\_ACT IVITY | NON\_RETRIEVAL | Customer information could not be retrieved due to a previous fraudulent activity. | The Account Information and/or Corporate/Gov ernment Identifier sent in the request is flagged as a fraudulent customer | Verify the account information sent in the request or Call Customer Care |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 199 | 2 | ADD\_ON\_PLAN  \_NOT\_ALLOWE D | 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\_ALLOWE D | 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\_ALLOWE D | 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 |
| 200 | 3 | CANNOT\_REOP EN\_CANCELLE D\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 200 | 3 | CANNOT\_REOP EN\_CANCELLE D\_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\_REOP EN\_CANCELLE D\_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\_REOP EN\_CANCELLE D\_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\_REOP EN\_CANCELLE D\_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\_REOP EN\_CANCELLE D\_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\_PRO MOTION\_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 |
| 201 | 2 | INVALID\_PRO MOTION\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 202 | 2 | INVALID\_ACTI VATION\_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\_ACTI VATION\_DATE | EFFECTIVE\_BILL\_CYC LE | 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\_ACTI VATION\_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\_RETU RNED\_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 |
| 203 | 2 | INVALID\_RETU RNED\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 204 | 2 | REF\_ORDER\_IN VALID | 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\_N OT\_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\_N OT\_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\_N AME\_MISMAT CH | 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 |
| 207 | 3 | TENTATIVE\_B AN\_NOT\_SUPP ORTED | 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 |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 208 | 2 | REF\_ORDER\_IN VALID\_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\_INCOMP LETE | 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 | DEACTIVATIO N\_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. |
| 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/featur es 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 212 | 2 | INTL\_FEATURE  \_EXPECTED | UNEXPECTED\_NUMBE R | 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/featur es 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\_UNA VAILABLE | 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\_N OT\_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 |
| 214 | 3 | EQUIPMENT\_N OT\_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\_N OT\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 215 | 3 | ORDER\_CANCE LLED | 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\_AGE NT\_CODE | DEFAULT | The agent code is invalid. | The Smart Agent Code is invalid | Verify the activation/servi ce zipcode is entered correctly and verify that the order is placed using an approved dealer |
| 216 | 2 | INVALID\_AGE NT\_CODE | WITH\_CODE | The agent code [%s] is not valid. | The Smart Agent Code [%] is invalid | Verify the activation/servi ce zipcode is entered correctly and verify that the order is placed using an approved dealer |
| 217 | 2 | BAN\_LEVEL\_P RICE\_PLAN\_NO T\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 217 | 2 | BAN\_LEVEL\_P RICE\_PLAN\_NO T\_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\_MA NUAL\_ACTIVA TION | DEFAULT | Order entered manual activation process in FAST. |  |  |
| 220 | 3 | REQUEST\_TIM ED\_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/respon se | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 221 | 2 | HANDSET\_LIMI T\_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\_SER VICE\_UNAVAI LABLE | 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 |
| 224 | 2 | NO\_DATA\_FOR  \_SIM\_AND\_LAS T\_NAME | DEFAULT | SIM and last name provided do not match with any account. |  |  |
| 224 | 2 | NO\_DATA\_FOR  \_SIM\_AND\_LAS T\_NAME | WITH\_DATA | Unable to find account data for sim [%s] and last name [%s]. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 225 | 2 | INVALID\_EXPI RATION\_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\_EXPI RATION\_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' |
| 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. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |  |
| 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 |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |  |  |
| 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 240 | 2 | BILL\_SUMMAR Y\_UNAVAILAB LE | 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\_MIS MATCH | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 241 | 2 | ACCOUNT\_ID\_ REF\_PTN\_MIS MATCH | 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\_UPGRAD E | 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 |
| 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 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 |
| 247 | 2 | NO\_SUBSCRIB ER\_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/subscri ber information provided in the request |
| 249 | 2 | PHONE\_INCOM PATIBLE\_WITH  \_OPTIONS | DEFAULT | Phone Model incompatible with existing services | The phone model selected is incompatible with the existing options/service s 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 249 | 2 | PHONE\_INCOM PATIBLE\_WITH  \_OPTIONS | WITH\_DATA | [%s] is NOT compatible with option(s) [%s]. | The phone model selected is incompatible with the existing options/service s 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\_TYP E\_NOT\_SUPPO RTED | 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 |
| 251 | 2 | FF\_FAMILY\_O NE\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 251 | 2 | FF\_FAMILY\_O NE\_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\_O NE\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 252 | 2 | FF\_FAMILY\_PR IMARY\_REQUI RED | 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\_PR IMARY\_REQUI RED | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 253 | 2 | FF\_FAMILY\_M AX\_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\_M AX\_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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 257 | 2 | INVALID\_PHO NE\_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\_PHO NE\_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\_PHO NE\_DATA | MISSING\_SWAP | Missing phone or model info for handset swap. | An order requiring a Handset/Equip ment 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 257 | 2 | INVALID\_PHO NE\_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\_PHO NE\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 259 | 2 | INVALID\_MEID | ACTIVE\_OR\_FRAUDUL ENT | 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 |

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| **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\_M EID | 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\_M EID | 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\_S IZE\_MAX\_EXC EEDED | DEFAULT | The range of M2O numbers has exceeded the maximum allowed. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 263 | 2 | M2O\_RANGE\_S IZE\_MAX\_EXC EEDED | WITH\_DATA | For [%s], the range size maximum was exceeded. |  |  |
| 264 | 2 | M2O\_RANGE\_S IZE\_MIN\_NOT\_ MET | DEFAULT | The minimum size range for M2O has not been exceeded. |  |  |
| 264 | 2 | M2O\_RANGE\_S IZE\_MIN\_NOT\_ MET | WITH\_DATA | For [%s], the range size minimum was not met. |  |  |
| 265 | 2 | M2HO\_NUM\_R ANGES\_EXCEE DED | 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 |

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| **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 |

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| **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. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 268 | 2 | M2HO\_RANGE\_ FULLY\_BLOCK ED | 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\_INVALI D\_RANGE | DEFAULT | Range provided for M2H/O phone numbers is invalid. |  |  |
| 269 | 2 | M2HO\_INVALI D\_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\_GR OUP\_ID\_NOT\_A LLOWED | 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\_GR OUP\_ID\_NOT\_A LLOWED | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 271 | 2 | LTS\_MAX\_SUB SCRIBER\_LIMI T\_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\_SUB SCRIBER\_LIMI T\_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\_SUB SCRIBER\_LIMI T\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 272 | 2 | CREDIT\_CLASS  \_PLAN\_EXCLU SION | 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/Ca re |
| 272 | 2 | CREDIT\_CLASS  \_PLAN\_EXCLU SION | 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/Ca re |
| 273 | 2 | PLAN\_GROUP\_ EQUIPMENT\_D EPENDENCY | 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\_D EPENDENCY | FEATURE | Feature [%s] is not compatible with phone model [%s]. | The equipment selected [%] is incompatible with existing/reques ted feature [%] | Please choose another feature or equipment that is compatible with the existing handset or services as required |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 273 | 2 | PLAN\_GROUP\_ EQUIPMENT\_D EPENDENCY | 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\_D EPENDENCY | 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\_ACC OUNT\_TYPE | DEFAULT | Account type is missing in the request | The Account Type of the account/subscr iber 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\_ACC OUNT\_SUB\_TY PE | DEFAULT | Account sub- type is missing in the request | The Account SubType of the account/subscr iber 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\_CRED IT\_CLASS | DEFAULT | Credit class is missing in the request | The Credit Class of the account/subscr iber 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 278 | 2 | SERVICE\_PROV IDER\_MISMAT CH | DEFAULT | Number is eligible to port but the order needs to be placed through FDT |  |  |
| 279 | 2 | RESELLER\_PO RT\_IN\_NUMBE R | 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 |

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| **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 |

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| **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]. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 285 | 2 | HPPTT\_SOC\_C ALL\_FORWAR DING\_NOT\_AL LOWED | DEFAULT | Call forwarding is not allowed for this hpptt soc |  |  |
| 285 | 2 | HPPTT\_SOC\_C ALL\_FORWAR DING\_NOT\_AL LOWED | FEATURE | Call forwarding feature cannot be applied. |  |  |
| 286 | 2 | HPPTT\_SOC\_R ATING\_FEATU RE\_NOT\_ALLO WED | WITH\_DATA | Rating feature cannot be applied for given phone model [%s]. |  |  |
| 286 | 2 | HPPTT\_SOC\_R ATING\_FEATU RE\_NOT\_ALLO WED | DEFAULT | Rating feature not allowed for this hpptt soc |  |  |
| 286 | 2 | HPPTT\_SOC\_R ATING\_FEATU RE\_NOT\_ALLO WED | PROVISIONING | Provisioning feature cannot be removed without removing rating feature. |  |  |
| 287 | 2 | ASYNCHRONO US\_WS\_CALL | DEFAULT | Web-Service call to an asynchronous request is not supported. |  |  |
| 288 | 2 | MISSING\_EXIS TING\_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 |  |  |

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| **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/expire d 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/expiratio n request within the order to successfully complete the order |
| 289 | 2 | MISSING\_PLAN  \_OR\_OPTIONS | REMOVAL\_NOT\_ALLO WED | SOC [%s]  cannot be removed; it is required for an existing soc. | The service requested to be deleted/expire d 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. |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 290 | 2 | MISSING\_OPTI ONS | 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\_SUBS CRIBERID\_OR\_ REFERENCEPT N | 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\_SUBS CRIBERID\_OR\_ REFERENCEPT N | 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 |

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| **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. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 294 | 2 | EXPIRE\_PAREN T\_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/dele te request for the specific parent service only and the associated service will be removed as well |
| 294 | 2 | EXPIRE\_PAREN T\_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/dele te 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/handse t 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 |

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| **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\_RES OURCE\_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\_EXPIRA TION\_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 |

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| **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/expi ration 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/acco unt 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/remove  d. Once complete, the required transaction can be completed |

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| **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/expir ation dates in the correct format - YYYY-MM- DD |
| 296 | 2 | SECURITY\_QU ESTION\_SERVI CE\_UNAVAILA BLE | 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\_QUES TION\_CODE\_A ND\_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 |

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| **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\_S SN\_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 |

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| **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) |

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| **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\_LI NE\_EXISTS | DEFAULT | Alternate line exists. |  |  |
| 300 | 2 | ALTERNATE\_LI NE\_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\_EX ISTS | DEFAULT | Split bill exists. |  |  |
| 301 | 2 | SPLIT\_BILL\_EX ISTS | 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. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 302 | 2 | NO\_BAN\_LEVE L\_SERVICE\_EX PIRATION | 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\_LEVE L\_SERVICE\_EX PIRATION | 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\_HIERARC HY | 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\_HIERARC HY | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 303 | 2 | SOC\_INVALID\_ FOR\_HIERARC HY | 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\_SECU RITY\_QUESTIO N\_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\_ACTI ON\_IN\_SV\_UPD ATE\_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\_INVENTO RY | 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 |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 311 | 2 | MISSING\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 312 | 2 | INVALID\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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. |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 312 | 2 | INVALID\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 312 | 2 | INVALID\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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\_AFFI NITY\_ATTRIBU TE | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 313 | 2 | LARGE\_HIERA RCHY\_RESTRI CTION | 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\_HIERA RCHY\_RESTRI CTION | 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\_R ESTRICTION | 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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 315 | 2 | MISSING\_REGI STRATION\_SO C | 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\_REGI STRATION\_SO C | 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/gove rnment 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\_REGI STRATION\_SO C | 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\_CHE CK\_IN\_PROCES S | DEFAULT | Payment Request is in Process for current order |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 318 | 2 | PAYMENT\_CHE CK\_COMPLETE D | DEFAULT | Payment Request is completed for current order |  |  |
| 319 | 2 | REGISTRATION  \_SOC\_ALREAD Y\_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\_ALREAD Y\_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\_REQ UIRED | 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. |  |  |

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| **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/subscri ber |
| 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/subscri ber |
| 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]. |  |  |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 326 | 2 | PROBLEM\_AD DING\_REQUIRE D\_SOC | DEFAULT | Not able to add required SOC [%s]. |  |  |
| 327 | 2 | CANNOT\_REM OVE\_REQUIRE D\_SOC | MISSING | Required SOC [%s] is missing. The SOC was deleted since all of its features were deleted. |  |  |
| 327 | 2 | CANNOT\_REM OVE\_REQUIRE D\_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\_REM OVE\_REQUIRE D\_SOC | MISSING\_SV | Required SOC [%s] is missing. The SOC was deleted while performing service validation. |  |  |
| 328 | 2 | MUTIPLE\_ACC OUNT\_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\_C ODE\_MISMATC H | 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/subscr iber 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 |

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| **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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 336 | 3 | ACTIVATION\_ APPLICABLE\_C OVERAGE | 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\_C OVERAGE | POWERSOURCE\_COVE RAGE | No applicable coverage for Nextel Direct Connect specific devices. | Sprint Nextel does not provide coverage for Nextel Direct Connect/Powe rSource 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\_C OVERAGE | 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\_C OVERAGE | 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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 341 | 3 | BILL\_ESTIMAT E\_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\_ESTIMAT E\_FAILED | DEFAULT | Unable to perform bill estimate. | The bill summary request was unable to generate the billing information requested |  |
| 341 | 3 | BILL\_ESTIMAT E\_FAILED | BILL\_ESTIMATE\_UNA VAILABLE | Unable to perform bill estimate. | The bill summary request was unable to generate the billing information requested |  |
| 342 | 2 | PHONE\_AS\_MO DEM\_SOC | NO\_ADD\_CHANGE\_NE TWORK | 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\_MO DEM\_SOC | DEFAULT | Unable to process handset swap. |  |  |
| 343 | 2 | CREDIT\_CHEC K\_ALREADY\_C OMPLETED | 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/ord er id. |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 349 | 2 | INVALID\_HPTC FW\_SOC\_REMO VAL | DEFAULT | HPTCFW  SOC removal on an existing HPPTT  subscriber with an HPPTT ID  matching to iDEN UFMI  not allowed |  |  |
| 352 | 2 | REF\_PTN\_REQ UIRED | DEFAULT | Transaction requires a reference PTN. | This transaction has been sent without the required subscriber reference, which is usually the MDN/PTN/Ph one Number | This transaction requires a reference to the subscriber's services that are being modified.  Providing the PTN/MDN/Ph one Number of the subscriber whose services are to be modified is required |
| 352 | 2 | REF\_PTN\_REQ UIRED | 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/Ph one Number | The Upgrade Later transaction requires a reference to the subscriber's services that are being modified.  Providing the PTN/MDN/Ph one Number of the subscriber whose services are to be modified is required |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 352 | 2 | REF\_PTN\_REQ UIRED | 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/Ph one Number | The Upgrade Now transaction requires a reference to the subscriber's services that are being modified.  Providing the PTN/MDN/Ph one Number of the subscriber whose services are to be modified is required |
| 352 | 2 | REF\_PTN\_REQ UIRED | 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/Ph one Number | The Service only transaction requires a reference to the subscriber's services that are being modified.  Providing the PTN/MDN/Ph one Number of the subscriber whose services are to be modified is required |
| 354 | 2 | INELIGIBLE\_FO R\_PORT\_IN | DEFAULT | MDN\_IS\_NO T\_ELIGIBLE\_ FOR\_PORT\_I N | The PTN/MDN/Ph one Number requested to be ported into Sprint is ineligible for Port-in. | Verify the PTN/MDN/Ph one Number requested to be ported into Sprint and retry the order. |
| 355 | 2 | BACKDATING\_ RESTRICTED | ATTR\_CODE\_RESTRIC TED | 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 |

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| **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 |

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| **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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 356 | 2 | COMPANY\_MA TCH\_FAILED | NOT\_ELIGIBLE | The company results returned are not eligible to be processed through this system. Please call to process manually. |  |  |
| 356 | 2 | COMPANY\_MA TCH\_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\_MA TCH\_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\_RE TRIEVE\_FAILE D | 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\_RE TRIEVE\_FAILE D | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 357 | 2 | DISCOUNT\_RE TRIEVE\_FAILE D | 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\_ERRO R | 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\_UNKN OWN | 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\_DINE RS\_CLUB | DEFAULT | Diner's Club Credit Card provided is invalid. |  |  |
| 361 | 2 | INVALID\_CRED IT\_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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 362 | 2 | COPY\_SUB | ADD\_SUB\_COUNT\_MI SSING | 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 |

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| **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\_DRIV ING | 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 |

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| **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 |

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| **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\_DEVI CE | DEFAULT | An error occured during the processing of activating a reserved device using ACTIVATE\_ RESERVED\_ DEVICE\_RE QUEST. | There was an error with the order. | Please retry the request or call NSS to complete the order |
| 364 | 2 | ACT\_RES\_DEVI CE | 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 |

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| **Code** | **Type** | **Name** | **Sub Name** | **Description** | **Scenario** | **Resolution** |
| 364 | 2 | ACT\_RES\_DEVI CE | 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\_DEVI CE | 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\_DEVI CE | 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\_DEVI CE | 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\_DEVI CE | 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. |

# 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/OrderValidationSer vice/v1 |
| Test RTB2 | https://webservicesgatewaytest.sprint.com:444/rtb2/services/order/OrderValidationSer vice/v1 |

# 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 |

# 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>

# Feedback

Please email to [WebServices@sprint.com](mailto: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!