**SelfServe New Stack Business Services**

Product, Services and Device Management

Interface Design Document

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# Revision History

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Ver. | Release Date | SA | Project | Changelog |
| 1.9.6 | 2015/09/10 | Brian Zhang | Jaguar | PricePlanInfo v1.5: new operations to support one step change in rate plan change flow and service add/remove flow.  - services (PUT)  - plan (PUT) |
| 1.9.7 | 2015/09/30 | Brian Zhang | Mobie App | ServiceManagement v1.0: new operation to update Favourite Numbers list  - favourite-numbers (PUT) |
| 1.9.8 | 2015/10/22 | Brian Zhang | WLS Oct. 2015 Major Release | ClientServiceAgreementInfo v1.0:  - the value of transactionId is temporarily replaced by serviceAgreementInternalId until the next version |
| 1.9.9 | 2015/11/11 | Brian Zhang | Mobile App | PrepaidFeatureManagement v1.0 |
| 1.10.1 | 2015/12/21 | Brian Zhang | Jaguar | DeviceManagement v1.1: two new operations for supporting subscriber suspend & restore flow.  - subscriber-status  - subscriber-status (PUT) |
| 1.10.2 | 2016/03/03 | OZ | Device Financing | LoyaltyAndRewards v2.0  - device-balance-summary  - device-balance-history |
| 1.10.3 | 2016/05/04 | OZ | PPI – replace services mode | PPI 2.0 v2.0  - modified-service-agreement/service (PUT) |
| 1.10.4 | 2016/05/17 | Brian Zhang | USS, Koodo Offer | PPI v2.1  - primary-subscriber  - new optional input parameters |
| 1.10.5 | 2016/05/19 | Brian Zhang | Koodo Offer | LoyaltyAndRewards v2.1  - reward-summary |
| 1.10.6 | 2016-08-17 | Brian Zhang, Ognjen Zelenovic | USS, Mobile App | PricePlanInfo v2.2 includes following Changes:  -SSNSII-1185-available-services - New filter "groupids" to only return the groups requested  -SSNSII-1349-Add callingCircleInd in price-plan-summary  -SSNSII-1350-primary-subscriber-add sub in request URL and phone number list in response |
| 1.10.7 | 2016-10-17 | Brian Zhang | Jaguar | DeviceManagement v2.0 includes following Change(s):  - SSNSII-1419-DM v2.0 - SIM Swap HSPA & LTE Only  - SSNSII-1483-DeviceSummary to pass in "both" as a new language preference |

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# Introduction

## SelfServe "New Stack"

The current SelfServe architecture consists of a monolithic Struts web app encompassing over 30 workflows. Even small changes require a rebuild, retest, redeploy cycle. Over the years the code has become increasingly difficult to maintain, due to support for obsolete functionality which has never been removed, as well as less than ideal separation of presentation from business logic.

In order to align with new priorities including the ability to make and deploy changes quickly, the existing application will be refactored into a set of business services to be consumed by the next generation TELUS consumer portal (with other lines of business as potential consumers in the future), currently referred to as *beta.telus.com*. We refer to this suite of services as "SelfServe New Stack" (SSNS).

This document is an interface specification of these services.

## Architecture

SSNS services are conceived as business-level services. That is, they provide functionality at a level suitable for a UI web app to consume directly. Such services typically aggregate information from and orchestrate functionality from lower level domain web services. As such, simply wrapping an existing domain service doesn't add any value and we would generally refrain from doing so.

The approach we have taken with respect to granularity and interface is to use the existing SelfServe flows and the Struts actions which tie UI pages together as a starting point, with a view to making them general enough to be usable by other potential consumers.

Keeping in mind the generally stateless nature of REST, we provide for optional parameters which would be the type of information a UI would cache, and which when provided to the service allow for bypassing certain lower level calls thereby increasing performance. Where possible, we will leverage the new "Data Grid" – our new caching layer – to obtain common account- and subscriber-level information, in order to maximize performance. In some of the more complex flows, such as price plan and services management, we cache complex objects to avoid passing large structures across multiple layers, which would otherwise be necessary to maintain state in a purely stateless world.

The currently identified business requirement is for REST services returning a JSON payload. Technical requirements include governance via the SOA Policy Manager. Version 6.1 of SOA, which is to be promoted to production in Q3 2013, has support for REST services. The Integrated Architecture (formerly known as SOA Competency Centre) team has recommended that our services be built as SOAP services (due to the use of last-mile SAML security which a pure REST service would not support). A REST binding and XML-to-JSON transformation, features of 6.1, will allow SOAP services to behave like REST/JSON. One limitation to this approach discovered thus far is that a SOAP service masquerading as REST in this way cannot control the HTTP status code, which is the canonical way to communicate response status in REST. The next section describes how we deal with this.

The "RESTification" feature of SOA 6.1 allows lower level domain SOAP services to be easily exposed without the need for a REST wrapper service, should that be required.

## Error handling

REST design normally maps error conditions to existing well-established HTTP error codes, e.g. 200 ("OK"), 404 ("Resource not found"). Both for reasons of design flexibility (the predefined codes often seem ill-suited to specific conditions) and technical limitations (the SOA Policy Manager's implementation of exposing SOAP services as REST as described above), we are taking a different approach. Generally, as long as the call to the SOA-bound service succeeds, the HTTP response status will be 200 (success), even when there are underlying failures, and a "status" object, always part of the response payload, is used to indicate any such failures. (This is the approach Facebook takes.)

The **status** object is defined as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Field** | **Datatype** | **Description** | **Possible/typical values** |
| statusCd | string | HTTP result code | 200, 400, 500 |
| statusSubCd | String | Our internal status code | IB (invalid ban), IS (invalid sub)… |
| statusTxt | string | Short description of status | Invalid URL; CustomerRatingInquiry call failed |
| systemErrorTimeStamp | string | Time of underlying error (to help in locating error in logs) | 2013-05-23T11:07:48 |
| systemErrorCd | string | If the underlying service we call returns its own error code, we'll include it here, e.g. Contents of faultString in error response | "error: java.lang.IllegalArgumentException";  " BAN [90653242] Not Found" |
| systemErrorTxt | string | Description of system error; messageId, errorCode from PolicyException | "messageId: APP10004; errorCode CMB\_AIS\_0001" |

## Versioning

The strategy for this is still being finalized as of this writing. However, broadly speaking the major version number will become part of the service name.

## Business Domains

The SelfServe list of functions has been grouped into five broad domains:

* Usage Management
* Payment Management
* Account Management
* Device Management
* Plans & Services Management

Each service will be named based on one of these domains. There may be more than one service per domain.

## Interface Specification Approach

As the primary (or at least initial) consumer of our services requires REST/JSON, while our underlying implementation is SOAP/XML, this document describes the interface with REST-style requests and JSON-format responses. Our SOAP implementation will be done in a way to make the SOA transformation to JSON achieve the desired result.

## REST Request Format

The guiding principle here is to keep the URL simple and unambiguous. Hence:

**Operations and parameter names are all lowercase.** This avoids ambiguities introduced by mixed case. Which leads to:

**Operation resource names that are compound words can be hyphenated** e.g. *price-plan-eligibility*.

**Compound words do not use camel caps**. *e.*g. *billcycleinfo*, not *billCycleInfo*.

**Boolean-style flags are y/n.** e.g*., totalsonly=y*, not *totalsonly=true*.

The above relates to the URI itself only. **Parameters within a JSON structure in the request payload (i.e. for methods other than GET) should follow the camel case convention.**

Note that this is for input only. Response format is discussed in the next section.

## JSON Response Format

The JSON response returned will follow some common standards:

**Elements will null values will not be included in the response**. JSON style guides such as Google's favour this approach as it keeps the payload as concise as possible. This may be relaxed where it makes sense to do so.

**Compound words use camel caps.** E.g. "firstName"

**String values are enclosed in double quotes**. E.g. "firstName": "*John*", "localizedAmt": "*37,25 $*"

**Numeric values are unquoted**. E.g. "dollarAmt": *37.25*

**Boolean values are true/false**. E.g. "recurringInd" : *true*

**Date/time values are in ISO 8601 format**. E.g. "eventDt": "*2013-11-03T13:07:05Z*"

**Date elements which don't have a time component are in yyyy-mm-dd format**. E.g. "billCycleStartDt": "*2012-07-05*".

# PricePlanInfo v2.2 REST Service

This service provides operations in support of plan and add-on info.

## price-plan-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/price-plan-summary | |
| **Method** | GET |
| **Description** | Service agreement information – price plan, included services, optional services. Filters out services that are designated as non-display for the given role type (e.g. accidental roaming soc shouldn't be shown to the client) |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | | role | "client", "dealer", "agent", "store" | Optional | Default is "client". Used to drive privileges – whether a soc can be displayed, removed by the given role | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PM-SMS | Subscriber Management Service failed – unable to retrieve contract info |  |  | SM service Policy or Service Exception error | | 500 | PM-SORS | Service Order Reference Service failed – unable to look up soc descriptions and attributes |  |  | SOR service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "plan" : { <service info> },  "includedFeaturesList": [String],  "includedServicesList" : [<service-info>],  "addOnServicesList" : [<service-info>],  "commitment" : <commitment>,  "status" : <status>  }  Where includedFeaturesList is a list of localized feature descriptions, and where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | chargeTxt | string | Localized charge | $5.00, 30,00 $ | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "y", "n" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | grandFatheredInd | boolean | Indicates whether service is grand fathered | true, false | | currentInd | boolean | Koodo doesn’t set plans to grandfathered status, this indiator is requested to be a substitude for grandfathered status in Koodo domain | true, false | | promotionalInd | boolean | Indicates whether the service is a promo | true, false | | boundedServiceInd | boolean | Indicates whether the service is bounded to another service | true, false | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | easyRoamInd | boolean | For customers traveling to the US, this indicator to indentify it’s a Roam Like Home/EasyRoam SOC  Deprecated, to be removed in v3.0 | true, false  Default to false | | easyRoamTypeCd | string | U.S. EasyRoam – “us”  International EasyRoam – “int”  This is an optional attribute. | “us”, “int” | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | tupInd | boolean | T-Up is a device trade in program. This is an indicator to show if the customer is in the program or not. | "true", "false" (n/a for plan) | | tupEligibilityDt | date | T-UP expires after one year of the effective date, within 6 months of eligibility date, the customer can trade in the device and waive device balance | "2013-05-22T05:07:22Z" | | billingZeroChrgSuppressInd | boolean | indicates whether will be suppressed on bill | "true", "false" | | callingCircleInd | boolean | Indicates whether the service is a Favourite Number/Calling Circle SOC | "true", "false" | | dataSharingInd | boolean | Indicates whether the service is Data Sharing SOC or not | "true", "false" |   Where <commitment>:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | termInMonthNum | int | Term commitment in months | 24 | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" |   Example:  {  "plan": {  "serviceCd": "PPDAMB15",  "serviceDescriptionTxt": "TTM Wireless Ambassador 15",  "chargeAmt": 15.0,  "chargeTxt": "$15.00",  "effectiveDt": "2012-06-14T00:00:00",  "expiryDt": null,  "recurringInd": null,  "grandFatheredInd": "false",  "currentInd": "true",  "promotionalInd ": "false",  "boundedServiceInd ": "false"  },  "includedFeaturesList": [  "Advanced Voice Mail", "Conference Calling", "Free Local Birthday Calls"  ],  "includedServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : true  }  ],  "addOnServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": false,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "SAPCAT10",  "serviceDescriptionTxt": "T-UP! with AppleCare+",  "chargeAmt": 10.0,  "chargeTxt": "$10.00",  "effectiveDt": "2014-01-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": false,  "tupInd": true,  "tupEligibilityDt": "2015-01-03T00:00:00",  "billingZeroChrgSuppressInd" : false  }  ],  "commitment": {  "termMonthsNum": 24  "expiryDt": "2012-06-14T00:00:00",  },  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberManagementService v 2.1**  getServiceAgreement  **ServiceOrderReferenceService v 4.3**  getPricePlan  checkServicePrivilege | 3000 ms average; 5000 ms peak  1000 ms average; 2000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## price-plan-summary

|  |  |
| --- | --- |
| **OPERATION**  price-plan-summary/{plancode} | |
| **Method** | GET |
| **Description** | Price plan information. Returns the plan, features and included services for a given price plan. |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PM-SORS | Service Order Reference Service failed – unable to look up soc descriptions and attributes |  |  | SOR service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "plan" : { <service info> },  "includedFeaturesList": [String],  "includedServicesList" : [<service-info>],  "status" : <status>  }  Where includedFeaturesList is a list of localized feature descriptions, and where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | chargeTxt | string | Localized charge | $5.00, 30,00 $ | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "y", "n" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | grandFatheredInd | boolean | Indicates whether service is grand fathered | true, false | | currentInd | boolean | Koodo doesn’t set plans to grandfathered status, this indiator is requested to be a substitude for grandfathered status in Koodo domain | true, false | | promotionalInd | boolean | Indicates whether the service is a promo | true, false | | boundedServiceInd | boolean | Indicates whether the service is bounded to another service | true, false | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | easyRoamInd | boolean | For customers traveling to the US, this indicator to indentify it’s a Roam Like Home/EasyRoam SOC  Deprecated, to be removed in v3.0 | true, false  Default to false | | easyRoamTypeCd | string | U.S. EasyRoam – “us”  International EasyRoam – “int”  This is an optional attribute. | “us”, “int” | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | billingZeroChrgSuppressInd | boolean | indicatest whether will be suppressed on bill | "true", "false" | | callingCircleInd | boolean | Indicates whether the service is a Favourite Number/Calling Circle SOC | "true", "false" | | dataSharingInd | boolean | Indicates whether the service is Data Sharing SOC or not | "true", "false" |   Example:  {  "plan": {  "serviceCd": "PPDAMB15",  "serviceDescriptionTxt": "TTM Wireless Ambassador 15",  "chargeAmt": 15.0,  "chargeTxt": "$15.00",  "effectiveDt": "2012-06-14T00:00:00",  "expiryDt": null,  "recurringInd": null,  "grandFatheredInd": "false",  "currentInd": "true",  "promotionalInd ": "false",  "boundedServiceInd ": "false"  },  "includedFeaturesList": [  "Advanced Voice Mail", "Conference Calling", "Free Local Birthday Calls"  ],  "includedServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : true  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ServiceOrderReferenceService v 4.3**  getPricePlan | 1000 ms average; 2000 ms peak |   Expected average response time: 1000 ms |
| **Sample GUI** |  |

## available-services

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/plan/{plan-code}/available-services | |
| **Method** | GET |
| **Description** | Retrieve the available services for the current price plan (Service add/change flow) or retrieve available services for a new selected plan (Price Plan flow) |
| **Input** | **ban** – account number  **sub** – phone number  **plan** – price plan code  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | equipmenttypecd | Equipment Type | Mandatory | This will indicate either currently associated device, or overridden device.  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  Z – RIM (Bold, Curve, pre BB10)  P – PDA (all smart phones incl. BB10, iPhone, etc.)  I - Prepaid iPad | | provincecd | Province: "ON", "BC", "QC", etc | \*Optional. If supplied, all 4 parameters must be provided. | If provided, will bypass call to SubscriberManagementService  .getServiceAgreementForUpdate. | | accounttypecd | Account type code | | accountsubtypecd | Account subtype code | | brandId | Brand id 1 for telus 3 for Koodo | | networktypecd | "H" or "C" | Optional | H = HSPA  C = CDMA  Will default to HSPA if not supplied. | | role | "client", "dealer", "agent", "corpstore" | Optional | Default to client  Map to businessRoleCode  CLIENT  DEALER  AGENT  CORPRTSTR | | language | "en", "fr" | Optional | Language of descriptions; default is "en" | | excludeinternationaldialingind | "y", "n" | Optional | default is "y" | | hidegroups | "y", "n" | Optional | default is "y". It will hide some default groups in the response. Set to “n” will return entire groups available to the consumer. | | suppressgroups | Other,Data Add-on, or 40490666, 12430222 | Optional | Comma-delimited and URL encoded group names or group IDs. The group names/IDs will override the default groups that being filtered in the response. | | groupids | 40490666,12430222 | Optional | Comma-delimited and URL encoded group IDs. If provided, only the group(s) listed will be returned in the response. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid subscriber | Sub [905-333-5454] Not Found |  |  | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | | 400 | PPI-IP | Invalid Plan |  |  |  | | 400 | PPI-IE | Invalid Equipment Type |  |  |  | | 500 |  | Service order reference service, or Product Catalogue Grouping Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “servicesGroupList” : [<services group>],  “suppressedGroupList” : [<String>],  "status" : <status>  where servicesGroupList is the list of groups and where <servicesgroup> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | groupName | string | Description of group name in the specified language | “Shareable Data” | | groupId | string | Unique identifier for the group | “40490666”, “12430222” | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | optionalServicesList | service info | List of optional services |  | | servicesGroupList | service group | List of services groups | Typically null, but it is designed so that groups can be nested within groups. |   Where **optionalServicesList** is a list of services within the group and where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | chargeTxt | string | Localized charge | $5.00, 30,00 $ | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring | "true", "false" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | grandFatheredInd | boolean | Indicates whether service is grand fathered | true, false | | promotionalInd | boolean | Indicates whether the service is a promo | true, false | | boundedServiceInd | boolean | Indicates whether the service is bounded to another service | true, false | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | easyRoamInd | boolean | For customers traveling to the US, this indicator to indentify it’s a Roam Like Home/EasyRoam SOC  Deprecated, to be removed in v3.0 | true, false  Default to false | | easyRoamTypeCd | string | U.S. EasyRoam – “us”  International EasyRoam – “int”  This is an optional attribute. | “us”, “int” | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | billingZeroChrgSuppressInd | boolean | indicates whether will be suppressed on bill | "true", "false" | | callingCircleInd | boolean | Indicates whether the service is a Favourite Number/Calling Circle SOC | "true", "false" |   Example:  {  " servicesGroupList ": [  {  "groupName ": "Shareable Data",  "groupId": "40490666",  "displaySortPriority": 1,  "servicesGroupList": null,  "optionalServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": true,  "bcicInd": false,  "displaySortPriority": 1,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": true,  "bcicInd": true,  "displaySortPriority": 2,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }  ]  },  {  "groupName ": "Nationwide Packages",  "groupId": "12430194",  "priority": 2,  "servicesGroupList": null,  "optionalServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": true,  "bcicInd": false,  "displaySortPriority": 1  "easyRoamInd": false,  "billingZeroChrgSuppressInd" : false  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": true,  "bcicInd": false,  "displaySortPriority": 2,  "easyRoamInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd" : false  }  ]  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService v5.1**  getPricePlanByEquipmentAndAccountByBusinessRole | 500 ms average; 1000 ms peak | | **ProductCatalogueGroupingService v1.0**  findGroupsHierarchy  findGroupsForServicePackages | 1000 ms average; 3000 ms peak |   Expected average response time: 2000 ms |
| **Sample GUI** |  |

## available-plans

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/available-plans | |
| **Method** | GET |
| **Description** | Retrieve the available plans for the subscriber |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | equipmenttypecd | Equipment Type | Mandatory | This will indicate either currently associated device, or overridden device.  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  Z – RIM (Bold, Curve, pre BB10)  P – PDA (all smart phones incl. BB10, iPhone, etc.)  I - Prepaid iPad | | provincecd | Province: "ON", "BC", "QC", etc | \*Optional. If supplied, all 4 parameters must be provided. | If provided, will bypass call to SubscriberManagementService  .getServiceAgreementForUpdate. | | accounttypecd | Account type code | | accountsubtypecd | Account subtype code | | brandId | Brand id 1 for telus 3 for Koodo | | role | "client", "dealer", "agent", "corpstore" | Optional | Default to client.  Map to businessRoleCode  CLIENT  DEALER  AGENT  CORPRTSTR | | language | "en", "fr" | Optional | Language of descriptions; default is "en" | | wirelessoffercd |  | Optional | Used to filter out all the plans that are not included in the wireless offer.  Currently it’s only applied to Business AnyWhere and Koodo. | | groupcd | “3PCTABSIM”, “3PCTABT”, “3PCTABTP” | Optional | If provided and brand is Koodo, only price plans in the group SOC will be returned. | | offerperspectivedt | “2016-05-02” | Optional | ISO8601 format date | | offersystemid | “13573” | Optional | wirelessoffercd, offerperspectivedt and offersystemid are required to retrieve some special plans for Koodo Offers. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid subscriber | Sub [905-333-5454] Not Found |  |  | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | | 400 | PPI-IE | Invalid Equipment Type |  |  |  | | 500 |  | Service order reference service, Product Catalogue Grouping Service failed |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "plansGroupList" : [<plans group>],  "status" : <status>  where plansGroupList is the list of groups and where <plansgroup> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | groupName | string | Description of group name in the specified language | “Shareable Data” | | groupId | string | Unique identifier for the group | “40490666”, “12430222” | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | availablePlansList | service info | List of available plans |  | | plansGroupList |  | List of available groups | Typically null, but it is designed that groups can be nested within groups. |   Where **availablePlansList** is a list of services within the group and where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | chargeTxt | string | Localized charge | $5.00, 30,00 $ | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | dataSharingInd | boolean | Indicates whether the service is Data Sharing SOC or not | "true", "false" |   Example:  {  " plansGroupList ": [  {  "groupName ": "Shareable Plan",  "groupId": "12429641",  "displaySortPriority": 1,  "plansGroupList": null,  "availablePlansList": [  {  "serviceCd": "plan1",  "serviceDescriptionTxt": "plan1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": 1,  "mscEligibleInd ": true  }, {  "serviceCd": "plan2",  "serviceDescriptionTxt": "plan2",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": 2,  "mscEligibleInd ": true  }  ]  },  {  "groupName ": " Other",  "groupId": "99999999",  "displaySortPriority": null,  "plansGroupList": null,  "optionalServicesList": [  {  "serviceCd": "plan3",  "serviceDescriptionTxt": "plan3",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": 1,  "mscEligibleInd ": true  }, {  "serviceCd": "plan4",  "serviceDescriptionTxt": "plan4",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": 2,  "mscEligibleInd ": true  }  ]  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService v5.1**  getPricePlanList  getPricePlanAndServiceCodeListByGroupCode | 500 ms average; 1000 ms peak | | **ProductCatalogueGroupingService v 1.0**  findGroupsHierarchy  findGroupsForServicePackages | 1000 ms average; 3000 ms peak | | **BundleCommitmentSvc v 1.0**  getRatePlanListByWirelessOfferList |  | |  |  |   Expected average response time: 2000 ms |
| **Sample GUI** |  |

## modified-service-agreement

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/modified-service-agreement | |
| **Method** | GET |
| **Description** | Creates the cached service agreement, and returns the cachekey associated to it. |
| **Input** | **ban** – account number  **sub** – phone number |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub [905-333-5454] Not Found | Error codes returned from backend: APP10004 | | 400 | IB | Invalid BAN |  | BAN xxxxx does not match sub yyyyyyyy | Error codes returned from backend: APP20002 | | 500 |  | SubscriberManagementService failed |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "cachekey" : "5f4e92e8-fd51-44ce-a719-e57ce5708e15",  "status" : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | cachekey | String | Key of the cached temporary contract |  | | status | Status |  |  |   Example:  {  "cachekey" : "5f4e92e8-fd51-44ce-a719-e57ce5708e15",  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **SubscriberManagementService**  getServiceAgreementForUpdate | 3000 ms average; 5000 ms peak | | **BundleCommitmentSvc 1.0**  getAssignedWirelessOfferBySubscriptionID | 100 ms average; 350 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** | n/a |

## modified-service-agreement/{cachekey}

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/modified-service-agreement/{cachekey} | |
| **Method** | GET |
| **Description** | Gets the cached service agreement, and returns it in a user friendly format. |
| **Input** | **ban** – account number  **sub** – phone number  **cachekey** – cachekey of the cached service agreement  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 400 | IK | Invalid key |  | CACHEKEY does not exist in the cache |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "plan" : { <service info> },  "includedFeaturesList": [String],  "includedServicesList" : [<service-info>],  "addOnServicesList" : [<service-info>],  "status” : <status>  }  Where includedFeaturesList is a list of localized feature descriptions, and where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | chargeTxt | string | Localized charge | $5.00, 30,00 $ | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "y", "n" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | n/a for this flow | | grandFatheredInd | boolean | Indicates whether service is grand fathered | true, false | | currentInd | boolean | Koodo doesn’t set plans to grandfathered status, this indiator is requested to be a substitude for grandfathered status in Koodo domain | true, false | | promotionalInd | boolean | Indicates whether the service is a promo | true, false | | boundedServiceInd | boolean | Indicates whether the service is bounded to another service | true, false | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | easyRoamInd | boolean | For customers traveling to the US, this indicator to indentify it’s a Roam Like Home/EasyRoam SOC | true, false  Default to false | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | callingCircleInd | boolean | Indicates whether the service is a Favourite Number/Calling Circle SOC | "true", "false" |   Example:  {  "plan": {  "serviceCd": "PPDAMB15",  "serviceDescriptionTxt": "TTM Wireless Ambassador 15",  "chargeAmt": 15.0,  "chargeTxt": "$15.00",  "effectiveDt": "2012-06-14T00:00:00",  "expiryDt": null,  "recurringInd": null,  "displaySortPriority": null,  "grandFatheredInd": "false",  "currentInd": "true",  "promotionalInd": "false"  },  "includedFeaturesList": [  "Advanced Voice Mail", "Conference Calling", "Free Local Birthday Calls"  ],  "includedServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": null,  " grandFatheredInd": "false",  " promotionalInd ": "false",  " boundedServiceInd ": "false",  "bcicInd": false,  "mscEligibleInd ": true  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": null,  " grandFatheredInd": "false",  " promotionalInd ": "false",  " boundedServiceInd ": "false",  "bcicInd": false,  "mscEligibleInd ": true  }  ],  "addOnServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": null,  " grandFatheredInd": "false",  " promotionalInd ": "false",  " boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true  }, {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "chargeTxt": "$5.00",  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "displaySortPriority": null,  " grandFatheredInd": "false",  " promotionalInd ": "false",  " boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": true  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ServiceOrderReferenceService v5.1**  getPricePlan  getRegularServiceList  getFeatureList | 1000 ms average; 2000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** | n/a |

## modified-service-agreement/service (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/modified-service-agreement/{cachekey}/service | |
| **Method** | PUT |
| **Description** | Validates whether the soc(s) can be added or removed from the plan. If add/remove is valid it will remove it from the cached service agreement. |
| **Input** | **ban** – account number  **sub** – phone number  **cachekey** – cachekey of the cached service agreement  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | cachekey |  | Mandatory | cachekey of the cached service agreement | | mode | "add", "delete" | Mandatory | Indicates whether to add or delete the services listed. | | role | "client", "dealer", "agent", "corpstore" | Mandatory | Map to businessRoleCode  CLIENT  DEALER  AGENT  CORPRTSTR | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | equipmentTypeCd | Equipment Type | Mandatory | This will indicate either currently associated device, or overridden device.  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  Z – RIM (Bold, Curve, pre BB10)  P – PDA (all smart phones incl. BB10, iPhone, etc.)  I - Prepaid iPad | | serviceList | ServiceCode | Mandatory |  |   Where ServiceCode   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | serviceCd | "SCCX34A" | Mandatory | The soc code of the service to be added or removed | | effectiveDt | "2013-09-07T00:00:00" | Optional | The date the service should become effective, typically next billing date. Or for BCIC could be any date. If this field is not supplied, it will be effective immediately. |   Payload example :  {  "ban":"27373506",  "sub":"9054245790",  "cachekey":"032496e7-9901-4e63-9ca4-2220987d8954",  "language":"en",  "role" : "client",  "mode" : "add",  "equipmentTypeCd":"D",  "serviceList" : [  {"serviceCd" : "SCCX34A",  "effectiveDt" : "2012-08-03T00:00:00"},  {"serviceCd" : "SCCX35A"}  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 400 | IK | Invalid key |  | CACHEKEY does not exist in the cache |  | | 200 | PPI-6 | Not eligible to modify plan |  | Call us at 866.558.2273 and we will help you. |  | | 200 | PPI-12 | International dialing error |  | To remove International Dialing, you must first remove International Roaming. |  | | 200 | PPI-22 | <soc code> |  | To remove this add-on, you must call us at 866.558.2273. |  | | 200 | PPI-62 | International dialing error |  | cannot be removed because it is part of your international calling services bundle. If you wish to remove it, please first remove your international add-ons. |  | | 200 | PPI-63 | International dialing error |  | cannot be removed because it is part of your calling services bundle. If you wish to remove it, please first cancel your calling services bundle. |  | | 200 | PPI-13 | SocCode1,SocCode2 etc | SE-13 | This add-on has promotional pricing which you can only take advantage of once every 12 months. |  | | 200 | PPI-17 | VTT error |  | To add TELUS Voicemail to Text, you must have Voice Mail already. Add a Voice Mail add-on and then add TELUS Voicemail to Text. |  | | 200 | PPI -24 | Feature or Service Conflict |  | The add-on you selected cannot be added to your rate plan. Try adding a similar add-on. | Error codes returned from backend: 300002 300003 | | 200 | PPI -28 | Duplicate Service |  | Unfortunately, we cannot process your request because you already subscribe to one or more similar add-ons. If you wish to add a new add-on, please cancel the corresponding existing add-on, then proceed. | Error codes returned from backend: 300103 | | 200 | PPI-23 | Invalid SOC |  | Based on your phone type, rate plan or contract, you cannot add the selected add-on {0}. For more information, call us at 866.558.2273. If possible, call from a different phone. |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | | 200 | PPI-70 | Data bloc soc error |  | You cannot buy this service, because you have a Data Block service. |  | | 200 | PPI-71 | Deposit required |  | Deposit is required for adding international voice roaming service. |  | | 200 | PPI-110 | Contributing SOC required |  | The requested change cannot be completed because there is another subscriber sharing this data on your account. | Subscriber try to remove last contributing datashaing SOC | | 200 | PPI-111 | Contributing SOC required |  | You must have a subscriber with a data add-on on your account. | Subscriber try to add accessor SOC while there is no corresponding contributing SOC in BAN level | | 200 | PPI-112 | Already have add-on Contributing SOC from same sharing group. |  | It appears you are attempting to add a contributing data sharing service while our records show your account already has a data sharing contributor.  Please instead increase the data sharing contribution options on your current contributor or call channel care for assistance. | Subscriber try to add add-on contributing data-sharing SOC while there is another add-on contributing data-sharing SOC in another sub in same BAN. | | 200 | PPI-113 | Impact other subscriber MSC |  | Your requested change will violate the minimum service commitment for subscriber:{} | Subscriber try to remove contributing SOC while it impact other sub’s (in same BAN) MSC. | | 200 | PPI-402 | Add-on SOC has been changed once in current billing cycle. |  | SOC {0} can only be changed once per billing cycle. |  | |
| **Output** | |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | status | status | Standard status footer |  |   Example:  {  "statusCd" : "200",  "statusSubCd" : null,  "statusTxt" : "OK",  "systemErrorTimeStamp" : "2013-06-24T13:45:03-4:00",  "systemErrorCd" : 0,  "systemErrorTxt" : null  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService**  getFeatureList | 500 ms average; 1000 ms peak | | **SubscriberManagementService**  getServiceAgreementForUpdate  validateServiceAgreement | 3000 ms average; 5000 ms peak | | **ServiceEligibilityService**  getPromotionEligibility |  |   Expected average response time: 4000 ms |
| **Sample GUI** | Delete:    Add: |

## modified-service-agreement/plan (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/modified-service-agreement/{cachekey}/plan/{plan} | |
| **Method** | PUT |
| **Description** | Validates whether the current service agreement can be changed to the plan selected. If the price plan change is valid it will save the modified service agreement in cache. |
| **Input** | **ban** – account number  **sub** – phone number  **cachekey** – cachekey of the cached service agreement  **plan** – price plan code  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | cachekey |  | Mandatory | cachekey of the cached service agreement | | plan |  | Mandatory | price plan code | | equipmentTypeCd | Equipment Type | Mandatory | This will indicate either currently associated device, or overridden device.  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  Z – RIM (Bold, Curve, pre BB10)  P – PDA (all smart phones incl. BB10, iPhone, etc.)  I - Prepaid iPad | | effectiveDt | 2013-09-07T00:00:00 | Optional | Effective immediately, if not provided. Could be next billing cycle. | | role | "client", "dealer", "agent", "corpstore" | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | | wirelessOfferCd |  | Optional | This code is only used by Business Anywhere clients to filter out all the plans that are not included in the wireless offer. |   Payload example:  {  "ban":"70711271",  "sub":"5141656808",  "cachekey":"e1721971-ae6e-40e4-8d8f-4bebe561a3e3",  "plan":"PVC50NAT",    "equipmentTypeCd":"D",  "role":"client"  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 400 | IK | Invalid key |  | CACHEKEY does not exist in the cache |  | | 200 | PPI -24 | Feature or Service Conflict |  | The add-on you selected cannot be added to your rate plan. Try adding a similar add-on. | Error codes returned from backend: 300002 300003 | | 200 | PPI -28 | Duplicate Service |  | Unfortunately, we cannot process your request because you already subscribe to one or more similar add-ons. If you wish to add a new add-on, please cancel the corresponding existing add-on, then proceed. | Error codes returned from backend: 300103 | | 200 | PPI-31 | Duplicate Plan |  | The new price plan code is same as the current one (xxxxx). | Error Code: 300109  Error Message: new priceplan is same as old: xxxxx : [reason=DUPLICATE\_PRICEPLAN] | | 200 | PPI-IP | Invalid Plan | Underlying error code | Underlying error message | CMB\_SMS\_0006  SystemCodes.CMB\_SLF\_EJB  ErrorCodes.INVALID\_PRICE\_PLAN | | 200 | PPI-NE | Business Anywhere Not Eligible | Underlying error code |  | errorCode from WBCMS: 2013 | | 200 | PPI-BAE | Business Anywhere Error | Underlying error code |  | errorCode from WBCMS: !0 | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message**  **Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PPI-GFP | Your current plan is no longer offered. Once you confirm any change to your rate plan you will not be able to switch back to it. | n/a |  | | PPI-36 | Your current rate plan has per second billing, which is no longer available as all new plans bill by the minute. Once you switch to a new rate plan, you will not be able to change back to your current plan. | n/a |  | | PPI-37 | You are receiving discounted add-ons with your current plan that cannot be applied to your new plan. | n/a |  | | PPI-34 | Once you switch to a new rate plan, the following add-ons will be unavailable to you. A similar add-on might be included in your new plan, and where possible, we replace unavailable add-ons with comparable ones. Review your add-ons to ensure you have the ones you want and make any necessary changes. | List of incompatible services. |  | |
| **Output** | "userInfoMessageList" : "<userInfo message>",  "status" : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   Example:  {  "userInfoMessageList" : [  {  "userInfoCd": "PPI-37",  "userInfoTxt": "Discount Warning",  "parameterList": null,  }, {  "userInfoCd": "PPI-34",  "userInfoTxt": "Incompatible Services",  "parameterList": ["Favourite Numbers", "Call Forwarding"]  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BillingInquiryService**  getDiscountListForSubscriber | 500 ms average; 1000 ms peak (?) | | **BillingInquiryReferenceService**  getDiscountPlanListByPricePlan | 500 ms average; 1000 ms peak (?) | | **ServiceOrderReferenceService**  checkServicePrivilege  getPricePlan  getEquivalentService | 500 ms average; 1000 ms peak (?)  500 ms average; 1000 ms peak (?)  500 ms average; 1000 ms peak (?) | | **SubscriberManagementService**  validateServiceAgreement | 350 ms average; 500 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## modified-service-agreement/warning-messages

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/modified-service-agreement/{cachekey}/warning-messages | |
| **Method** | GET |
| **Description** | Validates the service agreement in cache. It will return any errors and warnings pertaining to the changes made to the service agreement. |
| **Input** | **ban** – account number  **sub** – phone number  **cachekey** – cachekey of the cached service agreement  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | | equipmenttypecd | "D", "3", "Z", "P" | Mandatory | This will indicate the actual associated device:  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  Z – RIM (Bold, Curve, pre BB10)  P – PDA (all smart phones incl. BB10, iPhone, etc.) |   { "equipmenttypecd" : "D"  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IK | Invalid key |  | CACHEKEY does not exist in the cache |  | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 200 | PPI-18 | Mandatory SOC |  | Based on your phone type and contract, you must also have the appropriate data add-ons or a data package (e.g. email or browsing) before you can complete your changes. |  | | 500 | PPI-RWMS | RWMS error | Underlying error code | Underlying error message |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PPI-46 | The start time of Nights & Weekends might be later with your new rate plan. You might consider adding Early Nights & Weekends. |  |  | | PPI-47A | Changing Voice Mail services can result in the loss of your saved messages, password and personal greeting. |  |  | | PPI-51 | Removing Voice Mail will also remove Visual Voice Mail. |  |  | | PPI-53 | The plan you selected might not be appropriate for your phone, such as a smartphone plan for a mobile phone. Review your plan against your phone type and if necessary, change your plan. |  |  | | PPI-64 | By selecting international data enabling add-on, you agree to all service terms and roaming rates. |  |  | | PPI-LS | Your current plan and your new plan include different add-ons. Review the add-ons not included in your new rate plan to determine if you want to add any of them back. | List of services that are incompatible |  | | PPI-DCC | Your selection doesn't meet your minimum service commitment. If you continue with this selection,your account will be charged {0}. | DCC amount |  | | PPI-HBV | When you signed up for your contract you received a promotional discount on the price of your device by subscribing to: Any rate plan and/or add-ons with a combined minimum value of {0} for the length of your contract. | Current HB,  Combined HB Balance  e.g.  currentHB=$35,  combinedHBBalance=$50 |  | | PPI-BCV | When you signed up for your contract you received activation credits by subscribing to: Any rate plan and/or add-ons with a combined minimum value of {0} for the length of your contract | Current BC,  Combined BC Balance  e.g.  currentBC=$35,  combinedBCBalance=$50 |  | | PPI-72 | The new total cost cannot exceed {0} | currentCreditLimitAmt=$170,  newTotalAmt=$180 | Sprint 21-#86 | | PPI-114 | Total MSC violated for the subscriber, Penalty will be charged. continue?  ***OR***  Important! If you proceed, your requested change will violate your minimum service commitment, and you will be charged a one-time penalty of one-half of your current Device Balance. Are you sure you want to proceed? |  | For WOME, once change priceplan/feature cause impact this subscriber’s MSC, will pop this warning message to customer. | |
| **Output** | "userInfoMessagesList" : "<userInfo message>",  "prorationInfo" : <proration info>,  "status" : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   And where prorationInfo:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startDt | date | ISO8601 format date/time  Proration start date. It identifies the start of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | endDt | date | ISO8601 format date/time  Proration end date. It identifies the end of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | creditList | Array of ProrationInfoItem | Credits for any services and plan removed. |  | | chargeList | Array of ProrationInfoItem | Charges for any services and plan added. |  | | onetimeChargeList | Array of ProrationInfoItem | All the one time charge services. Typically, roaming passes. |  |   where prorationInfoItem:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | typeCd | char | Indicates whether the proration applies to plan or service | P=Plan  S=Service | | descriptionTxt | string | Description of the service or plan | "SharePlus 55 – Nationwide Talk" | | priceAmt | double | Non-formatted charge/credit | 5.0, 30.0 | | priceTxt | string | Localized charge/credit | $5.00, 30,00 $ |   Example:  {  "userInfoMessagesList" : [  {  "userInfoCd": "PPI-37",  "userInfoTxt": "Discount Warning",  "parameterList": null,  }, {  "userInfoCd": "PPI-HBV",  "userInfoTxt": "Handset Balance Violation",  "parameterList": [ "currentHB=$35", "combinedHBBalance=$50"]  }, {  "userInfoCd": "PPI-72",  "userInfoTxt": " The new total cost cannot exceed $170",  "parameterList": [ "currentCreditLimitAmt=$170”, “newTotalAmt=$180"]  }  ],  "proration" : {  "startDt": "2013-10-30T00:00:00Z ",  "endDt": "2013-11-24T00:00:00Z ",  "creditList": [  {  "typeCd": "P",  "descriptionTxt": "Voice 30",  "priceAmt": 25,  "priceTxt": "$25.00"  }  ],  "chargeList": [  {  "typeCd": "P",  "descriptionTxt": "SharePlus 55 – Nationwide Talk",  "priceAmt": 45.83,  "priceTxt": "$45.83"  }  ]  },  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **PenaltyCalculationService**  getChangeServiceCommitmentPenalty | (not called for Koodo)  350 ms average; 500 ms peak | | **SubscriberManagementService**  validateServiceAgreement | 2000 ms average; 3500 ms peak | | **RewardService 3.0**  getRewardAccountInformationList  getRewardCommitment | (not usually called)  150 ms average; 250 ms peak  350 ms average; 550 ms peak | | **ServiceOrderReferenceService v 4.3**  getPricePlan  getRegularServiceList  getAlternateRecurringCharge | 1000 ms average; 2000 ms peak | | **CreditProfileSvc v 3.0**  getCLPPricePlanLimitAmount | 2000 ms average; 5000 ms peak |   Expected average response time: 3000 ms |
| **Sample GUI** |  |

## service-agreement (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/service-agreement/{cachekey} | |
| **Method** | PUT |
| **Description** | Saves the service agreement that is currently in cache. It will also return any errors and warnings pertaining to the changes made to the service agreement. |
| **Input** | **ban** – account number  **sub** – phone number  **cachekey** – cachekey of the cached service agreement  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | cacheKey |  | Mandatory | cachekey of the cached service agreement | | role | "client", "dealer", "agent", "corpstore" | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | language | "en", "fr" | Optional | Language of decoration. Default is "en". |   Payload example:  {  "ban":"27373506",  "sub":"9054245790",  "cachekey":"032496e7-9901-4e63-9ca4-2220987d8954",  "role" : "client  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Saved successfully | | 400 | IK | Invalid key |  | CACHEKEY does not exist in the cache |  | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy | Subscriber number doesn’t match the one in cache | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy | BAN number doesn’t match the one in cache | | 200 | PPI -24 | Feature or Service Conflict |  | The add-on you selected cannot be added to your rate plan. Try adding a similar add-on. | Error codes returned from backend: 300002 300003 | | 200 | PPI -28 | Duplicate Service |  | Unfortunately, we cannot process your request because you already subscribe to one or more similar add-ons. If you wish to add a new add-on, please cancel the corresponding existing add-on, then proceed. | Error codes returned from backend: 300103 | | 200 | PPI-23 | Invalid SOC |  | Based on your phone type, rate plan or contract, you cannot add the selected add-on {0}. For more information, call us at 866.558.2273. If possible, call from a different phone. |  | | 200 | PPI-25 | CLP Limit Exceeded |  | Unfortunately, we cannot process your request as the requested service agreement exceeds the account’s credit limit |  | | 400 | PPI-401 | KB BAN Lock |  |  |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PPI-47B | Changing Voice Mail services has resulted in the loss of your saved messages, password and personal greeting. Your new password is your 10-digit phone number and you will have to re-record your greeting. | n/a |  | | PPI-58 | Set up your Favourite Numbers |  |  | | PPI-58B | You had an active favourite numbers list within the last 30 days. Your list has been transferred and activated as part of your change in service.Your active Favourite Numbers list | List of favourite numbers that were transferred. |  | | PPI-59 | Set up Visual Voice Mail. |  |  | |
| **Output** | "userInfoMessagesList" : "<userInfo message>",  "status" : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   Example:  {  "userInfoMessagesList" : [  {  "userInfoCd": "PPI-37",  "userInfoTxt": "Discount Warning",  "parameterList": null,  }, {  "userInfoCd": "PPI-34",  "userInfoTxt": "Incompatible Services",  "parameterList": ["Favourite Numbers", "Call Forwarding"]  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **SubscriberManagementService**  prepopulateCallingCircleList  saveServiceAgreement | 3000 ms average; 5000 ms peak (not usually called)  2750 ms average; 4000 ms peak | | **ServiceOrderReferenceService**  getServiceListByServiceGroup | 500 ms average; 1000 ms peak | | **BillingInquiryService 1.3**  expireDiscountForSubscriber  getAllCredits  reverseCreditToAccountForSubscriber  applyChargesAndAdjustmentsToAccountForSubscriber | (not usually called)  500 ms average; 1000 ms peak  500 ms average; 1000 ms peak  500 ms average; 1000 ms peak  500 ms average; 1000 ms peak | | **RewardService 3.0**  notifySubscriptionServiceChange | (not usually called)  65 ms average; 45 ms peak | | **SubscriberInformationService 3.0**  createMemo | 225 ms average; 375ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## services (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/service-agreement/services | |
| **Method** | PUT |
| **Description** | It validates whether the soc(s) can be added or removed from the plan. If add/remove is valid then it will proceed to save the new service agreement. |
| **Request Header** | Content-Type: application/json  Accept: application/json |
| **Input** | **ban** – account number  **sub** – phone number  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | mode | "add", "delete" | Mandatory | Indicates whether to add or delete the services listed. | | role | "client", "dealer", "agent", "corpstore" | Mandatory | Map to businessRoleCode  CLIENT  DEALER  AGENT  CORPRTSTR | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | serviceList | List of <ServiceCode> | Mandatory |  |   Where ServiceCode   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | serviceCd | "SCCX34A" | Mandatory | The soc code of the service to be added or removed | | effectiveDt | "2013-09-07T00:00:00" | Optional | The date the service should become effective, typically next billing date. Or for BCIC could be any date. If this field is not supplied, it will be effective immediately. |   Sample URL via SDF:  PUT <https://webservices.telus.com/rest/v2/cmo/selfmgmt/priceplaninfo/account/27373506/sub/9054245790/service-agreement/services>  Payload example :  {  "ban":"27373506",  "sub":"9054245790",    "language":"en",  "role" : "client",  "mode" : "add",  "serviceList" : [  {"serviceCd" : "SCCX34A",  "effectiveDt" : "2012-08-03T00:00:00"},  {"serviceCd" : "SCCX35A"}  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 400 | PPI-6 | Not eligible to modify plan |  | Call us at 866.558.2273 and we will help you. |  | | 400 | PPI-12 | International dialing error |  | To remove International Dialing, you must first remove International Roaming. |  | | 400 | PPI-22 | <soc code> |  | To remove this add-on, you must call us at 866.558.2273. |  | | 400 | PPI-62 | International dialing error |  | cannot be removed because it is part of your international calling services bundle. If you wish to remove it, please first remove your international add-ons. |  | | 400 | PPI-63 | International dialing error |  | cannot be removed because it is part of your calling services bundle. If you wish to remove it, please first cancel your calling services bundle. |  | | 400 | PPI-13 | SocCode1,SocCode2 etc | SE-13 | This add-on has promotional pricing which you can only take advantage of once every 12 months. |  | | 400 | PPI-17 | VTT error |  | To add TELUS Voicemail to Text, you must have Voice Mail already. Add a Voice Mail add-on and then add TELUS Voicemail to Text. |  | | 400 | PPI -24 | Feature or Service Conflict |  | The add-on you selected cannot be added to your rate plan. Try adding a similar add-on. | Error codes returned from backend: 300002 300003 | | 400 | PPI -28 | Duplicate Service |  | Unfortunately, we cannot process your request because you already subscribe to one or more similar add-ons. If you wish to add a new add-on, please cancel the corresponding existing add-on, then proceed. | Error codes returned from backend: 300103 | | 400 | PPI-23 | Invalid SOC |  | Based on your phone type, rate plan or contract, you cannot add the selected add-on {0}. For more information, call us at 866.558.2273. If possible, call from a different phone. |  | | 400 | PPI-70 | Data bloc soc error |  | You cannot buy this service, because you have a Data Block service. |  | | 400 | PPI-71 | Deposit required |  | Deposit is required for adding international voice roaming service. |  | | 400 | PPI-18 | Mandatory SOC |  | Based on your phone type and contract, you must also have the appropriate data add-ons or a data package (e.g. email or browsing) before you can complete your changes. |  | | 400 | PPI-401 | KB BAN Lock |  |  |  | | 400 | PPI-402 | Add-on SOC has been changed once in current billing cycle. |  | SOC {0} can only be changed once per billing cycle. |  | | 500 | PPI-RWMS | RWMS error | Underlying error code | Underlying error message |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PPI-46 | The start time of Nights & Weekends might be later with your new rate plan. You might consider adding Early Nights & Weekends. |  |  | | PPI-47A | Changing Voice Mail services can result in the loss of your saved messages, password and personal greeting. |  |  | | PPI-51 | Removing Voice Mail will also remove Visual Voice Mail. |  |  | | PPI-53 | The plan you selected might not be appropriate for your phone, such as a smartphone plan for a mobile phone. Review your plan against your phone type and if necessary, change your plan. |  |  | | PPI-64 | By selecting international data enabling add-on, you agree to all service terms and roaming rates. |  |  | | PPI-72 | The new total cost cannot exceed {0} | currentCreditLimitAmt=$170,  newTotalAmt=$180 | Sprint 21-#86 | | PPI-LS | Your current plan and your new plan include different add-ons. Review the add-ons not included in your new rate plan to determine if you want to add any of them back. | List of services that are incompatible |  | | PPI-DCC | Your selection doesn't meet your minimum service commitment. If you continue with this selection,your account will be charged {0}. | DCC amount |  | | PPI-HBV | When you signed up for your contract you received a promotional discount on the price of your device by subscribing to: Any rate plan and/or add-ons with a combined minimum value of {0} for the length of your contract. | Current HB,  Combined HB Balance  e.g.  currentHB=$35,  combinedHBBalance=$50 |  | | PPI-BCV | When you signed up for your contract you received activation credits by subscribing to: Any rate plan and/or add-ons with a combined minimum value of {0} for the length of your contract | Current BC,  Combined BC Balance  e.g.  currentBC=$35,  combinedBCBalance=$50 |  | | PPI-47B | Changing Voice Mail services has resulted in the loss of your saved messages, password and personal greeting. Your new password is your 10-digit phone number and you will have to re-record your greeting. | n/a |  | | PPI-58 | Set up your Favourite Numbers |  |  | | PPI-58B | You had an active favourite numbers list within the last 30 days. Your list has been transferred and activated as part of your change in service.Your active Favourite Numbers list | List of favourite numbers that were transferred. |  | | PPI-59 | Set up Visual Voice Mail. |  |  | |
| **Output** | "userInfoMessagesList" : "<userInfo message>",  "prorationInfo" : <prorationInfo>,  "status" : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   And where prorationInfo:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startDt | date | ISO8601 format date/time  Proration start date. It identifies the start of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | endDt | date | ISO8601 format date/time  Proration end date. It identifies the end of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | creditList | Array of ProrationInfoItem | Credits for any services and plan removed. |  | | chargeList | Array of ProrationInfoItem | Charges for any services and plan added. |  | | onetimeChargeList | Array of ProrationInfoItem | All the one time charge services. Typically, roaming passes. |  |   where ProrationInfoItem:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | typeCd | char | Indicates whether the proration applies to plan or service | P=Plan  S=Service | | descriptionTxt | string | Description of the service or plan | "SharePlus 55 – Nationwide Talk" | | priceAmt | double | Non-formatted charge/credit | 5.0, 30.0 | | priceTxt | string | Localized charge/credit | $5.00, 30,00 $ |   Example:  {  "userInfoMessagesList" : [  {  "userInfoCd": "PPI-37",  "userInfoTxt": "Discount Warning",  "parameterList": null,  }, {  "userInfoCd": "PPI-HBV",  "userInfoTxt": "Handset Balance Violation",  "parameterList": [ "currentHB=$35", "combinedHBBalance=$50"]  }, {  "userInfoCd": "PPI-72",  "userInfoTxt": " The new total cost cannot exceed $170",  "parameterList": [ "currentCreditLimitAmt=$170”, “newTotalAmt=$180"]  }  ],  "proration" : {  "startDt": "2013-10-30T00:00:00Z ",  "endDt": "2013-11-24T00:00:00Z ",  "creditList": [  {  "typeCd": "P",  "descriptionTxt": "Voice 30",  "priceAmt": 25,  "priceTxt": "$25.00"  }  ],  "chargeList": [  {  "typeCd": "P",  "descriptionTxt": "SharePlus 55 – Nationwide Talk",  "priceAmt": 45.83,  "priceTxt": "$45.83"  }  ]  },  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService**  getFeatureList | 500 ms average; 1000 ms peak | | **SubscriberManagementService**  getServiceAgreementForUpdate  validateServiceAgreement | 3000 ms average; 5000 ms peak | | **ServiceEligibilityService**  getPromotionEligibility |  |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## plan (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/service-agreement/plan | |
| **Method** | PUT |
| **Description** | Validates whether the current service agreement can be changed to the plan selected. If the price plan change is valid it will proceed to save the new service agreement. |
| **Request Header** | Content-Type: application/json  Accept: application/json |
| **Input** | **ban** – account number  **sub** – phone number  **plan** – price plan code  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | plan |  | Mandatory | price plan code | | equipmentTypeCd | Equipment Type | Mandatory | This will indicate either currently associated device, or overridden device.  D – Digital (feature phone)  3 – 1xRTT Card (mobile internet, tablet, modem)  P – PDA (all smart phones incl. BB10, iPhone, etc.)  I - Prepaid iPad | | effectiveDt | 2013-09-07T00:00:00 | Optional | Effective immediately, if not provided. Could be next billing cycle. | | role | "client", "dealer", "agent", "corpstore" | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | | wirelessOfferCd |  | Optional | This code is only used by Business Anywhere clients to filter out all the plans that are not included in the wireless offer. |   Sample URL via SDF:  PUT [https://webservices.telus.com/rest/v2/cmo/selfmgmt/priceplaninfo/account/27373506/sub/9054245790/service-agreement/plan](https://webservices.telus.com/rest/v2-1/cmo/selfmgmt/priceplaninfo/account/27373506/sub/9054245790/service-agreement/plan)  Payload example:  {  "ban":"70711271",  "sub":"5141656808",  "plan":"PVC50NAT",    "equipmentTypeCd":"D",  "role":"client"  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber |  | Sub xxxx does not match the sub in Cache yyyy |  | | 400 | IB | Invalid BAN |  | BAN xxxx does not match the BAN in Cache yyyy |  | | 400 | PPI -24 | Feature or Service Conflict |  | The add-on you selected cannot be added to your rate plan. Try adding a similar add-on. | Error codes returned from backend: 300002 300003 | | 400 | PPI -28 | Duplicate Service |  | Unfortunately, we cannot process your request because you already subscribe to one or more similar add-ons. If you wish to add a new add-on, please cancel the corresponding existing add-on, then proceed. | Error codes returned from backend: 300103 | | 400 | PPI-IP | Invalid Plan | Underlying error code | Underlying error message | CMB\_SMS\_0006  SystemCodes.CMB\_SLF\_EJB  ErrorCodes.INVALID\_PRICE\_PLAN | | 400 | PPI-NE | Business Anywhere Not Eligible | Underlying error code |  | errorCode from WBCMS: 2013 | | 400 | PPI-BAE | Business Anywhere Error | Underlying error code |  | errorCode from WBCMS: !0 | | 400 | PPI-401 | KB BAN Lock |  |  |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message**  **Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PPI-GFP | Your current plan is no longer offered. Once you confirm any change to your rate plan you will not be able to switch back to it. | n/a |  | | PPI-36 | Your current rate plan has per second billing, which is no longer available as all new plans bill by the minute. Once you switch to a new rate plan, you will not be able to change back to your current plan. | n/a |  | | PPI-37 | You are receiving discounted add-ons with your current plan that cannot be applied to your new plan. | n/a |  | | PPI-34 | Once you switch to a new rate plan, the following add-ons will be unavailable to you. A similar add-on might be included in your new plan, and where possible, we replace unavailable add-ons with comparable ones. Review your add-ons to ensure you have the ones you want and make any necessary changes. | List of incompatible services. |  | | PPI-47B | Changing Voice Mail services has resulted in the loss of your saved messages, password and personal greeting. Your new password is your 10-digit phone number and you will have to re-record your greeting. | n/a |  | | PPI-58 | Set up your Favourite Numbers |  |  | | PPI-58B | You had an active favourite numbers list within the last 30 days. Your list has been transferred and activated as part of your change in service.Your active Favourite Numbers list | List of favourite numbers that were transferred. |  | | PPI-59 | Set up Visual Voice Mail. |  |  | |
| **Output** | "userInfoMessagesList" : "<userInfo message>",  "prorationInfo" : <prorationInfo>,  "status" : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   And where prorationInfo:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startDt | date | ISO8601 format date/time  Proration start date. It identifies the start of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | endDt | date | ISO8601 format date/time  Proration end date. It identifies the end of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | creditList | Array of ProrationInfoItem | Credits for any services and plan removed. |  | | chargeList | Array of ProrationInfoItem | Charges for any services and plan added. |  | | onetimeChargeList | Array of ProrationInfoItem | All the one time charge services. Typically, roaming passes. |  |   where ProrationInfoItem:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | typeCd | char | Indicates whether the proration applies to plan or service | P=Plan  S=Service | | descriptionTxt | string | Description of the service or plan | "SharePlus 55 – Nationwide Talk" | | priceAmt | double | Non-formatted charge/credit | 5.0, 30.0 | | priceTxt | string | Localized charge/credit | $5.00, 30,00 $ |   Example:  {  "userInfoMessagesList" : [  {  {  "userInfoCd": "PPI-37",  "userInfoTxt": "Discount Warning",  "parameterList": null,  }, {  "userInfoCd": "PPI-34",  "userInfoTxt": "Incompatible Services",  "parameterList": ["Favourite Numbers", "Call Forwarding"]  }  ],  "proration" : {  "startDt": "2013-10-30T00:00:00Z ",  "endDt": "2013-11-24T00:00:00Z ",  "creditList": [  {  "typeCd": "P",  "descriptionTxt": "Voice 30",  "priceAmt": 25,  "priceTxt": "$25.00"  }  ],  "chargeList": [  {  "typeCd": "P",  "descriptionTxt": "SharePlus 55 – Nationwide Talk",  "priceAmt": 45.83,  "priceTxt": "$45.83"  }  ]  },  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BillingInquiryService**  getDiscountListForSubscriber | 500 ms average; 1000 ms peak (?) | | **BillingInquiryReferenceService**  getDiscountPlanListByPricePlan | 500 ms average; 1000 ms peak (?) | | **ServiceOrderReferenceService**  checkServicePrivilege  getPricePlan  getEquivalentService | 500 ms average; 1000 ms peak (?)  500 ms average; 1000 ms peak (?)  500 ms average; 1000 ms peak (?) | | **SubscriberManagementService**  validateServiceAgreement | 350 ms average; 500 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## primary-subscriber

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/primary-subscriber | |
| **Method** | GET |
| **Description** | For data add-on related purchase flow, there are restrictions that limit the add-on can only be applied to the primary subscriber. This operation is to look through the account and locate the eligible subscriber. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PPI-SIS | SubscriberInformationService failed – unable to retrieve contract info |  |  | SIS service Policy or Service Exception error | | 500 | PPI-SORS | ServiceOrderReferenceService failed – unable to look up soc descriptions and attributes |  |  | SORS service Policy or Service Exception error | | 500 | PPI-SIDGS | SubscriberInformationDataGridService failed – unable account information |  |  | SIDGS service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "primarySubscriberList" : [<PrimarySubscriber>],  "status" : <status>  }  In most of cases, the primarySubscriberList will only contain one subscriber. However, other systems may not enforce eligibility check so we may have more than one subscriber that eligible to purchase the specific add-ons/services.  Where <PrimarySubscriber> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | name | <Name> | The name of the subscriber |  | | phoneNumber | string | Subscriber’s ID, used in other operations |  | | plan | <PlanBasicInfo> |  |  | | serviceList | List of <DataServiceBasicInfoItem> |  |  |   Where <Name> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | firstName | string |  |  | | lastName | string |  |  |   Where < PlanBasicInfo > is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) |  |   Where <DataServiceBasicInfoItem> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | serviceTypeCd | string | “addon” - most common value. The data allowance is configured in an optional service/add-on.  “builtin” - the data allowance is configured in an included service.  “topup” - Placeholder for future use. | “addon”, “builtin”, “topup” | | dataSharingGroupName | string | The group name that the SOC belongs to | “CAD\_DATA\_2013” |   Example:  {  "primarySubscriberResponse": {  "primarySubscriberList": [{  "name": {  "firstName": "VANESSA",  "lastName": "BAILEY",  },  "phoneNumber": "6474604421",  "plan": {  "serviceCd": "PTS60",  "serviceDescriptionTxt": "SharePlus 60 - Ultd Nat.",  "chargeAmt": 60.0  },  "serviceList": [{  "serviceCd": "S4GBSHDT",  "serviceDescriptionTxt": "4GB Shareable Data",  "chargeAmt": 45.0,  "serviceTypeCd": "addon",  "serviceGroupNameTxt": "CAD\_DATA\_2013"  },  {  "serviceCd": "LSSD300MB",  "serviceDescriptionTxt": "300MB Shareable Data Top-Up",  "chargeAmt": 7.5,  "serviceTypeCd": "topup",  "dataSharingGroupName": "CAD\_DATA\_2013"  }],  },    {  "name": {  "firstName": "ALEX",  "lastName": "BAILEY",  },  "phoneNumber": "4166605290",  "plan": {  "serviceCd": "PQYCP14GB",  "serviceDescriptionTxt": "QC YC Prem ULQC 14GB 105",  "chargeAmt": 105.0  },  "serviceList": [{  "serviceCd": "SGB14DTO",  "serviceDescriptionTxt": "14GB Shareable Data",  "chargeAmt": 0,  "serviceTypeCd": "builtin",  "dataSharingGroupName": "CAD\_DATA\_2013"  }],  }],  "status": {  "statusCd": "200",  "statusTxt": "OK"  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberInformationService v3.4**  getSubscriberDataSharingInfoList()  **ServiceOrderReferenceService v5.0**  getPricePlanSummaryListByPricePlanCodeList()  getRegularServiceList()  **SubscriberInformationDataGridService v1.3**  getSubscriberListByAccountNumber() | 600ms  1000ms  300ms  150ms |   Expected average response time: 2500 ms |
| **Sample GUI** | cid:image001.png@01D19701.EEA1AEF0 |

## primary-subscriber

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/primary-subscriber | |
| **Method** | GET |
| **Description** | Due to the technical limitation, we need to provide the subscriber info in the URI to enable the member+/ subscription Authorization mode in Service Delivery Framework (SDF).  For data add-on related purchase flow, there are restrictions that limit the add-on can only be applied to the primary subscriber. This operation is to look through the account and locate the eligible subscriber. |
| **Input** | **ban** – account number  **sub** – phone number    Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PPI-SIS | SubscriberInformationService failed – unable to retrieve contract info |  |  | SIS service Policy or Service Exception error | | 500 | PPI-SORS | ServiceOrderReferenceService failed – unable to look up soc descriptions and attributes |  |  | SORS service Policy or Service Exception error | | 500 | PPI-SIDGS | SubscriberInformationDataGridService failed – unable account information |  |  | SIDGS service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "primarySubscriberList" : [<PrimarySubscriber>],  "status" : <status>  }  In most of cases, the primarySubscriberList will only contain one subscriber. However, other systems may not enforce eligibility check so we may have more than one subscriber that eligible to purchase the specific add-ons/services.  Where <PrimarySubscriber> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | name | <Name> | The name of the subscriber |  | | phoneNumber | string | Subscriber’s ID, used in other operations |  | | plan | <PlanBasicInfo> |  |  | | serviceList | List of <DataServiceBasicInfoItem> |  |  | | secondarySubscriberList | List of <SecondarySubscriber> | A list of the subscribers who can access to the shareable data add-on |  |   Where <Name> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | firstName | string |  |  | | lastName | string |  |  |   Where < PlanBasicInfo > is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) |  |   Where <DataServiceBasicInfoItem> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | serviceTypeCd | string | “addon” - most common value. The data allowance is configured in an optional service/add-on.  “builtin” - the data allowance is configured in an included service.  “topup” - Placeholder for future use. | “addon”, “builtin”, “topup” | | dataSharingGroupName | string | The group name that the SOC belongs to | “CAD\_DATA\_2013” |   Where <SecondarySubscriber> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | name | <Name> | The name of the subscriber |  | | phoneNumber | string | Subscriber’s ID, used in other operations |  | | dataSharingGroupName | string | The group name that the SOC belongs to | “CAD\_DATA\_2013” |   Example:  {  "primarySubscriberResponse": {  "primarySubscriberList": [{  "name": {  "firstName": "VANESSA",  "lastName": "BAILEY",  },  "phoneNumber": "6474604421",  "plan": {  "serviceCd": "PTS60",  "serviceDescriptionTxt": "SharePlus 60 - Ultd Nat.",  "chargeAmt": 60.0  },  "serviceList": [{  "serviceCd": "S4GBSHDT",  "serviceDescriptionTxt": "4GB Shareable Data",  "chargeAmt": 45.0,  "serviceTypeCd": "addon",  "serviceGroupNameTxt": "CAD\_DATA\_2013"  },  {  "serviceCd": "LSSD300MB",  "serviceDescriptionTxt": "300MB Shareable Data Top-Up",  "chargeAmt": 7.5,  "serviceTypeCd": "topup",  "dataSharingGroupName": "CAD\_DATA\_2013"  }],  "secondarySubscriberList": [{  "name": {  "firstName": "RACHELLE",  "lastName": "BAILEY",    },  "phoneNumber": "4161302588",  "serviceGroupNameTxt": "CAD\_DATA\_2013"  },  {  "name": {  "firstName": "ERIC",  "lastName": "BAILEY",    },  "phoneNumber": "4160611453",  "serviceGroupNameTxt": "CAD\_DATA\_2013"  }],    },  {  "name": {  "firstName": "ALEX",  "lastName": "BAILEY",    },  "phoneNumber": "4166605290",  "plan": {  "serviceCd": "PQYCP14GB",  "serviceDescriptionTxt": "QC YC Prem ULQC 14GB 105",  "chargeAmt": 105.0  },  "serviceList": [{  "serviceCd": "SGB14DTO",  "serviceDescriptionTxt": "14GB Shareable Data",  "chargeAmt": 0,  "serviceTypeCd": "builtin",  "dataSharingGroupName": "CAD\_DATA\_2013"  }],    }],  "status": {  "statusCd": "200",  "statusTxt": "OK"  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberInformationService v3.4**  getSubscriberDataSharingInfoList()  **ServiceOrderReferenceService v5.0**  getPricePlanSummaryListByPricePlanCodeList()  getRegularServiceList()  **SubscriberInformationDataGridService v1.3**  getSubscriberListByAccountNumber() | 600ms  1000ms  300ms  150ms |   Expected average response time: 2500 ms |
| **Sample GUI** | cid:image001.png@01D19701.EEA1AEF0 |

## price-plan-detail

|  |  |
| --- | --- |
| **OPERATION**  sub/{sub}/price-plan-detail | |
| **Method** | GET |
| **Description** | Service agreement information for subscriber – price plan, included services, optional services and features for included and optional services. |
| **Input** | **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | PM-IS | Invalid Sub (SMS call failed) | APP20002CMB\_SMS\_0003 | Subscriber not found for phone number: 4031651418 | SMS fails due to invalid sub | | 400 | SID\_I | validation errors: {[SubscriberId is Invalid or Empty:arg0= ]} |  |  |  | | 400 | LN\_I | validation errors: {[Language is Invalid:arg1=EE ]} |  |  |  | | 500 | PM-SMS | SubscriberManagement Service failed – unable to retrieve contract info |  |  | SM service Policy or Service Exception error | | 500 | PM-SORS | Service Order Reference Service failed – unable to look up soc descriptions and attributes |  |  | SOR service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "plan" : { <service info> },  "includedServicesList" : [<service-info>],  "addOnServicesList" : [<service-info>],  "status” : <status>  }  Where <service-info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | serviceDescriptionTxt | string | Description for display purposes in specified language |  | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "y", "n" (n/a for plan) | | featchureList | <featchure-info> |  |  |   Where where < featchure-info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | featchureCd | string |  |  | | featchureDescriptionTxt | string | Featchure name for display purposes in specified language |  |   Example:  {  "plan": {  "serviceCd": "PPDAMB15",  "serviceDescriptionTxt": "TTM Wireless Ambassador 15",  "serviceNameTxt": "Wireless Ambassador 15",  "chargeAmt": 15.0,  "effectiveDt": "2012-06-14T00:00:00",  "expiryDt": null,  "recurringInd": null  },  "includedServicesList": [  {  "serviceCd": "soc1",  "serviceDescriptionTxt": "soc1",  "chargeAmt": 5.0,  "effectiveDt": "2012-08-03T00:00:00",  "expiryDt": null,  "recurringInd": null,  },  "featuresList": [  {  featureCd: “code1”,  featureDescriptionTxt: "Advanced Voice Mail"    }, {  featureCd: “code2”,  featureDescriptionTxt: " Conference Calling "  }  ]  }, {  "serviceCd": "soc2",  "serviceDescriptionTxt": "soc2",  "chargeAmt": 10.0,  "effectiveDt": "2012-07-05T00:00:00",  "expiryDt": null,  "recurringInd": null,  "featuresList": [  {  featureCd: “code1”,  featureDescriptionTxt: "Free Local Birthday Calls"    }  ]  }  ],  "addOnServicesList": [  {  "serviceCd": "soc3",  "serviceDescriptionTxt": "soc3",  "chargeAmt": 6.0,  "effectiveDt": "2012-08-03T00:00:00",  "expiryDt": null,  "recurringInd": null,  "featuresList": [  {  featureCd: “LDC1K0”,  featureDescriptionTxt: "Free Longdistance Calls"    }  ]  }, {  "serviceCd": "P3MS",  "serviceDescriptionTxt": "Description for P3MS ",  "chargeAmt": 15.0,  "effectiveDt": "2012-07-05T00:00:00",  "expiryDt": null,  "recurringInd": null,  "featuresList": [  {  featureCd: “SMS10”,  featureDescriptionTxt: "Free 100 SMS"    }  ]  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberManagementService v 2.1**  getServiceAgreement  **ServiceOrderReferenceService v 4.3**  getPricePlan  getRegularServiceList  checkServicePrivilege | 3000 ms average; 5000 ms peak  1000 ms average; 2000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## service-info

|  |  |
| --- | --- |
| **OPERATION**  service-info | |
| **Method** | GET |
| **Description** | Retrieves reference information about socs – English/French description, recurring charge, various flags including current, BCIC, etc. |
| **SDF Access Level** | APP\_AUTH |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | socs | XSMPEP0,SWWSS | Optional\* | comma-separated list of soc codes |   \* not validated but if not provided, an empty list will be returned  Example:  /priceplaninfo/service-info?socs=XSMPEP0,SWWSS |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PM-SORS | Service Order Reference Service failed – unable to look up soc descriptions and attributes |  |  | SOR service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "servicesList" : [{ <service info> }],  "status" : <status>  }  Where <service info> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string | soc code | SWWSS | | serviceDescriptionTxt | string | English description for display purposes | Voicemail 25 | | serviceDescriptionFrenchTxt | string | French description for display purposes | Boîte Vocale 25 | | chargeAmt | double | Charge (monthly or one-time) | 5.0, 30.0 | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | recurringInd | boolean | Indicates whether soc is regular monthly recurring or "BCIC" (bill cycle independent charging) (e.g. travel pass) | "y", "n" (n/a for plan) | | displaySortPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 1 | | grandFatheredInd | boolean | Indicates whether service is grand fathered | true, false | | currentInd | boolean | Koodo doesn’t set plans to grandfathered status, this indiator is requested to be a substitude for grandfathered status in Koodo domain | true, false | | promotionalInd | boolean | Indicates whether the service is a promo | true, false | | boundedServiceInd | boolean | Indicates whether the service is bounded to another service | true, false | | bcicInd | boolean | Indicates whether it is "BCIC" (bill cycle independent charging) (e.g. travel pass) | "true", "false" (n/a for plan) | | easyRoamInd | boolean | For customers traveling to the US, this indicator to indentify it’s a Roam Like Home/EasyRoam SOC | true, false  Default to false | | mscEligibleInd | boolean | Indicates whether it is "MSC" (Minimal Service Commitment) service SOC | true, false  Default to true | | tupInd | boolean | T-Up is a device trade in program. This is an indicator to show if the customer is in the program or not. | "true", "false" (n/a for plan) | | tupEligibilityDt | date | T-UP expires after one year of the effective date, within 6 months of eligibility date, the customer can trade in the device and waive device balance | "2013-05-22T05:07:22Z" | | billingZeroChrgSuppressInd | boolean | indicatest whether will be suppressed on bill | "true", "false" | | callingCircleInd | boolean | Indicates whether the service is a Favourite Number/Calling Circle SOC | "true", "false" |   **NOTE:** When an invalid soc is passed in, rather than returning a 400 error, it will be excluded from the response. Hence, if a single soc is passed in and it’s invalid, an empty list will returned. If five socs are passed in and two are invalid, a three-element list representing the three valid socs will be returned.  Example:  {  "servicesList": [  {  "serviceCd": " XSMPEP0",  "serviceDescriptionTxt": "Call Package",  "serviceDescriptionFrenchTxt": "Trousse d’appels",  "chargeAmt": 5.0,  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "mscEligibleInd ": true,  "billingZeroChrgSuppressInd": false  }, {  "serviceCd": "SWWSS",  "serviceDescriptionTxt": "Spark Sampler",  "serviceDescriptionFrenchTxt": "Euphorik",  "chargeAmt": 5.0,  "effectiveDt": "2012-08-03T00:00:00",  "recurringInd": null,  "grandFatheredInd": "false",  "promotionalInd ": "false",  "boundedServiceInd ": "false",  "bcicInd": false,  "easyRoamInd": false,  "mscEligibleInd ": false,  "billingZeroChrgSuppressInd": false  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ServiceOrderReferenceService v 4.4**  getRegularServiceList |  |   Expected average response time: 500 ms |
| **Sample GUI** |  |

## service-detail

|  |  |
| --- | --- |
| **OPERATION**  sub/{sub}/service-effective-period | |
| **Method** | GET |
| **Description** | Service effective period for subscriber – effective date and expiry date. |
| **Input** | **sub** – phone number  **servicecd** – SOC or Price Plan code |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | PM-IS | Invalid Sub (SMS call failed) | APP20002CMB\_SMS\_0003 | Subscriber not found for phone number: 4031651418 | SMS fails due to invalid sub | | 400 | SID\_I | validation errors: {[SubscriberId is Invalid or Empty:arg0= ]} |  |  |  | | 400 | SC\_I | validation errors: {[SOC Code is Invalid or Empty:arg0= ]} |  |  |  | | 500 | PM-SMS | SubscriberManagement Service failed – unable to retrieve contract info |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "effectivePeriod " : { <effective period> },  "status” : <status>  }  Where <effective period> is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | effectiveDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" | | expiryDt | date | ISO8601 format date/time | "2013-05-22T05:07:22Z" |   Example:  {  " effectivePeriod": {  "effectiveDt": "2012-06-14T00:00:00",  "expiryDt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberManagementService v 2.1**  getServiceAgreement | 3000 ms average; 5000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## included-airtime

|  |  |
| --- | --- |
| OPERATION  account/{ban}/sub/{sub}/included-airtime | |
| Method | GET |
| Description | Retrieve the included airtime minutes for the client. |
| Input | ban – account number  sub – phone number |
| Status Codes | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | status  Cd | status  SubCd | statusTxt | systemErrorCd | systemErrorTxt | *Notes* | | 200 |  | OK |  |  |  | | 400 | IS | Invalid subscriber | Sub [905-333-5454] Not Found |  |  | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | | 500 |  | Service order reference service, or Product Catalogue Grouping Service failed. |  |  | Any Policy or Service Exception | |
| Output | {  "includedAirtimeList" : [<IncludedService>],  "status" : <status>  }  where IncludedService is:   |  |  |  |  | | --- | --- | --- | --- | | Field | Datatype | Description | Possible/typical values | | serviceCd | string | SOC code | PVC35LOC, SUEW6FXS | | serviceDescription | String | Localized description for the SOC | “Voice 35-150 Local“,  “Evening&Weekend(6PM-7AM)” | | serviceTypeCd | string | The type of the service | Airtime,  Data,  Messaging | | regionTypeCd | string | The region that the service can occur | local,  provincial,  nationwide,  nationwide & Canada to U.S.,  north America | | featureCd | string |  | Anytime  Evening&Weekend  InBAN  InBANLongDistance  RoamingDomestic  RoamingUS  RoamingInternational | | shareableInd | boolean | To indicate if it can be shared with other subscribers with in the same BAN | false, true | | includedAmt | double | Included minutes. 99999.00 means it’s unlimited and the “unlimitedInd” will be true | 150, 99999.00 | | unitOfMeasureCd | string | units | Min,  Msg,  MB,  GB | | unitOfMeasureTxt | string | Localized unit | Minutes,  Messages,  MB, MO,  GB, GO | | unlimitedInd | boolean |  | false, true | | chargeRateInfoList | ChargeRateInfo | List of ChargeRateInfo |  | | directionCd | string | For messaging, the included amount of the outbound/sent and inbound/received might be different. | Sent  Received  Sent&Received |   where ChargeRateInfo is:   |  |  |  |  | | --- | --- | --- | --- | | Field | Datatype | Description | Possible/typical values | | chargeRateTypeCd | string | The type of charge rate | PayPerUse,  Overage,  LongDistance,  Roaming | | chargeRateSubTypeTxt | string | For data overage, there can be different tiers, e.g., first 1500MB, after first 1500MB  For LongDistance and Roaming, the rates might be different according to different zones | first 1500 MB  after first 1500 MB | | chargeRateTxt | string | Localized rate info, sometime it can be a string like “Local LD carrier rate + 15%” | 50¢/minute  $1.50/minute  $5/100MB  5¢/MB |   Example:  {  "includedAirtimeList": [  {  “serviceCd” : “PVC35LOC”,  “serviceDescription” : “Voice 35-150 Local”,  “serviceTypeCd” :”Airtime”,  “regionTypeCd” : ”local”,  “featureCd” : “Anytime”,  “shareableInd” : “false”,  “includedAmt” : 150,  “unitOfMeasureCd” : “Min”,  “unitOfMeasureTxt” : “Minutes”,  “unlimitedInd” : “false”,  “chargeRateInfoList” : [  {  “chargeRateTypeCd” : “Overage”,  “chargeRateSubTypeCd” : null,  “chargeRateTxt” : “50¢/minute”  }  ],  “directionCd” : “Sent&Received”  },  {  “serviceCd” : “SUEW6FXS”,  “serviceDescription” : “Evening&Weekend(6PM-7AM)”,  “serviceTypeCd” :”Airtime”,  “regionTypeCd” : “local”,  “featureCd” : “Evening&Weekend”,  “shareableInd” : “false”,  “includedAmt” : 99999.00,  “unitOfMeasureCd” : “Min”,  “unitOfMeasureTxt” : “Minutes”,  “unlimitedInd” : “true”,  “chargeRateInfoList” : null,  “directionCd” : “Sent&Received”  }  ],  "status": {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| SLA | Services/APIs called:   |  |  | | --- | --- | | Serviced/operation | SLA | | ServiceOrderReferenceService v 4.4  getPricePlan  getAirTimeAllocationList | 3000 ms average; 5000 ms peak |   Expected average response time: 4200 ms |
| Sample GUI |  |

# ServiceEligibility v2.0 REST Service

This service provides operations in support of plan and services relying on Client API.

## plan-change-eligibility

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/plan-change-eligibility | |
| **Method** | GET |
| **Description** | Checks whether the price plan can be changed or modified. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | returnurl |  | Optional | Mandatory for dealers | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory | Needed for exchange service call.  Map to:  Client = Application.CLIENT\_SS  Dealer = Application.DEALER\_SS  Corpstore = Application.CSCM | | dealercode |  | Optional | Mandatory only if role = dealer/corpstore | | salesrepcode |  | Optional | Mandatory only if role = dealer/corpstore | | switchplan | “y”, “n” | Optional | Indicates whether the eligibility check is for switching plans (y) or changing add-ons (n). Default is y. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible to change plan | | 400 | SE-IS | Invalid subscriber | Sub yyyyyyyy does not match BAN  xxxxx | exception.getMessage | UnknownSubscriberException | | 400 | SE-IB | Invalid BAN | BAN xxxxx not found |  | findSubscriber succeeds but account doesn't match provided BAN | | 200 | SE-6 | Not eligible to modify plan |  | Call us at 866.558.2273 and we will help you. | For service add/remove | | 200 | SE-4 | Not eligible to change plan |  | Please call us at 866.558.2273 to change your plan | For switching plans | | 200 | SE-3C | Pending AOM |  | A previous request is still pending. To ensure your account integrity is maintained we cannot process your new request at this time. |  | | 200 | SE-3B | Within Exchange Period |  | Please note that rate plan and add-on changes are not permitted within 14 days of activating or renewing a device. Please try again after the 14 day period is over to complete this change. |  | | 200 | SE-6 | Pager |  | You cannot modify pager services online. |  | | 200 | SE-7 | Suspended with voicemail |  | Your phone has been suspended, although you can still access Voice Mail. |  | | 200 | SE-8 | Future dated rate plan |  | A rate plan change is scheduled for {0}. You can change your rate plan after that date, and it will come into effect in your next billing cycle. |  | | 200 | SE-9 | Exceed max rate plan changes |  | Your rate plan has already been changed during the current billing period. You can only change your rate plan once per billing period. |  | | 200 | SE-DC | Different Channel |  | The subscriber is within the allowable exchange period and must be serviced at the original point of purchase for this transaction type. Please advise the subscriber to return to the original point of purchase. |  | | 200 | SE-GB | Generic Block |  | An error has occurred. Please call Channel Care. |  | | 500 |  | TelusAPIException |  | exception.getMessage | any general API exception | | 500 | SE-3A | AOM Service Unavailable |  | Unfortunately, due to system maintenance, we cannot process your request at this time. |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | SE-EER | A return is taking place outside of the TELUS 15 day return period. Returns and exchanges after 15 days are for exceptions only. Use of this transaction is being monitored and audited for abuse. |  |  | |
| **Output** | “ctRedirectUrl” : “<http://ct.com>“,  “userInfoMessageList” : “<userInfo message>“,  “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | ctRedirectUrl | String | Redirect url for change tool. Only used for dealer. | Could be null. | | status | Status |  |  |   Where userInfoMessage:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   Example:  {  “ctRedirectUrl”: null,  “userInfoMessageList” : [  {  “userInfoCd”: “SE-EER”,  “userInfoTxt”: “ A return is taking place outside of the TELUS 15 day return period. Returns and exchanges after 15 days are for exceptions only. Use of this transaction is being monitored and audited for abuse.”,  “parameterList”: null,  }  ],  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ClientAPI**  findSubscriberByPhoneNumber |  | | **ExchangeService**  createClientAPIExchangeRequest checkExchangeWithinAllowablePeriod |  |   Expected average response time: 2000 ms |
| **Sample GUI** | N/A |

## promotion-eligibility

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/promotion-eligibility | |
| **Method** | Get |
| **Description** | Validates whether the subscriber can add the selected service, when the subscriber is adding a promo that has already been used for the past 12 months an error should be returned. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | servicelist | “SOC1,SOC2” | Mandatory | A list of service codes to test if they can be added | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 400 | IS | Invalid subscriber | Sub yyyyyyyy does not match BAN  xxxxx | exception.getMessage | UnknownSubscriberException | | 400 | IB | Invalid BAN | BAN xxxxx not found |  | findSubscriber succeeds but account doesn't match provided BAN | | 200 | SE-13 | Promo Error |  |  |  | | 200 | SE-14 | Vendor Promo Error |  |  |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | SE-13 | This add-on has promotional pricing which you can only take advantage of once every 12 months. | List of service codes that cannot be added:  [ “SOC4”, “SOC6”] | Promo Error | | SE-14 | You have already taken advantage of the one time promotional pricing associated with this add-on. | List of service codes that cannot be added:  [ “SOC4”, “SOC6”] | Vendor Promo Error | |
| **Output** | “userInfoMessagesList” : “<userInfo message>“,  “status” : <status>  Where userInfo message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   Example:  {  “userInfoMessagesList” : [ {  “userInfoCd”: “ SE-13”,  “userInfoTxt”: “ This add-on has promotional pricing which you can only take advantage of once every 12 months.”,  “parameterList”: [ “SOC4”, “SOC6”]  }  ],  “status”: {  “statusCd”: “200”,  “statusSubCd”: “ SE-13”,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ClientAPI**  AccountManager.findSubscriberByPhoneNumber  ReferenceDataManager.getRegularService  Service.hasPromotion  Service.getRelations  Subscriber.getServiceChangeHistory  Service.isPromoValidationEligible  Subscriber.getVendorServiceChangeHistory |  |   Expected average response time: 2000 ms |
| **Sample GUI** | N/A |

## phonenumber-change-eligibility

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/phonenumber-change-eligibility | |
| **Method** | GET |
| **Description** | Checks whether the phone number can be changed |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | returnurl |  | Optional | Mandatory for dealers | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory | Needed for exchange service call.  Map to:  Client = Application.CLIENT\_SS  Dealer = Application.DEALER\_SS  Corpstore = Application.CSCM | | dealercode |  | Optional | Mandatory only if role = dealer/corpstore | | salesrepcode |  | Optional | Mandatory only if role = dealer/corpstore | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible to change phone number | | 400 | IS | Invalid subscriber | Sub yyyyyyyy does not match BAN  xxxxx | exception.getMessage | UnknownSubscriberException | | 400 | IB | Invalid BAN | BAN xxxxx not found |  | findSubscriber succeeds but account doesn't match provided BAN | | 200 | SE-6 | Pager not supported |  |  | Call us at 866.558.2273 and we will help you. | | 200 | SE-7 | Suspended with voice mail |  |  | Your phone has been suspended, although you can still access Voice Mail. | | 200 | SE-3B | Within Exchange Period |  |  | You cannot make changes to your phone number online. After you activate or renew your service, there is a specified period where you cannot make changes. This period ranges from 14 days to a month and in some cases up to a year. You can try making your changes at a later date, or you can call us at 866.558.2273. | | 200 | SE-DC | Different Channel |  | The subscriber is within the allowable exchange period and must be serviced at the original point of purchase for this transaction type. Please advise the subscriber to return to the original point of purchase. |  | | 200 | SE-GB | Generic Block |  | An error has occurred. Please call Channel Care. |  | | 200 | SE-PO | Port-out in progress |  |  | Your phone number is in the process of being transferred - it is not possible to change your phone number at this time. | | 200 | SE-PI | Port-in in progress |  |  | Your phone number is in the process of being transferred - it is not possible to change your phone number at this time. You can find out your transfer status using the Check Transfer Status tool. | | 200 | SE-PNCE | Phone number change exceeded |  |  | We are unable to complete your request at this time. Phone number changes can only be completed once every 90 days through your online account. | | 500 |  | TelusAPIException |  | exception.getMessage | any general API exception | | 500 | SE-3A | AOM Service Unavailable |  | Unfortunately, due to system maintenance, we cannot process your request at this time. |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “ctRedirectUrl” : “<http://ct.com>“,  “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | ctRedirectUrl | String | Redirect url for change tool. Only used for dealer. | Could be null. | | status | Status |  |  |   Example:  {  “ctRedirectUrl”: null,  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ClientAPI**  findSubscriberByPhoneNumber |  | | **ExchangeService**  createClientAPIExchangeRequest checkExchangeWithinAllowablePeriod |  |   Expected average response time: 2000 ms |
| **Sample GUI** | N/A |

## tv-service-change-eligibility (GET)

|  |  |
| --- | --- |
| **OPERATION**  customer/{customerid}/service/{tvserviceinstanceid}/tv-service-change-eligibility | |
| **Method** | Get |
| **Description** | Validates whether the customer can view/update Telus TV subscription. |
| **Input** | **customerid** – customer ID  **tvServiceInstanceid** – telus tv product instance id |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 500 |  | Call ConsumerCustomerManagementService failed. |  |  | service Policy or Service Exception error | | 500 |  | Call OrderMgmtRetrievalService failed |  |  | service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | | 400 | IC | Customer Not Found |  |  | IC = invalid customer | | 400 | IAS | Suspended Account |  |  | IAS = invalid account status | | 400 | ICR | Ineligible Credit class |  |  | If Credit class = ‘D’ or ‘R’ | | 400 | PO | Has Pending Order |  |  |  | | 400 | IB | Invalid Billing Account |  |  | Billing account not found. invalid BAN | | 400 | IPID | Invalid Product Instance ID |  |  | TTV product instance ID not found in in CCMS. | |
| **Output** | {  “tvProductInstanceId” : string,  “qualified” : Boolean,  “offer” : string,  “status”: <status>  }  Where CustomerQualificationStatus message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | tvProductInstanceId | String | Unique id for Telus TV’s subscription. |  | | qualified | boolean | Indicate qualified or not | true / false |   Example:  {  "tvProductInstanceId": "792021508",  "qualified": true  "offer": “MediaroomTV-HS”  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ConsumerCustomerManagementService v2.3**  getFullCustomerInfo  **OrderMgmtRetrievalService v6.0**  getOrderListByCustomerId  getProductInstanceForNegotiationByProductInstanceId |  | |
| **Sample GUI** |  |

# BundleManagement REST Service

This service provides operations in support of managing bundles for business anywhere clients.

## wireless-offers

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/wireless-offers | |
| **Method** | GET |
| **Description** | Retrieves the wireless offers currently assigned. And, a list of wireless offers available to assign. |
| **Input** | **ban** – account number  **sub** – subscriber number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | subscriptionid | “1232434” | Optional | If not supplied then it will only return a list of available product groups for the ban. | | language | “en”, “fr” | Optional | Language of decoration. Default is “en”. |   {  “ subscriptionid “ : “1232434”  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB-AUTH | Account number passed is invalid. Request is invalid. |  |  | BAN not found in datagrid. | | 400 | IS-AUTH | Phone number passed does not correspond to BAN passed. Request is invalid. |  |  | BAN looked up in datagrid, sub doesn't belong to this BAN | | 200 |  |  |  |  | If no assigned offer returned from backend and no offers for the BAN returned from the backend and there is no error thrown from the backend, the response will include only the **status** object. | | 200 | NQ | No Quote for BAN | 2004 |  | Error codes returned from backend: 2004 | | 500 |  | BundleCommitmentSvc failed. | Underlying error code | Underlying error text | Any Policy or Service Exception | | 500 |  | general error | Underlying error code | Underlying error text | Any caught exception not captured elsewhere and any other error where errorCode != 0 | |
| **Output** | “assignedWirelessOffer” : “<wireless offer info>“,  “availableWirelessOfferList” : [<list of available wireless offers>],  “status” : <status>  Where **wirelessOfferInfo**:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | wirelessOfferCd | String | The code associated with the offer | “WO\_3YR” | | wirelessOfferDescriptionTxt | String | A description of the offer | “Any Term Wireless” | | offersAvailableNum | int | Number of wireless offers available to be assigned to other subscribers. This will only be populated for availableWirelessOffers list. | 8 | | offersRedeemedNum | int | Number of wireless offers already assigned to subscribers. This will only be populated for availableWirelessOffers list. | 4 |   Example:  {  “wirelessOffersResponse”:  {  “assignedWirelessOffer”:  {  “wirelessOfferCd”: “WO\_3YR”,  “wirelessOfferDescriptionTxt”: “Any Term Wireless”  },  “availableWirelessOfferList” : [  {  “wirelessOfferCd”: “WO\_3YR”,  “wirelessOfferDescriptionTxt”: “Any Term Wireless”,  “offersAvailableNum”: 8,  “offersRedeemedNum”: 1  }, {  “wirelessOfferCd”: “TRM\_M12\_2”,  “wirelessOfferDescriptionTxt”: “Term wise discounts”,  “offersAvailableNum”: 7,  “offersRedeemedNum”: 6  }  ],  “status”:  {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BundleCommitmentSvc 1.01**  getAssignedWirelessOfferBySubscriptionID  getAvailableWirelessOfferByBillingAccountNumber | 100 ms average; 350 ms peak  200 ms average; 450 ms peak |   Expected average response time: 500 ms |
| **Sample GUI** |  |

## bundle-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/bundle-summary | |
| **Method** | GET |
| **Description** | Retrieves all the bundles and wireless offers of an account and the subscribers assigned to the offers. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | Language of decoration. Default is “en”. |   {  “language” : “fr”  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB | Invalid BAN |  |  |  | | 200 | NQB | No quote or bundle associated with this BAN | 3011 |  | Error codes returned from backend: 3011 | | 200 |  |  |  |  | If no quote or bundle is associated with the BAN and we do not receive error 3011 from backend, the response will include only ‘status’. | | 500 |  | BundleCommitmentSvc failed. | Underlying error code | Underlying error text | Any Policy or Service Exception | | 500 |  | general error | Underlying error code | Underlying error text | Any caught exception not captured elsewhere and any other error where errorCode != 0 | |
| **Output** | “bundleSummaryList” : [<list of bundle summary info>],  “status” : <status>  Where **bundleSummaryInfo**:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | wirelessOfferCd | String | The code associated with the offer | “WO\_3YR” | | wirelessOfferDescriptionTxt | String | A description of the offer | “Any Term Wireless” | | bundleName | String | The name of the bundle or quote |  | | subscriberList | String[] | Array of phone numbers |  |   Example:  {  “bundleSummaryResponse”:  {  “bundleSummaryList”: [  {  “wirelessOfferCd”: “WO\_3YR”,  “wirelessOfferDescriptionTxt”: “Term wise discounts”,  “bundleName”: “QuoteR0314”,  “subscriberList”: [  “514-181-0514”,  “514-181-0515”,  “514-181-0516”  ]  },  {  “wirelessOfferCd”: “TRM\_M12\_2”,  “wirelessOfferDescriptionTxt”: “Any Term Wireless”,  “bundleName”: “QuoteR0314”,  “subscriberList”: [  “514-181-0517”,  “514-181-0518”  ]  }  ],  “status”:  {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BundleCommitmentMgmtSvc 1.01**  getBundleCommitmentSummary | 150 ms average; 600 ms peak |   Expected average response time: 300 ms |
| **Sample GUI** |  |

## bundle-history/transaction-types

|  |  |
| --- | --- |
| **OPERATION**  bundle-history/transaction-types | |
| **Method** | GET |
| **Description** | Retrieves transaction types that can be passed in to bundle-history for the search |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | Language of decoration. Default is “en”. If decorate parameter is missing, this will be ignored. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 |  | BundleCommitmentMgmtSvc call failed | Underlying error code | Underlying error text | Any Policy or Service Exception | | 500 |  | general error | Underlying error code | Underlying error text | Any caught exception not captured elsewhere and any other error where errorCode != 0 | |
| **Output** | “transactionTypeList” : “<transaction type>“,  “status” : <status>  Where **transactionType**:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | transactionTypeCd | String | The code associated with the offer | “REMOVELINE” | | transactionTypeDescriptionTxt | String | A description of the offer | “Subscriber removed from Bundle” |   Example:  {  “bundleHistoryTransactionTypeResponse”:  {  “ transactionTypeList” : [  {  “transactionTypeCd”: “REMOVELINE”,  “transactionTypeDescriptionTxt”: “Subscriber removed from Bundle”  }, {  “transactionTypeCd”: “CANCELQUOTE”,  “transactionTypeDescriptionTxt”: “Quote has been cancelled”  }  ],  “status”:  {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BundleCommitmentMgmtSvc 1.01**  getTransactionTypeList | 125 ms average; 275 ms peak |   Expected average response time: 200 ms |
| **Sample GUI** |  |

## bundle-history

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/bundle-history | |
| **Method** | GET |
| **Description** | Retrieves history for bundle assignments etc. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | from | Start date yyyy-mm-dd | Mandatory | Start date of the transactions to look for | | to | End date yyyy-mm-dd | Mandatory | End date of the transactions to look for | | transactioncd | The transactioncd is any of the values returned by | Optional | If not provided, it will look for all transactions | | language | “en”, “fr” | Optional | Language of decoration. Default is “en”. If decorate parameter is missing, this will be ignored. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB | Invalid BAN |  |  |  | | 200 | ID | The end timestamp must occur after the start timestamp. | 3014 |  | Error codes returned from backend: 3014 | | 200 | IED | The end timestamp must occur after the start timestamp. | 3015 |  | Error codes returned from backend: 3015 | | 200 | IDR | Invalid transaction date range | 3016 |  | Error codes returned from backend: 3016 | | 200 | ITT | Invalid transaction type | 3017 |  | Error codes returned from backend: 3017 | | 500 |  | BundleCommitmentSvc failed. | Underlying error code | Underlying error text | Any Policy or Service Exception | | 500 |  | general error | Underlying error code | Underlying error text | Any caught exception not captured elsewhere and any other error where errorCode != 0 | |
| **Output** | “bundleHistoryList” : [<list of bundle history info>],  “status” : <status>  Where **bundleHistoryInfo**:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | transactionTypeCd | String | The code associated with the offer | “ADDLINE” | | transactionDetailsTxt | String | A description of the offer | “Subscriber is added to Quote” | | transactionDt | Date | Date when transaction occurred | e.g. “2013-06-07T08:50:44” |   Example:  {  “bundleHistoryResponse”:  {  “bundleHistoryList” : [  {  “transactionTypeCd”: “ADDLINE”,  “transactionDetailsTxt”: “Subscriber 416555555 is added to Quote 1”,  “transactionDt”: “2013-06-07T08:50:44”,  }, {  “transactionTypeCd”: “ADDLINE”,  “transactionDetailsTxt”: “Subscriber 416555556 is added to Quote 2”,  “transactionDt”: “2013-06-08T08:50:44”,  }  ],  “status”:  {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **BundleCommitmentMgmtSvc 1.0 (1.1)**  getBundleHistoryByBillingAccount | 100 ms average; 300 ms peak |   Expected average response time: 200 ms |
| **Sample GUI** |  |

# ServiceManagement REST Service

This service provides operations in support of managing add-on services.

## favourite-numbers

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/favourite-numbers | |
| **Method** | GET |
| **Description** | Return favourite numbers along with their associated nicknames and other attributes |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | serviceCd | “SXCC20R” | Optional | soc code of the Fave Numbers feature; required by downstream service; if provided, will avoid extra call to find it on service agreement | | featureCd | “CALLING\_CIRCLE” | Optional | feature code of the Fave Numbers; required by downstream service; if provided, will avoid extra call to find it on service agreement | | subscriptionId | Subscription ID | Optional | When provided, implementation can bypass call to SubscriberInfoService ; required by downstream service when calling getPhoneDirectory | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | SM-NS | This subscriber doesn't have fave numbers soc |  |  |  | | 500 | SM-SIS | Error retrieving fave numbers |  |  | any service/policy exception from SubscriberInfoSvc | | 500 | SM-SIMS | Error retrieving nicknames |  |  | any service/policy exception from SubscriberInfoMgmtSvc | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  faveNumberSetList : [ <**number set**> ]  Where **number set** consists of:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  |  | | featureCd | string |  |  | | setSizeNum | int | fave number set size | 1, 5, 10 | | effectiveDt | date | ISO8601 format date/time | “2013-05-22T05:07:22Z” | | expiryDt | date | ISO8601 format date/time | “2013-05-22T05:07:22Z” | | lastUpdateDt | date | ISO8601 format date/time |  | | currentList | fave-number | List of current phone number and nickname |  | | futureList | fave-number | List of future phone number and nickname |  |   where fave-number is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | phoneTxt | String | 10 digit phone number | “4164834566” | | nicknameTxt | String | nickname optionally assigned by user | “Mom” |   Sample output:  {  “faveNumberSetList”: [  {  “serviceCd”: “SPCC10X”,  “featureCd”: “CC”,  “setSizeNum”: 5,  “effectiveDt”: “2013-09-07T00:00:00”,  “expiryDt”: null,  “currentList”: [  {  “phoneTxt”: “4163445544”,  “nicknameTxt”: “Todd”  }, {  “phoneTxt”: “4163336866”,  “nicknameTxt”: null  }  ],  “futureList”: [  {  “phoneTxt”: “4163445544”,  “nicknameTxt”: “Todd”  }, {  “phoneTxt”: “4163336866”,  “nicknameTxt”: null  }  ]  }, {  “serviceCd”: “SPFAV5”,  “featureCd”: “CC”,  “setSizeNum”: 5,  “effectiveDt”: “2013-09-07T00:00:00”,  “expiryDt”: null,  “currentList”: [  {  “phoneTxt”: “4163445544”,  “nicknameTxt”: “Jane”  }, {  “phoneTxt”: “6473336866”,  “nicknameTxt”: “Dad”  }  ],  “futureList”: [  {  “phoneTxt”: “9050885544”,  “nicknameTxt”: “Seth”  }, {  “phoneTxt”: “6473336866”,  “nicknameTxt”: “Dad”  }  ]  }  ]  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberInformationService v 3.0**  getCallingCircleInformation | 3000 ms average; 5000 ms peak | | **SubscriberInformationManagementService v 1.0**  getPhoneDirectory | 1000 ms average; 3000 ms peak | | **SubscriberManagementService v 2.1**  getServiceAgreement | 3000 ms average; 5000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## favourite-numbers (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/favourite-numbers | |
| **Method** | PUT |
| **Description** | Update favourite numbers along with their associated nicknames and other attributes |
| **Input** | **ban** – account number  **sub** – phone number  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban |  | Mandatory | account number | | sub |  | Mandatory | phone number | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer | | salesRepCode |  | Optional | Mandatory only if role = dealer | | favouriteNumberChangeSet | FavouriteNumberChangeSet | Mandatory |  |   Where FavouriteNumberChangeSet is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | String |  | SPCC10X | | featureCd | String | Optional, this value can be found from the response of GET favourite-numbers operation | CC | | changeList | List of <FavouriteNumberChange> | List of current phone number and nickname |  |   where FavouriteNumberChange is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | phoneTxt | String | 10 digit phone number | “4164834566” | | nicknameTxt | String | nickname optionally assigned by user | “Mom” | | mode | String | Indicates whether to add or delete a number to/from the list.  Update means the change is made to nickname | "add" – new number to be added  "remove" – remove the number from existing list  "update" – update the nickNameTxt |   Payload example:  {  "ban": "70729942",  "sub": "4160502275",  "role": "client",    "serviceCd": "SXCC15",  "featureCd": "CCUTFM",  "changeList": [{  "phoneTxt": "4162221111",  "nicknameTxt": "Test 1",  "mode": "update"  },  {  "phoneTxt": "4162221113",  "nicknameTxt": "Test 3",  "mode": "add"  }]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | SM-EMC | Exceed max change limit |  | You can update any one number and associated nickname once every 30 day cycle. |  | | 400 | SM-NS | This subscriber doesn't have fave numbers soc |  |  |  | | 400 | SM-IPN | Invalid phone number format |  | Please ensure that all entered phone numbers are 10 digits with no letters or spaces. |  | | 400 | SM-SN | Special number |  | Favourite Numbers cannot be toll-free, 1-900, US or international numbers. See {xxxxxxxxxx} |  | | 400 | SM-PON | Favourite Numbers list is empty |  | Favourite Numbers list must contain at least one valid phone number. |  | | 500 | SM-SIS | Error retrieving fave numbers |  |  | any service/policy exception from SubscriberInfoSvc | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | status | Status |  |  |   Example:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberInformationService v 3.0**  getCallingCircleInformation | 3000 ms average; 5000 ms peak | | **SubscriberInformationManagementService v 1.0**  getPhoneDirectory | 1000 ms average; 3000 ms peak | | **SubscriberManagementService v 2.1**  getServiceAgreement | 3000 ms average; 5000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## voice-to-text/settings

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/add-on/voice-to-text/settings | |
| **Method** | GET |
| **Description** | Returns the current configuration for the voice to text add-on |
| **Input** | **ban** – account number  **sub** – phone number |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | SM-IB | Invalid BAN |  |  |  | | 400 | SM-IS | Invalid Sub |  |  |  | | 400 | SM-VTT | Plan does not have voice to text service |  |  |  | | 500 |  | Service order reference service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “settings” : [<settings >],  “status” : <status>  Where settings   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | textMessageInd | String | Indicates whether to send SMS | “y”,”n” | | emailInd | String | Indicates whether to send an email | “y”,”n” | | emailAddressTxt | String | The email address voice mail is sent to | me@mail.com | | wavAttachmentInd | String | Indicates whether to attach a wav file | “y”,”n” | | rollingListInd | String | Indicates whether to delete the voice mail | “y”,”n” |   Example:  {  “settings”: {  “textMessageInd”: “y”,  “emailInd”: “n”,  “emailAddressTxt”: null,  “wavAttachmentInd”: “n”,  “rollingListInd”: “y”,  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService v 4.3**  getFeatureList | 500 ms average; 1000 ms peak | | **SubscriberManagementService v 2.1**  getServiceAgreementForUpdate | 3000 ms average; 5000 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## voice-to-text/settings (PUT)

|  |  |
| --- | --- |
| **OPERATION**  add-on/voice-to-text/settings | |
| **Method** | PUT |
| **Description** | To configure the voice to text add-on |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | ban | 7801156 | Mandatory | Account number | | sub | 4165555555 | Mandatory | Phone number | | textMessageInd | “y”,”n” | Optional | Defaults to no | | emailInd | “y”, “n” | Optional | Defaults to no | | emailAddressTxt |  | \*Optional | Mandatory if emailInd=y | | wavAttachementInd | “y”, “n” | Optional | Defaults to no, this can only be y when emailInd=y | | rollingListInd | “y”, “n” | Optional | Defaults to no | | dealerCode |  | Optional | Mandatory only if role = dealer | | salesRepCode |  | Optional | Mandatory only if role = dealer | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | SM-IB | Invalid BAN |  |  |  | | 400 | SM-IS | Invalid Sub |  |  |  | | 400 | SM-VTT | Plan does not have voice to text service |  |  |  | | 400 | SM-NEA | Email address is not defined |  |  |  | | 500 |  | Service order reference service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | status | Status |  |  |   Example:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService v 4.3**  getFeatureList | 500 ms average; 1000 ms peak | | **SubscriberManagementService v 2.1**  getServiceAgreementForUpdate saveServiceAgreement | 3000 ms average; 5000 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

## voicemail-password (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/add-on/voicemail/settings/password | |
| **Method** | PUT |
| **Description** | Resets the voice mail password to the phone number. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | dealerCode |  | Optional | Mandatory only if role = dealer | | salesRepCode |  | Optional | Mandatory only if role = dealer | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB | Invalid BAN |  |  |  | | 400 | IS | Invalid Sub |  |  |  | | 400 | SM-VM | Plan does not have voice mail |  |  |  | | 500 |  | Service order reference service, or Product Catalogue Grouping Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | status | Status |  |  |   Example:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ServiceOrderReferenceService v 4.3**  getFeatureList | 500 ms average; 1000 ms peak | | **SubscriberManagementService v 2.1**  getServiceAgreementForUpdate saveServiceAgreement | 3000 ms average; 5000 ms peak |   Expected average response time: 4000 ms |
| **Sample GUI** |  |

# PrepaidFeatureManagement REST Service

This service provides operations in support of managing prepaid rate plan and feature change.

## feature-info

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/feature-info | |
| **Method** | GET |
| **Description** | Return feature information of the current subscription |
| **Input** | **ban** – account number (prepaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | | role | "client", "dealer", "agent", "store" | Optional | Default is "client". Used to drive privileges – whether a soc can be displayed, removed by the given role | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | PFM-SMS | Subscriber Management Service failed – unable to retrieve contract info |  |  | SM service Policy or Service Exception error | | 500 | PFM-SORS | Service Order Reference Service failed – unable to look up soc descriptions and attributes |  |  | SOR service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "balanceAmt" : <double>,  "balanceExpiryDt" : <date>,  "rateProfilesList": [<RateProfile>],  "includedFeaturesList" : [String],  "addedFeaturesList" : [<FeatureInfo>],  "status" : <status>  }  where:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | balanceAmt | double | current balance |  | | balanceExpiryDt | date | ISO8601 format date/time | “2013-05-22T05:07:22Z” |   where RateProfile is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | rateTypeCd | String |  | “local”,  “ld” – long distance  “ld-us” – long distance to U.S. | | chargeAmt | double | Non-formatted charge/credit | 0.50 | | unitOfMeasureCd | String |  | "minute" |   where FeatureInfo is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string | Prepaid feature code | "803" | | serviceDescriptionTxt | string | Description for display purposes in specified language | "Basic 15" | | displayPriorityNum | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 10011245 | | effectiveDt | date | ISO8601 format date/time | "2015-09-31T00:00:00" | | expiryDt | date | ISO8601 format date/time | "2015-10-30T00:00:00" | | autoRenewalFundSourceCdList | List of <string> | Eligible fund source(s) | “balance”, “creditcard” | | autoRenewTypeCd | string | “na” – the feature is not set to auto renew  “balance” – auto renew from account balance  “creditcard” – auto renew from credit card | “na”,  “balance”,  “creditcard” | | termNum | integer |  | 30, 1, 7 | | termUnitOfMeasureCd | string |  | “DAY” | | chargeAmt | double | Charge amount for the term | 15.75 |   Sample output:  {    "balanceAmt": 111.82,  "expiryDt": "2015-11-20T00:00:00",  "rateProfilesList": [{  "rateTypeCd": "local",  "chargeAmt": 0.0,  "unitOfMeasureCd": "minute"  },  {  "rateTypeCd": "ld",  "chargeAmt": 0.50,  "unitOfMeasureCd": "minute"  },  {  "rateTypeCd": "ld-us",  "chargeAmt": 0.50,  "unitOfMeasureCd": "minute"  }]  },    "includedFeaturesList": ["Call Display",  "Call Waiting",  "Conference calling",  "Voice Mail 3"],    "addedFeaturesList": [{  "serviceCd": "803",  "serviceDescriptionTxt": "Basic 15",  "displayPriorityNum": 10011245,  "effectiveDt": "2015-09-31T00:00:00",  "expiryDt": "2015-10-30T00:00:00",  "autoRenewalFundSourceCdList": ["balance", "creditcard"],  "autoRenewTypeCd": "creditcard",  "termNum": 30,  "termUnitofMeasureCd": "DAY",  "chargeAmt": 15.75  },  {  "serviceCd": "505",  "serviceDescriptionTxt": "Favourite Numbers",  "displayPriority": 10015310,  "effectiveDt": "2015-09-31T00:00:00",  "expiryDt": "2015-10-30T00:00:00",  "autoRenewalFundSourceCdList": ["balance", "creditcard"],  "autoRenewTypeCd": "balance",  "termNum": 30,  "termUnitofMeasureCd": "DAY",  "chargeAmt": 20.00  },  {  "serviceCd": "521",  "serviceDescriptionTxt": "Voicemail 10",  "displayPriority": 10014520,  "effectiveDt": "2015-09-31T00:00:00",  "expiryDt": "2015-10-30T00:00:00",  "autoRenewalFundSourceCdList": ["balance", "creditcard"],  "autoRenewTypeCd": "na",  "termNum": 30,  "termUnitofMeasureCd": "DAY",  "chargeAmt": 7.00  }],  "status": {  "statusCd": "200",  "statusTxt": "OK",  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberManagementService**  getServiceAgreement() | 3000 ms average; 5000 ms peak | | **ServiceOrderReferenceService**  getPrepaidServiceListByEquipmentAndNetworkType() | 1000 ms average; 3000 ms peak | | **SubscriptionService**  getBalance() | 3000 ms average; 5000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## available-features

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/available-features | |
| **Method** | GET |
| **Description** | Return a feature list that can be purchased |
| **Input** | **ban** – account number (prepaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | equipmenttypecd | “featurephone”,  “smartphone”,  “blackberry”,  “prepaidipad”  Default to “smartphone” | Optional | “featurephone” – map to D, Digital (feature phone)  “smartphone”- map to P, PDA (all smart phones incl. BB10, iPhone, etc.)  “blackberry”- map to Z, RIM (Bold, Curve, pre BB10)  “prepaidipad” – map to I, Prepaid iPad | | language | ""en", "fr" | Optional | Language of decoration. Default is "en". | | role | "client", "dealer", "agent", "store" | Optional | Default is "client". Used to drive privileges – whether a soc can be displayed, removed by the given role | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid subscriber | Sub [905-333-5454] Not Found |  |  | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | | 400 | PFM-IE | Invalid equipment |  |  |  | | 500 |  | Service order reference service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  "featuresCategoryList" : { <FeaturesCategoryInfo> },  "status" : <status>  }  where FeaturesCategoryInfo is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | categoryCd | string | Description of group name in the specified language | "CallingAddOns" | | categoryDescriptionTxt | string |  | "TELUS Rate Plans" | | categoryDisplayPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 10011245 | | optionalFeaturesList | List of <FeatureInfo> | List of FeatureInfo |  |   where FeatureInfo is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  | "803" | | serviceDescriptionTxt | string | Description for display purposes in specified language | "Basic 15" | | displayPriority | integer | Number to indicate the priority, the lower the number the higher it should be displayed in the list | 10011245 | | effectiveDt | date | ISO8601 format date/time | "2015-09-31T00:00:00" | | expiryDt | date | ISO8601 format date/time | "2015-10-30T00:00:00" | | autoRenewalFundSourceCdList | List of <string> | Eligible fund source(s) | [“balance”, “creditcard”] | | autoRenewTypeCd | string | Possible states:  “na” – the feature is not set to auto renew  “balance” – auto renew from account balance  “creditcard” – auto renew from credit card | “balance” | | termNum | integer |  | 30, 1, 7 | | termUnitOfMeasureCd | string |  | “DAY” | | chargeAmt | double | Charge amount for the term | 15.75 |   Sample response:  {  "featuresCategoryList": [{  "categoryCd": "CallingAddOns",  "categoryDescriptionTxt": "TELUS Rate Plans",  "categoryDisplayPriority": 10011245,  "optionalFeaturesList": [{  "serviceCd": "804",  "serviceDescriptionTxt": "Lite 25",  "displayPriority": 10011255,  "autoRenewalFundSourceCdList": [“balance”, “creditcard”],  "termNum": 30,  "termUnitOfMeasureCd": "DAY",  "chargeAmt": 25.75  },  {  "serviceCd": "104",  "serviceDescriptionTxt": "Talk Afterschool bundle",  "displayPriority": 10011800,  "autoRenewalFundSourceCdList": null,  "termNum": 30,  "termUnitOfMeasureCd": "DAY",  "chargeAmt": 25.00  }]  },    {  "categoryCd": "DataAddOns",  "categoryDescriptionTxt": "Data Add-ons",  "categoryDisplayPriority": 10012510,  "optionalFeaturesList": [{  "serviceCd": "310",  "serviceDescriptionTxt": "Data 10",  "displayPriority": 10012510,  "autoRenewalFundSourceCdList": [“balance”, “creditcard”],  "termNum": 30,  "termUnitOfMeasureCd": "DAY",  "chargeAmt": 25.75  }]  },  {  "categoryCd": "PayPerDayFeat",  "categoryDescriptionTxt": "Pay Per Day add-ons",  "categoryDisplayPriority": 10013100,  "optionalFeaturesList": [{  "serviceCd": "554",  "serviceDescriptionTxt": "Pay per Day Unlimited Early Nights and Weekends plus Messaging",  "displayPriority": 10013100,  "autoRenewalFundSourceCdList": ["balance"],  "termNum": 1,  "termUnitOfMeasureCd": "DAY",  "chargeAmt": 1.50  }]  }],    "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-10-11T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ServiceOrderReferenceService**  getPrepaidServiceListByEquipmentAndNetworkType | 1000 ms average; 3000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

## feature-set (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/feature-set | |
| **Method** | PUT |
| **Description** | Validate the feature change set then save it to the systems. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | featureChangeList | List of <FeatureChange> | Mandatory |  | | equipmentTypeCd | “featurephone”,  “smartphone”,  “blackberry”,  “prepaidipad” | Mandatory | “featurephone” – map to D, Digital (feature phone)  “smartphone”- map to P, PDA (all smart phones incl. BB10, iPhone, etc.)  “blackberry”- map to Z, RIM (Bold, Curve, pre BB10)  “prepaidipad” – map to I, Prepaid iPad | | role | "client", "dealer", "agent", "store" | Optional | Default is "client". Used to drive privileges – whether a soc can be displayed, removed by the given role | | dealerCode |  | Optional | Mandatory only if role = dealer | | salesRepCode |  | Optional | Mandatory only if role = dealer |   where FeatureChange is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceCd | string |  | "803" | | modeCd | string | “renew” – renew the feature  “update” – update existing auto renew setting  “add” – add a new feature to the account | “update” | | autoRenewTypeCd | string | “na” – the feature is not set to auto renew  “balance” – auto renew from account balance  “creditcard” – auto renew from credit card | “balance” |   Payload example:  {  "equipmentTypeCd": "smartphone",  "featureChangeList": [{  "serviceCd": "803",  "modeCd": "renew"  },  {  "serviceCd": "803",  "modeCd": "update",  "autoRenewTypeCd": "creditcard"  },  {  "serviceCd": "505",  "modeCd": "update",  "autoRenewTypeCd": "na"  },  {  "serviceCd": "511",  "modeCd": "add",  "autoRenewTypeCd": "balance"  }]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid subscriber | Sub [905-333-5454] Not Found |  |  | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | | 400 | PFM-ISOC | Invalid SOC |  |  |  | | 400 | PFM-IE | Invalid equipment |  |  |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | PFM-BTL | Your account balance is too low to complete the purchase of the feature(s) you've selected. Please top-up your account. | n/a |  | |
| **Output** | {  "userInfoMessagesList" : <UserInfoMessage>,  "status" : <status>  }  Where UserInfoMessage message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  | | parameterList | Array of Strings | An array of parameters that contains useful information about the warning. E.g. a list of lost add-ons |  |   Example - failed due to low balance check:  {  "userInfoMessagesList" : [{  "userInfoCd": "PFM-BTL",  "userInfoTxt": "Your account balance is too low to complete the purchase of the feature(s) you've selected. Please top-up your account.",  "parameterList": null,  }],  "status": {  "statusCd": "400",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  }  Example – successful:  {  "userInfoMessagesList" : [],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **OrderService**  createSubscriptionProductOrder() | 3000 ms average; 5000 ms peak | | **SubscriptionService**  changeProductCharacteristicValue()  removeSubscribedProduct() | 1000 ms average; 3000 ms peak |   Expected average response time: 4200 ms |
| **Sample GUI** |  |

# LoyaltyAndRewards v2.0 REST Service

This service provides information about both TELUS and Koodo wireless subscriber Reward programs and device financing options. It also exposes operations for updating Koodo Reward Account and inserting new transactions on it.

## device-balance-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/device-balance-summary | |
| **Method** | GET |
| **Description** | Returns wireless subscriber's device balance information for either of the 'Device Subsidy' or 'Easy Payment' financing models.The returned information consists of financing contract information with the outstanding balance and device information. Currently, Device Subsidy only supports handsets, while Easy Payment supports a variety of devices including phones, tablets, modems, etc. |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | subid | Subscription ID | Optional | When provided, implementation can bypass call to SubscriberInfoService. | | lang | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | DB-RS | Reward Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "balance-info" : { <balance info> }  Where **balance info** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | balanceTypeCd | string | Balance type Code | "finance" -  Easy Payment  "hardware" - Device Subsidy  "na" – no device financing | | contractStartDt | Date | Contract start date | "2013-05-22T05:07:22Z" | | contractEndDt | Date | Contract end date | "2013-05-22T05:07:22Z" | | previousContractStartDt | Date | Previous contract start date | "2013-05-22T05:07:22Z" | | previousContractEndDt | Date | Previous contract end date | "2013-05-22T05:07:22Z" | | contractTermNum | integer | Number of months | 12, 24, 36, null | | balanceAmt | decimal | Current balance | 300.0 | | incentiveAmt | decimal | Incentive amount | 300.0 | | taxAmt | decimal | Device Purchase tax - Applicable for Easy Payment only | 130.0 | | downPaymentAmt | decimal | Device down-payment amount | 100.0 | | originalBalanceAmt | decimal | Original Device Balance amount | 700.0 | | paidUpToDateAmt | decimal | Up-to-date payment amount | 400.0 | | monthlyDrawdownAmt | double | Monthly deduction from balance | 8.82 | | monthsToGoNum | integer | Months left | 27 | | minimumRatePlanValueAmt | decimal | Rate plan minimum monthly charge |  | | minimumAddOnValueAmt | decimal | Add-on services minimum monthly |  | | minimumCombinedValueAmt | decimal | Minimum combined value |  | | dataCommitmentInd | boolean | Indicates whether there is a data commitment |  | | deviceNameTxt | string | Device name |  | | deviceSerialNum | string | Device serial number | “900000000845234” | | devicePriceAmt | decimal |  |  | | deviceTypeCd | string | Device type - Applicable for Easy Payment only | “smartphone",  "feat\_phone",   "tablet",  "wireless\_modem" |   Example:  {  “balanceTypeCd” : “finance”  "contractStartDt": "2013-04-09",  "contractEndDt": "2016-04-09",  "previousContractStartDt": "2013-04-09",  "previousContractEndDt": "2016-04-09",  "contractTermNum": 36,  "balanceAmt": "300.00",  "incentiveAmt": "300.00",  "taxAmt": "130.00",  "downPaymentAmt": "100.00",  "originalBalanceAmt": "800.00",  "paidUpToDateAmt": "300.00",  "monthlyDrawdownAmt": "8.82",  "monthsToGoNum": 34,  "minimumRatePlanValueAmt" : 50.0,  "minimumAddOnValueAmt" : null,  "minimumCombinedValueAmt" : 70.0,  "dataCommitmentInd" : true,  "deviceNameTxt" : "iPhone 5"  "deviceSerialNum": “900000000845234”,  "devicePriceAmt " : "1000.00"  "deviceTypeCd" : "smartphone"  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RewardService v3.1**  getRewardAccountInformation  getRewardCommitment | 500 ms average; 1000 ms peak  500 ms average; 1000 ms peak | | **SubscriberInformationService 3.4**  getSubscriberIdentifierByPhoneNumberAndAccountNumber | 2000 ms average; 5000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## device-balance-history

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/device-balance-history | |
| **Method** | GET |
| **Description** | Returns wireless subscriber's device balance history information for either of the 'Device Subsidy' or 'Easy Payment' financing models. The returned information contains the current device balance summary and the history of the device financing transactions. Currently, Device Subsidy only supports handsets, while Easy Payment supports a variety of devices including phones, tablets, modems, etc. |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | subid | Subscription ID | Optional | When provided, implementation can bypass call to SubscriberInfoService. | | lang | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | DB-RS | Reward Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  balanceInfo : {<balance info>},  commitmentInfo : {<commitment info>},  status : {Status}  }  where **balance info** is described above under handset-balance-summary, and **commitment info** is as follows:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | previousMonthsToGoNum | int |  |  | | previousPaidDt | Date |  |  | | previousBalanceAmt | double |  |  | | previousUpgradeCreditAmt | double |  |  | | previousPaidAmt | double |  |  | | cancellationPaidInd | boolean |  |  | | transactionList | Transaction |  |  |   Where Transaction is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | transactionDt | Date | Transaction date | "2013-05-22T05:07:22Z" | | reasonCd | String | Transaction reason code |  | | transactionTypeCd | String | Transaction type code |  | | currentBalanceAmt | double | Current balance | 300.0 | | transactionAmt | double | Transaction amount | 50.0 | | monthlyDrawdownAmt | double | Monthly deduction from balance | 8.82 | | monthsToGoNum | Int | Months left | 27 | | reasonTxt | String | Reason description |  |   Example:  {  "balanceInfo": {  “balanceTypeCd” : “finance”  "contractStartDt": "2013-04-09",  "contractEndDt": "2016-04-09",  "previousContractStartDt": "2013-04-09",  "previousContractEndDt": "2016-04-09",  "contractTermNum": 36,  "balanceAmt": "300.00",  "incentiveAmt": "300.00",  "taxAmt": "130.00",  "downPaymentAmt": "100.00",  "originalBalanceAmt": "800.00",  "paidUpToDateAmt": "300.00",  "monthlyDrawdownAmt": "8.82",  "monthsToGoNum": 34,  "minimumRatePlanValueAmt" : 50.0,  "minimumAddOnValueAmt" : null,  "minimumCombinedValueAmt" : 70.0,  "dataCommitmentInd" : true,  "deviceName" : "iPhone 5"  "deviceSerialNum": “900000000845234”,  "devicePriceAmt " : "1000.00"  "deviceTypeCd" : "smartphone"  },  "commitmentInfo": {  "previousMonthsToGoNum": 28,  "previousPaidDt": "2013-07-09T00:00:00",  "previousBalanceAmt": 325.0,  "previousUpgradeCreditAmt": 375.0,  "previousPaidAmt": 25.0,  "cancellationPaidInd": false,  "transactionList": [  {  "transactionDt": "2013-06-09T00:00:00",  "reasonCd": "MD",  "transactionTypeCd": "PMT",  "currentBalanceAmt": 350.0,  "transactionAmt": 25.0,  "monthlyDrawdownAmt": 25.0,  "monthsToGoNum": 27,  "reasonTxt": "monthly deduction"  }, {  "transactionDt": "2013-07-09T00:00:00",  "reasonCd": "MD",  "transactionTypeCd": "PMT",  "currentBalanceAmt": 325.0,  "transactionAmt": 25.0,  "monthlyDrawdownAmt": 25.0,  "monthsToGoNum": 26,  "reasonTxt": "monthly deduction"  }  ]  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RewardService v3.1**  getRewardAccountInformation  getRewardCommitment | 500 ms average; 1000 ms peak  500 ms average; 1000 ms peak | | **SubscriberInformationService 3.4**  getSubscriberIdentifierByPhoneNumberAndAccountNumber | 2000 ms average; 5000 ms peak |   Expected average response time: 1200 - 3200 ms |
| **Sample GUI** |  |

## loyalty-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/loyalty-summary | |
| **Method** | GET |
| **Description** | Returns TELUS Loyalty Program Summary information that includes available member points and equivalent dollar amount for a given wireless BAN. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | *subscriptionid* | Subscription ID as defined in CODS | Optional |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | NE | Not Enrolled |  | No loyalty account set up for billing account <ban> | No loyalty account set up for this account | | 500 | LMSF | Loyalty Management Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "loyaltySummaryResponse " : { < loyalty-summary > }  Where **loyalty-summary** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | memberPointsAvailableNum | integer | Member Points Available |  | | dollarAmt | decimal | Converted Dollar Amount for member points | dollar amount (100 points = $1) |   Example:  {  “memberPointsAvailableNum”:”1000”,  “dollarAmt”:”10”,  },  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **LoyaltyManagementSvc v1.0**  getLoyatyAccountBalance | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## loyalty-details

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/loyalty-details | |
| **Method** | GET |
| **Description** | Returns TELUS Loyalty Program detailed information including available member points, equivalent dollar amount, enrollment date, terms & conditions acceptance flag, external member info, loyalty account status, etc. given wireless BAN. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | *subscriptionid* | Subscription ID as defined in CODS | Optional |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | NE | Not Enrolled |  | No loyalty account set up for billing account <ban> | No loyalty account set up for this account | | 500 | LMSF | Loyalty Management Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "loyaltyDetailsResponse " : { < loyalty-details > }  Where **loyalty-details** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | eligibilityInd | boolean | Eligibility Indicator | "true" when eligible | | loyaltyAccountNumCd | string | Loyalty Account Number |  | | externalMemberIdCd | string | External Member ID | is the SBInternalMemberId from vendor's system | | externalMemberNumCd | string | External Member Number | is a concatenation of a code(I-Consumer, B-Business and K-Koodo) and telus BAN which will be like B123456/I21678/K12345. Its name is MemberAccountId in vendor's system. | | loyaltyAccountStatusCd | string | Loyalty Account Status Code | Active , S - Suspended | | termAndConditionsAcceptanceStatusCd | string | Terms/Conditions Acceptance | Status Code : Y- Accepted , N - Not Accepted | | enrollmentDt | datetime | Enrollment Date |  | | memberPointsAvailableNum | integer | Member Points Available |  | | dollarAmt | decimal | Converted Dollar Amount for member points | dollar amount (100 points = $1) |   Example:  {  "eligibilityInd":"true",  "loyaltyAccountNum”:”123456”,  "externalMemberId”:”a1b2c30000”,  "externalMemberNum”:”I123456780”,  "loyaltyAccountStatusCd”:”A”,  “termAndConditionsAcceptanceStatusCd”:”Y”,  “enrollmentDt”: : "2012-06-14T00:00:00",  “memberPointsAvailableNum”:”1000”,  “dollarAmt”:”10”,  },  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **LoyaltyManagementSvc v1.0**  getLoyaltyAccountInformation | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## reward-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/reward-summary | |
| **Method** | GET |
| **Description** | Returns Koodo subscriber's Reward Account Summary information that includes balance, offer code, discount amount, subscriber transaction list, etc. |
| **Input** | **ban** – account number  **sub** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | *showbalancetype* | “y”, “n”, whether or not to show balance type | Optional | Default is “y’ | | *showprofile* | “y”, “n”, whether or not to show balance type | Optional | Default is “y’ | | *showhistory* | “y”, “n”, whether or not to show transaction history | Optional | Default is “n’ | | *startdate* | “2014-01-01” | Optional | Only used when history is requested | | *enddate* | “2014-01-31” | Optional | Only used when history is requested | | *language* | "en", "fr", determines language of decoration | Optional | Default is “en” | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  |  |  | No loyalty account set up for billing account <ban> | No loyalty account set up for this account | | 500 | HPASF | HPA Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | " rewardSummaryResponse" : { < rewardAccount > }  Where **rewardAccount** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | subscriptionId | integer | SubscriptionID |  | | rewardAccountId | integer | Reward Account ID |  | | currencyBalAmt | double | Balance in currency | Tab balance (for all cases-BillDiscount, Tab, SmartPay) | | billingAccountNumTxt | String | Wireless Billing Account Number |  | | phoneNumTxt | string | Phone number |  | | activationDt | date | Activation Date |  | | statusCd | String | Status Code |  | | statusDescriptionTxt | string | Status description |  | | accountDetail | - | Account Detail object, see below |  | | subscriberTransactionsList | - | Transaction History object, see below |  |   Where **accountDetail** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | offerCd | string | Offer Code | Tab, SmartPay, BillDiscount | | offerTierCd | string | Offer Tier Code | returns TAB L or TAB M if offerCode is SmartPay | | descriptionTxt | string | Account description (en) | full description of Tab, SmartPay, BillDiscount | | lowerBalanceLimitAmt | double | Lower Balance Limit |  | | upperBalanceLimitAmt | double | Upper Balance Limit |  | | accrualRateAmt | double | Accrual Rate | 0 (Bill Discount), 10%(tab), 10%(SmartPay) | | pricePlanGroupCd | string | Price Plan Group Code |  | | discountAmt | double | Discount | 10% or $5 (Bill Discount), 0 (Tab), 0 (Smartpay) | | discountTypeTxt | string | Discount Type | % or $ (Bill Discount), na (Tab), na(Smartpay) | | discountTypeCd | string | Discount Type Cd | KB Discount code (BillDiscount), na (Tab), na (SmartPay) | | chargeAmt | double | Charge Amount | The monthly SmartPay charge amount (for example $10). | | chargeCd | string | Charge Code | This SOC can be used in any Price Plan filtering or SOC presentation. | | minPricePlanCostAmt | double | Minumum Price Plan Cost |  | | offerTypeCd | string | Add v1.1. It represents offer type | Standard(1), BillDiscount(2), SmartPay(3) | | pricePlanHighTierInd | boolean | Add v1.1.. It returns false or true if the Price Plan Group is in High Tier class. There will be only one Highr Tier class as per business requirements |  | | chargePromoCd | string | Tab Charge Promo Code (Discount Plan Code) |  | | chargePromoExpiryDt | datetime | Tab Charge Promo Exipiry Date |  | | redeemedOffer | <OfferInfo> | Used by Koodo Offer to retrieve special plans based on the offer info |  | | legacyTabInd | boolean | If the offer type code is 1, 2, 5, 9, etc., the indicator will be set to “true” and the consumer should use SIM Only plan group SOC (3PCTABSIM) to call PricePlanInfo available-plans operation. | “true”, “false” |   Where **OfferInfo** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | offerId | string |  | “1001670” | | offerPerspectiveDt | datetime |  | “2016-02-25T22:00:15-04:00” | | offerSystemId | string |  | “13573” |   Where **subscriberTransactionsList** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | transactionTypeCd | string | Transaction Type Code |  | | reasonCd | string | Reason Code |  | | transactionAmt | double | Transaction Amount |  | | accountBalanceAmt | double | Account Balance |  | | transactionId | integer |  |  | | rewardAccountId | integer | Reward Account ID |  | | transactionDt | datetime |  |  | | catalogueItemIdCd | string | Catalogue Item Id |  | | offerCd | string | Offer Code |  | | crossReference | - | Cross Reference object, see below |  |   Where **crossReference** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | applSrcXrefWorkId | integer | Application Source External Reference Work Id |  | | rewardTxnId | integer | Reward Taxation Id |  | | servreqHeaderId | integer | Servreq Header Id |  | | appId | integer | Application Id |  | | transId | integer | Transaction Id |  | | transItemId | integer | Transaction Item Id |  | | teaTxnTypeCd | string |  |  | | orgTransCd | string |  |  | | createUserIdCd | string | createUserId |  | | servreqTransactionDt | datetime | SRDB transaction date |  | | transactionDt | datetime | HPA timestamp |  |   Example:  {  "rewardSummaryResponse"{  "rewardAccount": {  "subscriptionId": "8384448",  "rewardAccountId": "14543380",  "currencyBalAmt": -504.0,  "billingAccountNumTxt": "70749386",  "phoneNumTxt": "5871743731",  "activationDt": "",  "statusCd": "O",  "statusDescriptionTxt": "",  "accountDetail": {  "offerCd": "6",  "offerTierCd": "",  "descriptionTxt": "Tab Plus",  "lowerBalanceLimitAmt": -504.0,  "upperBalanceLimitAmt": 0.0,  "accrualRateAmt": 0.0,  "pricePlanGroupCd": "3PCTABTP",  "discountAmt": 0.0,  "discountTypeTxt": "",  "discountCd": "",  "chargeAmt": 21.0,  "chargeCd": "3STAB21",  "minPricePlanCostAmt": 0.0,  "offerTypeCd": "3",  "pricePlanHighTierInd": "true",  "chargePromoCd": "",  "chargePromoExpiryDt": "",  "redeemedOffer": {  "offerId": "1001670",  "offerPerspectiveDt": "2016-02-25T22:00:15-04:00",  "offerSystemId": "13573"  },  "legacyTabInd": "false"  },  "subscriberTransactionsList": {  "transactionTypeCd": "RDMP",  "reasonCd": "ACTV",  "transactionAmt": -504.0,  "accountBalanceAmt": -504.0,  "transactionId": "395328",  "rewardAccountId": "14543380",  "transactionDt": "2016-02-25T22:00:15-04:00",  "catalogueItemId": "1125",  "offerCd": "6",  "crossReference": {  "applSrcXrefWorkId": "",  "rewardTxnId": "",  "servreqHeaderId": "",  "appId": "",  "transId": "",  "transItemId": "",  "teaTxnTypId": "",  "orgTransNum": "",  "createUserId": "",  "servreqTransactionDt": "",  "transactionDt": ""  },    },    },  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-04:00",  "systemErrorTxt": "null"  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **HardwarePurchaseAccountService\_v1\_4**  fetchRewardAccount \*\*  *\*\* with these options: isBalanceTypeRequested = true*  *isProfileRequested=true*  *isHistoryRequested=false* | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## reward-payment-eligibility

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/reward-payment-eligibility | |
| **Method** | GET |
| **Description** | Returns an indicator used to determine if a Koodo subscriber can put their Tab Balance on their next bill so that they can purchase a new device or switch to No-Tab discount. It also returns maximum payable amount for the Reward account. |
| **Input** | **ban** – account number  **sub** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | *creditclass* | Credit class of user | Y | Consumer should default would be “B” if ban and credit class not available. Same credit class mapping as used for BANs. Subscriber is elgibile for specific Tab Offer based on his/her cerdit class | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid Sub |  | Subscriber {sub} not found for account {ban} | Error code | | 500 | HPASF | HPA Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | " rewardPaymentEligibilityResponse" : { < rewardPaymentEligibility > }  Where **rewardPaymentEligibility** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | maxPaymentAmt | double | Max payment amount for Tab balance. | Ie “50.0” | | payByBillInd | Boolean | True when amount is payable by bill. |  |   Example:  “ rewardPaymentEligibilityResponse” {  “maxPaymentAmt” : “50.0”  “payByBillInd” : “false”  }  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **HardwarePurchaseAccountService\_v1\_2( 1.2 )** getBalancePaymentEligibility | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## reward-account-transaction

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/reward-account-transaction | |
| **Method** | PUT |
| **Description** | Records a Reward Account transaction for the Koodo subscriber including but not limited to Redemption, Return, Accrual and Exchange transaction types. |
| **Input** | **ban** – billing account number  **sub** – subscriber MDN  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | ban | Billing account number | Y |  | | sub | subscriber MDN | Y |  | | rewardTransactionList | Transaction List | Y | 1-10 repititions | |  |  |  |  |   Where **rewardTransactionList** is   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | applicationId | Application identigfier | Y |  | | transactionType | Transaction Type | Y |  | | reasonCd | Reason Code | Y |  | | transactionAmt | Transaction Amount | Y |  | | accountBalanceAmt | Account Balance | N |  | | transactionId | Transaction Identifier | N |  | | rewardAccountId | Reward Account Identifier | N |  | | transactionDt | Transaction Date | Y |  | | catalogueItemId | Catalogue Item Identifier | N |  | | offerCd | Offer Code | N |  | | creditClass | Credit Class | N |  | | reasonCodeDescription |  | N | 1-10 repititions | | transactionTypeDescription |  | N | 1-10 repititions | | crossReference |  | N |  |   Where **reasonCodeDescription** is   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | locale | Description locale | Y |  | | descriptionTxt | Description of reason code | Y |  |   Where **transactionTypeDescription** is   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | locale | Description locale | Y |  | | descriptionTxt | Description of transaction type | Y |  |   Where **crossReference** is   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | applSrcXrefWorkId | Cross reference Id between following data scources: HPA transactions (CRDB-HPA), SRDB and TEA transactions | N |  | | rewardTxnId | Reward Transaction Id | N |  | | servreqHeaderId | SRDB transaction id | N |  | | appId | Transaction CMDB application id (stored in HPA) | N |  | | transId | HPA transaction id | N |  | | transItemId | SRDB transaction item id | N |  | | teaTxnTypeCd | TEA transaction id | N |  | | orgTransCd | TEA organization transaction number | N |  | | createUserIdCd | User created transaction | N |  | | servreqTransactionDt | SRDB transaction date | N |  | | transactionDt | HPA transaction date | N |  |   Example body:  {  "ban":"87654321",  "sub":"4169762121",  "rewardTransactionList": [  {  "applicationId": "1",  "transactionType": "Tab S",  "reasonCd": "",  "transactionAmt": "1.00",  "accountBalance": "150.0",  "transactionId": "",  "rewardAccountId": "",  "transactionDt": "1999-12-24T19:00:00",  "catalogueItemId": "",  "offerCd": "0.0",  "creditClass": "0.0",  "reasonCodeDescription": [  {  "locale": "en",  "descriptionTxt": "The description"  }  ],  "transactionTypeDescription": [  {  "locale": "fr",  "descriptionTxt": "le description"  }  ],  "crossReference": [  {  "applSrcXrefWorkId": "",  "rewardTxnId": "",  "servreqHeaderId": "",  "appId": "",  "transId": "",  "transItemId": "",  "teaTxnTypeCd": "",  "orgTransCd": "",  "createUserIdCd": "",  "servreqTransactionDt": "",  "transactionDt": ""  }  ]  }  ]  } |
|  |  |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid Sub |  | Subscriber {sub} not found for account {ban} | Error code | | 500 | HPASF | HPA Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | " rewardAccountTransactionResponse" : { < status > }  Example:  “rewardAccountTransactionResponse” {  }  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **HardwarePurchaseAccountService\_v1\_2( 1.2 )** addRewardAccountTransaction | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## reward-account-profile

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/reward-account-profile | |
| **Method** | POST |
| **Description** | Used to update Koodo subscriber's Reward Account by accepting Credit Class, Offer code, Transaction Reason Code, and some Reward profile information. |
| **Input** | **ban** – account number  **sub** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | ban | Billing account number | Y |  | | sub | subscriber MDN | Y |  | | creditClass | Credit class | Y |  | | offerCode | Offer code | Y |  | | transactionReasonCode | Transaction reason code | Y |  | | redeemedAmount | Redeemed amount | N |  |   Where  Example body:  {  "ban":"87654321",  "sub":"4169762121",  “creditClass” : “1”,  “offerCode” : “4”,  “transactionReasonCode” : “”,  “redeemedAmount” : “25.00”  } |
|  |  |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid Sub |  | Subscriber {sub} not found for account {ban} | Error code | | 500 | HPASF | HPA Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | " rewardAccountProfileResponse " : { < status > }  Example:  “rewardAccountProfileResponse” {  }  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **HardwarePurchaseAccountService\_v1\_2( 1.2 )** updateRewardAccountProfile | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## reward-eligible-offers

|  |  |
| --- | --- |
| **OPERATION**  /reward-eligible-offers | |
| **Method** | GET |
| **Description** | Returns all Koodo offers that account is eligible for based on credit class and optionally device price. |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | *reasoncode* | Reason for transaction (ie “ACTV”) | Y | Reason codes from HPA service doc:  GOOD WILL = "GWL";  BILLING\_ADJUSTMENT = "BLADJ";  **ACTIVATION = "ACTV";**  UPGRADE = "UPGD";  EXCHANGE ACTIVATION = "EXACTV";  EXCHANGE UPGRADE = "EXUPGD";  BIILING ACRUAL = "BLNG";  CLOSE OUT = "CLS";  RETURN ACTIVATION = "RTNACT";  RETURN UPGRADE = "RTNUPGD";  BILLING CORRECTION = "BILLGCORR";  LUMP SUM CHARGE PAY BY BILL = "CHRGBILL";  LUMP SUM CHARGE PAY BY TILL = "CHRGTILL";  LUMP SUM PAYOFF= "PAYOFF";  LUMP SUM\_REFUND BY BILL = "RFNDBILL";  LUMP SUM REFUND BY TILL = "RFNDTILL";  PROFILE UPDATE = "PROFILEUPDATE";  TOWN = "TOWN"; SMARTPAY CHARGE = "TCRG"; | | *ban* | Wireless Billing Account Number | N | Not required for when **reason code = ACTV** (activation) but applicable in this case. | | *sub* | Wireless Subscriber | N | Not required for when **reason code = ACTV** (activation) but applicable in this case. | | *creditclass* | Credit class of user | Y | Consumer should default would be “B” if ban and credit class not available. Same credit class mapping as used for BANs. Subscriber is elgibile for specific Tab Offer based on his/her cerdit class | | *equipmentprice* | Dollar amount of desired phone purchase. (ie”50.00”) | N | If below $500, this amount is max tab of new BAN if created. SmartPay maxLimit will be adjusted (limited) to the equipment price if equipment price is provided. | | *productcode* |  | N | Sku for p3ms to determine sku hardware discount | | *language* | "en", "fr", determines language of decoration | N | Default is “en” | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Invalid Sub |  | Subscriber {sub} not found for account {ban} |  | | 500 | HPASF | HPA Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | " rewardEligibleOffersResponse" : { < rewardEligibleOfferList> }  Where **rewardEligibleOfferList** is: -> require a mediation policy to be applied in SOA for list objects to be supported   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | offerCd | string | Offer code | Tab, BillDiscount, SmartPay | | descriptionTxt | string | Offer description | Program (Offer) full description | | lowerBalanceLimitAmt | double | Lower Balance Limit |  | | upperBalanceLimitAmt | double | Upper Balance Limit |  | | minRedeemableAmt | double | Minimum Redeemable Amount |  | | maxRedeemableAmt | double | Maximum Redeemable Amount |  | | pricePlanGroupCd | string | Price Plan Group Code |  | | accrualRateAmt | double | Acrual Rate | 0 (Bill Discount), 10%(tab), 10%(SmartPay) | | discountAmt | double | Discount | 10% or $5 (Bill Discount), 0 (Tab), 0 (Smartpay) | | discountPercentageAmt | double | Discount Percentage |  | | discountCd | String | Discount Code |  | | payOffBalanceInd | Boolean |  |  | | offerTypeCd | String | Add v1.1. It represents offer type | Standard(1), BillDiscount(2), SmartPay(3) | | pricePlanHighTierInd | Boolean | Add v1.1. It returns false or true if the Price Plan Group is in High Tier class. There will be only one Highr Tier class as per business requirements |  | | **offerChargeList** |  |  |  |   here **offerChargeList** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | minLimitAmt | double |  | >=0 (tier minimum amount) | | maxLimitAmt | double |  | >=0 (tier maximum amount) | | chargeAmount | double |  | $10 (for example) | | chargeCode | string | KB RC SOC |  | | minPricePlanCost | double | it will be used in Phase 2 |  | | pricePlanGroupCd | string | Price Plan group Code for charging tier |  | | chargePromotionCd | string |  |  | | chargePromotionMonthCountNum | integer |  |  | | productDiscountAmt | double |  |  | | descriptionTxt | String | Tab Tier Description | Added in v1.2. Tab Tier English/French description |   Example:  “rewardEligibleOffersResponse”  {  “rewardEligibleOfferList” : [  {  “offerCd” : “1”,  “descriptionTxt” : “Tab S”,  “lowerBalanceLimitAmt” : “150.0”,  “upperBalanceLimitAmt” : “150.0”  “minRedeemableAmt” : “0.0,  “maxRedeemableAmt” : “0.0,  “pricePlanGroupCd” : “3PCTABS”,  “accrualRateAmt” : “15.0”,  “discountAmt” : “0.0”,  “discountPercentageAmt” : “0.0”,  “payOffBalanceInd” : “false”  “offerTypeCd” : “1”,  “pricePlanHighTierIndicator” : “true”,  “offerChargeList” : [  {  “minLimit” : “300.01”,  “maxLimit” : “500.0”,  “chargeAmt” : “10.0”,  “chargeCode” : “3STAB10”,  “minPricePlanCost” : “0.0”,  “pricePlanGroupCode” : “3PCTABL”  “descriptionTxt” : “description here”  }  ]  }  ]  "status": {  "statusCd": "200",  "statusSubCd": "null",  "statusTxt": "OK",  "systemErrorCd": "null",  "systemErrorTimeStamp": "2013-06-24T13:45:03-4:00",  "systemErrorTxt": "null"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **HardwarePurchaseAccountService\_v1\_1\_1( 1.1.1 )** getEligibleOfferList | 500 ms average; 1000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

# LoyaltyAndRewards v1.0/v1.1 REST Service

This service provides information about both TELUS and Koodo wireless subscriber Reward programs and device financing options. It also exposes operations for updating Koodo Reward Account and inserting new transactions on it.

## handset-balance-summary

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/handset-balance-summary | |
| **Method** | GET |
| **Description** | Return information about handset balance and commitment |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | subid | Subscription ID | Optional | When provided, implementation can bypass call to SubscriberInfoService. | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | DB-RS | Reward Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "balance-info" : { <balance info> }  Where **balance info** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | contractStartDt | Date | Contract start date | "2013-05-22T05:07:22Z" | | contractEndDt | Date | Contract end date | "2013-05-22T05:07:22Z" | | previousContractStartDt | Date | Previous contract start date | "2013-05-22T05:07:22Z" | | previousContractEndDt | Date | Previous contract end date | "2013-05-22T05:07:22Z" | | contractTermNum | Int | Number of months | 12, 24, 36, null | | balanceAmt | double | Current balance | 300.0 | | incentiveAmt | double | Incentive amount | 300.0 | | monthlyDrawdownAmt | double | Monthly deduction from balance | 8.82 | | monthsToGoNum | Int | Months left | 27 | | minimumRatePlanValueAmt | double | Rate plan minimum monthly charge |  | | minimumAddOnValueAmt | double | Add-on services minimum monthly |  | | minimumCombinedValueAmt | double | Minimum combined value |  | | dataCommitmentInd | boolean | Indicates whether there is a data commitment |  | | handsetName | string | Product name |  |   Example:  {  "contractStartDt": "2013-04-09",  "contractEndDt": "2016-04-09",  "previousContractStartDt": "2013-04-09",  "previousContractEndDt": "2016-04-09",  "contractTermNum": 36,  "balanceAmt": "300.00",  "incentiveAmt": "300.00",  "monthlyDrawdownAmt": "8.82",  "monthsToGoNum": 34,  "minimumRatePlanValueAmt" : 50.0,  "minimumAddOnValueAmt" : null,  "minimumCombinedValueAmt" : 70.0,  "dataCommitmentInd" : true,  "handsetName" : "iPhone 5"  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RewardService v3.0**  getRewardAccountInformation  getRewardCommitment | 500 ms average; 1000 ms peak  500 ms average; 1000 ms peak | | **SubscriberInformationService 3.0**  getSubscriberIdentifierByPhoneNumberAndAccountNumber | 2000 ms average; 5000 ms peak |   Expected average response time: 1200/3200 ms |
| **Sample GUI** |  |

## handset-balance-history

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/handset-balance-history | |
| **Method** | GET |
| **Description** | Return history related to handset balance. This operation implicitly invokes handset-balance-summary |
| **Input** | **ban** – account number (postpaid only)  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | subid | Subscription ID | Optional | When provided, implementation can bypass call to SubscriberInfoService. | | language | "en", "fr" | Optional | Language of decoration. Default is "en". | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | DB-RS | Reward Service failed |  |  | SM service Policy or Service Exception error | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | {  balanceInfo : {<balance info>},  commitmentInfo : {<commitment info>},  status : {Status}  }  where **balance info** is described above under handset-balance-summary, and **commitment info** is as follows:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | previousMonthsToGoNum | int |  |  | | previousPaidDt | Date |  |  | | previousBalanceAmt | double |  |  | | previousUpgradeCreditAmt | double |  |  | | previousPaidAmt | double |  |  | | cancellationPaidInd | boolean |  |  | | transactionList | rewardTransaction |  |  |   Where rewardTransaction is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | transactionDt | Date | Transaction date | "2013-05-22T05:07:22Z" | | reasonCd | String | Transaction reason code |  | | transactionTypeCd | String | Transaction type code |  | | currentBalanceAmt | double | Current balance | 300.0 | | transactionAmt | double | Transaction amount | 50.0 | | monthlyDrawdownAmt | double | Monthly deduction from balance | 8.82 | | monthsToGoNum | Int | Months left | 27 | | reasonTxt | String | Reason description |  |   Example:  {  "balanceInfo": {  "contractStartDt": "2013-04-09T00:00:00",  "contractEndDt": "2016-04-09T00:00:00",  "previousContractStartDt": "2013-04-09T00:00:00",  "previousContractEndDt": "2016-04-09T00:00:00",  "contractTermNum": 36,  "balanceAmt": "300.00",  "incentiveAmt": "300.00",  "monthlyDrawdownAmt": 25,  "monthsToGoNum": 34,  "minimumRatePlanValueAmt": 50.0,  "minimumAddOnValueAmt": null,  "minimumCombinedValueAmt": 70.0,  "dataCommitmentInd": true,  "handsetName": "iPhone 5"  },  "commitmentInfo": {  "previousMonthsToGoNum": 28,  "previousPaidDt": "2013-07-09T00:00:00",  "previousBalanceAmt": 325.0,  "previousUpgradeCreditAmt": 375.0,  "previousPaidAmt": 25.0,  "cancellationPaidInd": false,  "transactionList": [  {  "transactionDt": "2013-06-09T00:00:00",  "reasonCd": "MD",  "transactionTypeCd": "PMT",  "currentBalanceAmt": 350.0,  "transactionAmt": 25.0,  "monthlyDrawdownAmt": 25.0,  "monthsToGoNum": 27,  "reasonTxt": "monthly deduction"  }, {  "transactionDt": "2013-07-09T00:00:00",  "reasonCd": "MD",  "transactionTypeCd": "PMT",  "currentBalanceAmt": 325.0,  "transactionAmt": 25.0,  "monthlyDrawdownAmt": 25.0,  "monthsToGoNum": 26,  "reasonTxt": "monthly deduction"  }  ]  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RewardService v3.0**  getRewardAccountInformation  getRewardCommitment | 500 ms average; 1000 ms peak  500 ms average; 1000 ms peak | | **SubscriberInformationService 3.0**  getSubscriberIdentifierByPhoneNumberAndAccountNumber | 2000 ms average; 5000 ms peak |   Expected average response time: 1200 - 3200 ms |
| **Sample GUI** |  |

# PhoneNumberManagement REST Service

This service provides operations to support phone number change.

## number-groups

|  |  |
| --- | --- |
| **OPERATION**  number-groups | |
| **Method** | GET |
| **Description** | return a list of number groups to serve as input into phone number selection |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | account-type | Account type code | Mandatory |  | | account-subtype | Account subtype code | Mandatory |  | | equipment-type | equipment type | Mandatory | “D” for CDMA feature phones, “P” for CDMA smart phones, “U” for HSPA | | province | province code e.g. ON | Optional | If provided, will filter result set | | language | “en”, “fr” | Optional | Default is “en” – language of city description | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  |  |  |  | Any validation error related to input fields | | 500 |  |  |  |  | Any policy/service exception thrown by the underlying service. | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “provinceGroupList” : [province group]  where **province group** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | provinceCd | string | province code | “ON”, “BC”… | | provinceTxt | string | province description | “Ontario”, “British Columbia” | | cityGroupList | [cityGroup] | array of city group |  |   and **city group** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | numberGroupCd | string | code of number group | “CAL” | | cityTxt | string | localized city description | “Toronto”, “Québec” | | npaNxxList | [String] | array of NPA-NXX strings | “416483”, “647567” |   Example:  [  {  “provinceCd”: “ON”,  “provinceTxt”: “Ontario”,  “cityGroupList”: [  {  “cityTxt”: “Toronto”,  “numberGroupCd”: “TOR”,  “npaNxxList”: [  “416483”, “647567”, “905578”  ]  }, {  “cityTxt”: “Hamilton”,  “numberGroupCd”: “HAM”,  “npaNxxList”: [  “905483”, “905332”, “905578”  ]  }  ]  }, {  “provinceCd”: “BC”,  “provinceTxt”: “British Columbia”,  “cityGroupList”: [  {  “cityTxt”: “Vancouver”,  “numberGroupCd”: “VAN”,  “npaNxxList”: [  “604483”, “604567”, “604578”  ]  }, {  “cityTxt”: “Squamish”,  “numberGroupCd”: “SQU”,  “npaNxxList”: “887483”  }  ]  }  ] |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ResourceOrderReferenceService v 1.1**  getAvailableNumberGroups | 500 ms average; 1000 ms peak |   Expected average response time: 1000/3000 ms |
| **Sample GUI** |  |

## available-phone-numbers

|  |  |
| --- | --- |
| **OPERATION**  available-phone-numbers | |
| **Method** | GET |
| **Description** | return a list of number groups to serve as input into phone number selection |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | ban | wireless account number | Mandatory |  | | mobile-number | 10-digit phone number | Mandatory |  | | equipment-type | equipment type | Mandatory | “D” for CDMA feature phones, “P” for CDMA smart phones, “U” for HSPA | | npa-nxx | first 6 digits of desired phone number | Mandatory |  | | search-filter | wildcard-style filter string for last 4 digits | Optional | If not provided, we default to \*\*\*\*. | | asian-friendly | “y” or “n” – indicates whether to return only Asian-friendly numbers (typically excluding the digit “4”). | Optional | Default is “n”. | | max-number | maximum number of phone numbers returned | Optional | Default is 50 | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 204 |  | OK – no phone numbers found |  |  | When the result set is empty, we will only return the Status section. This indicates no numbers were found. | | 400 |  |  |  |  | Any validation error related to input fields | | 500 |  |  |  |  | Any policy/service exception thrown by the underlying service. | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “phoneNumberList” : [String]  Example:  phoneNumberList: [“4165765680”,”4165762309”,”4165768766”] |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ResourceOrderReferenceService v 1.1**  getNumberGroupByPhoneNumberAndProductType  getAvailablePhoneNumberList | 500 ms average; 1000 ms peak |   Expected average response time: 1000/3000 ms |
| **Sample GUI** |  |

## port-eligibility

|  |  |
| --- | --- |
| **OPERATION**  port-eligibility | |
| **Method** | GET |
| **Description** | Checks whether the phone number can be changed to the number supplied |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | phonenumber | 10-digit phone number | Mandatory |  | | mode | PI, PNC, DC | Mandatory | Identifies the flow this operation will be used:  PNC = Phone Number Change  DC = Device Change  PI = Port In | | network | HSPA, CDMA | Optional | Network type of the device, defaults to HSPA | | brandid | Brand id 1 for TELUS 3 for Koodo | Optional | Defaults to TELUS | | billingtype | “postpaid”, “prepaid” | Optional | Defaults to postpaid | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 | PNM-PNIU | Sorry, this phone number is already in use. |  |  | The number is already in use by another subscriber of the same brand. | | 200 | PNM-NP1 | Phone Number is not available for Prepaid Subscriber. |  |  |  | | 200 | PNM-NP2 | Phone Number is not available for PCS Subscriber. |  |  |  | | 200 | PNM-E1 | OK | Underlying response code |  | Eligible to port in the new number. Eligible=Y.  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E2 | TM does not support WLNP in this location. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E3 | This request cannot be completed because the device's phone number cannot be activated on this network. Please select a phone number with a different area code and first three digits to activate this device or contact TELUS for additional assistance. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E4 | Applicable for Wireless or intermodal port. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E5 | The TN is not portable as per LSMS DB. This is a wireline DB ad the error exists when OSP details for TN is not available at same. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E7 | Telephone number is not portable, no porting agreement with carrier in this region exists. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E8 | Cannot port this number – TN is not active in either CDMA, HSPA or IDEN technology. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E9A | You've already submitted a request to move your number. Unfortunately, your new request can't be processed. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E999 | Cannot port this number due to unforeseen circumstances (like non-availability of downstream components) | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E999\_v1 | System is unavailable. Please try again later. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E999\_v2 | Subscriber is not active | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-E10 | TN does not have proper Porting Status set in RCM or KB. | Underlying response code |  | Eligible = N:  Generate the statusSubCd using ResponseCode, and prefix with PNM- | | 200 | PNM-OTH | Other reasons why port in is not eligible. | Underlying response code |  | Eligible = N: | | 500 |  | PortEligibilityAndServiceAvailabilityCheck call failed | Underlying error code | Underlying error message | Policy/Service exception | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “portDirection” : “A”,  “status” : <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | portDirection | String | Indicates the direction of port in | A = wireless to wireless  C = wireline to wireless |   Example:  {  “portDirection”: “A”,  “status”: {  “statusCd”: “200”,  “statusSubCd”: “PNM-E1”,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **PortEligibilityAndServiceAvailabilityCheck 1.1**  checkPortInEligibility | 550 ms average; 700 ms peak |   Expected average response time: 650 ms |
| **Sample GUI** | N/A |

## port-in

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/port-in | |
| **Method** | POST |
| **Description** | Submits a phone number port-in request |
| **Input** | **ban** – account number  **sub** – old phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | phoneNumber | 10 digit number | Mandatory | Number to be ported in | | portDirection | A = wireless to wireless  C = wireline to wireless | Mandatory |  | | billingType | “postpaid”, “prepaid” | Optional | Defaults to postpaid | | network | HSPA, CDMA | Optional | Network type of the device, defaults to HSPA | | title | Dr, Mr, Mrs, Miss, Ms | Optional | Map to BillPrefix | | generation | Esquire, Fifth, Fourth, Junior, Second, Senior, Third |  | Map to BillSuffix | | firstName |  | Optional\* | Mandatory if bussinessName not provided  Map to BillFirstName | | lastName |  | Optional\* | Mandatory if bussinessName not provided  Map to BillLastName | | businessName |  | Optional\* | Mandatory if firstName and lastName not provided  Map to BusName | | accountTypeCd | Account type code | Optional\* | If provided, will bypass call to AccountInformationService  .getAccountByAccountNumber.  Map to BANType | | accountSubTypeCd | Account subtype code | Optional\* | If provided, will bypass call to AccountInformationService  .getAccountByAccountNumber.  Map to BANSubType | | streetNum |  | Optional | Map to BillStNum | | streetName |  | Optional | Map to BillStName | | streetType |  | Optional | Map to streetTypeCode | | streetDirection |  | Optional | Map to BillStDir | | cityTxt |  | Mandatory | Map to City | | provinceCd |  | Mandatory | Map to Province | | postalCodeTxt |  | Optional | Map to PostalCode | | countryCd |  | Optional | Map to Country | | authName | Authorization Name, typically first and last name of customer | Mandatory | Map to AgencyAuthName | | oldAccountNumber |  | Optional | Map to AcctNumber | | oldReseller |  | Optional | Map to OldResellerName (Only used for portDirection = C) | | oldPIN |  | Optional | Map to PIN | | alternateNumber |  | Optional | Map to AlternateContactNumber | | esn | Serial number of mobile device | Optional | Map to ESN (Only used for portDirection = A) | | dslService | Keep DSL Service = R,  Disconnect DSL Service = D,  Client doesn’t have DSL = N,  Client doesn’t know =  U | Optional | Map to DSL (Only used for portDirection = C) | | comments |  | Optional | Map to Remarks |   The parameters will be passed in the header of the HTTP request within a JSON structure, e.g.  {  “phoneNumber” : “4165555555”,  “portDirection” : “A”,  “firstName” : “John”,  “lastName” : “Doe”,  “accountTypeCd” : “I”,  “accountSubTypeCd” : “R”,  “streetNum” : “200”,  “streetName” : “Yonge”,  “streetType” : “St”,  “cityTxt” : “Toronto”,  “provinceCd” : “ON”,  “postalCodeTxt” : “M1M2M2”,  “countryCd” : “CAN”,  “authName” : “John Doe”,  “oldAccountNumber” : “12345”,  “alternateNumber” : “4165551234”    } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 500 |  | CreatePortInRequestService/  SubmitPortInRequestService/  AccountInformationService call failed | Underlying error code | Underlying error message | Any service/policy exception from CreatePortInRequestService/  SubmitPortInRequestService/  AccountInformationService | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>  Example:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **CreatePortInRequestService 1.0**  createPortInRequest | 350 ms average; 500 ms peak | | **SubmitPortInRequestService 1.0**  submitPortInRequest | 225 ms average; 325 ms peak | | **AccountInformationService v 3.1**  getAccountByAccountNumber | (not usually called)  1000 ms average; 3000 ms peak |   Expected average response time: 600 ms |
| **Sample GUI** |  |

## phonenumber (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/phonenumber | |
| **Method** | PUT |
| **Description** | Saves the new mobile number for the subscriber. |
| **Input** | **ban** – account number  **sub** – old phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | phoneNumber | 10 digit phone number | Mandatory | New phone number | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore |   {  “phoneNumber” : “4165555555”,  “role” : “client”  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Successfully saved | | 400 | PNM-IN | Invalid Number | Underlying error code | Underlying error message | Map CMB\_SMS\_0002  To PNM-IN | | 500 |  | SubscriberManagementService/  SubscriberInformationService call failed | Underlying error code | Underlying error message | Any service/policy exception from SubscriberManagementService/  SubscriberInformationService | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>  Example:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: null,  “statusTxt”: “OK”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorCd”: 0,  “systemErrorTxt”: null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA (actual)** | | **SubscriberManagementService 2.1**  changePhoneNumber | 350 ms average; 500 ms peak | | **SubscriberInformationService 3.0**  createMemo | 400 ms average; 625 ms peak |   Expected average response time: 700 ms |
| **Sample GUI** |  |

# DeviceManagement v2.0 REST Service

This service provides operations to support device management for retrieving the current equipment and changing to new equipment(s). It also supports the flows to suspend and restore a device.

## device

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/device | |
| **Method** | GET |
| **Description** | Device summary and SIM card summary, including device type, descriptions, SKU and serial numbers. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | Language of unit descriptions; if not supplied, it returns all languages currently supported. | | serialnumber | 8912230000105055313 | Optional | If passed in, call to SubscriberInformationService will be skipped. This will increase performance. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB-AUTH | Account number passed is invalid. Request is invalid. |  |  | BAN not found in datagrid. | | 400 | IS-AUTH | Phone number passed does not correspond to BAN passed. Request is invalid. |  |  | BAN looked up in datagrid, sub doesn’t belong to this BAN | | 500 |  | Subscriber Info Service, Equipment Info Service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “deviceSummary” : <device info>,  “smartCardSummary”: <device info>,  “networkTypeCd”: “H”,  “status” : <status>  where device info is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serialNumberTxt | string | Serial number of the equipment | 0123456789  Map to serialNumber | | skuTxt | string | SKU of device | HGDSIM  Map to productCode | | nameList | <MultilingualNameList> | A list of description of the device in different language | TELUS HSPA SIM  Map to productName or productNameFrench | | equipmentTypeCd | string | Equipment type code | U – USIM  A – Analog  D – Digital  3 – 1xRTT Card  Z – RIM  C – Data Card  P – PDA  I - Prepaid iPad  Map to equipmentTypeCode |   And networkTypeCd is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | networkTypeCd | string | Returns the network this device operates on. | C – CDMA  H – HSPA  I - iDEN |   Example:  {  "deviceSummary": {  "serialNumberTxt ": "012851001284753",  "skuTxt": "HAPPLEI48GBWRTL",  "nameList": [{  "locale": "EN",  "name": "APPLE IPHONE 4 8GB WHITE RETAIL"  },  {  "locale": "FR",  "name": "APPLE IPHONE 4 8 GO BLANC DÉTAILLANT"  }],  "equipmentTypeCd": "P"  },  "smartCardSummary": {  "serialNumberTxt": "8912230000105055313",  "skuTxt": "HGDMICROSIM3",  "nameList": [{  "locale": "EN",  "name": "TELUS PRODUCTION MICROSIM III"  },  {  "locale": "FR",  "name": "MICROCARTE SIM III TELUS DE PRODUCTION"  }],  "equipmentTypeCd": "U"  },  "networkTypeCd": "H"  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **SubscriberInformationService v3.0**  getSubscriberByPhoneNumber | 275 ms average; 300 ms peak | | **EquipmentInfoService v 2.0**  getEquipmentSummary | 1000 ms average; 3000 ms peak | | **ProductDeviceService v 4.0**  getProductHeader | 3500 ms average; 4000 ms peak |   Expected average response time: 5000 ms |
| **Sample GUI** |  |

## device (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/device | |
| **Method** | PUT |
| **Description** | Update the equipment info, including handset and/or SIM card. Serial number will be changed to the new value passed in. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | role | "client", "dealer", "agent", "corpstore" | Mandatory |  | | dealerCd |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCd |  | Optional | Mandatory only if role = dealer/corpstore | | language | “en”, “fr” | Optional | Language of unit descriptions; default is “en” | | smartCard | <DeviceInfo> | Mandatory | The SIM card info. It’s required even the SIM card is not being changed. | | device | <DeviceInfo> | Optional | The info about the new handset. | | reasonCd | “replaced”, “repair”, “loaner” | Optional | Default to “replaced” if not supplied. | | warningSuppressedInd | “true”, “false” | Optional | Default to “false”.  There are rules to charge a fee when it’s second time to swap a device in current billing cycle. DM-301 will be returned in this case. If customers agree to proceed, the indicator should set to true so we can continue the transaction. |   Where DeviceInfo   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | serialNumberTxt | "8912239900000907495" | Mandatory |  | | equipmentTypeCd | "U" | Mandatory | U – USIM  D – Digital  3 – 1xRTT Card  C – Data Card  P – PDA  I - Prepaid iPad  Map to equipmentTypeCode |   Payload example:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "device": {  "serialNumberTxt": "900000000943614",  "equipmentTypeCd": "P"  },  "smartCard": {  "serialNumberTxt ": "8912239900000907495",  "equipmentTypeCd": "U"  }  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB-AUTH | Account number passed is invalid. Request is invalid. |  |  | BAN not found in datagrid. | | 400 | IS-AUTH | Phone number passed does not correspond to BAN passed. Request is invalid. |  |  | BAN looked up in datagrid, sub doesn't belong to this BAN | | 400 | IP | Invalid equipmentTypeCd |  |  |  | | 400 | DM-301 | We'll charge your account {0} for swapping your device. |  |  | Customers are free of charge for one swap per billing cycle. | | 400 | DM-401 | Your device is not currently supported. |  |  | Currently only SIM Swap for HSPA & LTE is supported. | | 400 | DM-402 | The serial number is invalid. |  |  |  | | 400 | DM-403 | The serial number ({0}) is already in use. |  |  |  | | 500 |  | Subscriber Info Service, Equipment Info Service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "userInfoMessagesList" : "<UserInfoMessage>",  "status" : <status>  Where UserInfoMessage:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the info |  | | parameterList | Array of Strings | An array of parameters that contains extra info for that message code |  |   Response for successfully suspended:  {  "userInfoMessagesList" : [  {  "userInfoCd": "DM-200",  "userInfoTxt": "Your device has been successfully swapped.",  "parameterList": []  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-11-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | DM-200 | Your device has been successfully swapped. |  | The successful response | |  |  |  |  | |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **SubscriberManagementService**  changeEquipment() |  | | **SubscriberInformationDataGridService**  getSubscriberByPhoneNumber() |  | |  |  |   Expected average response time: 5000 ms |
| **Sample GUI** |  |

## subscriber-status

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/subscriber-status | |
| **Method** | GET |
| **Description** | Provide the current status of the subscriber. It’s used to check whether the customer is I active or in suspension state. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | Language of unit descriptions; default is “en” | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB-AUTH | Account number passed is invalid. Request is invalid. |  |  | BAN not found in datagrid. | | 400 | IS-AUTH | Phone number passed does not correspond to BAN passed. Request is invalid. |  |  | BAN looked up in datagrid, sub doesn't belong to this BAN | | 500 |  | Subscriber Info Service, Equipment Info Service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "subscriberStatusCd": <string>,  "reasonCd": <string>,  "voicemailAccessInd": <boolean>,  "blacklistedInd": "<boolean>,  "pricePlanCd": <string>,  "availableReasonCdList": [<string>],  "status": <status>   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | subscriberStatusCd | string | The current status of the device | "suspended", "active" | | reasonCd | string | If it’s suspended, this provides the reason of suspension. | "lost", "stolen", "vacation" | | voicemailAccessInd | boolean | The subscriber can access to voicemail or not during the suspension. | "true", "false" | | blacklistedInd | boolean | Indicates if the device is disabled from functioning on all Canadian networks. | "true", "false" | | pricePlanCd | string | Current price plan SOC. | "VAD15" | | availableReasonCdList | List of <string> | There are restrictions for what the current subscriber can do at the moment. For example, if there was a vacation disconnect in the past 6 months, the customer cannot select “vacation” again, so the “vacation” is removed from this list. | Based on subscriberStatusCd:  -“active”: "lost", "stolen", "vacation"  -“suspended”: "found", "replaced", "vacation" |   Sample response for currently active subscriber:  {  "subscriberStatusCd": "active",  "pricePlanCd": "PVC50NAT",  "availableReasonCdList": ["lost", "stolen", "vacation"],    "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-12-01T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  }  Sample response of suspended subscriber:  {  "subscriberStatusCd": "suspended",  "reasonCd": "lost",  "voicemailAccessInd": "true",  "blacklistedInd": "false", "  "pricePlanCd": "PVC50NAT",  "availableReasonCdList": ["found", "replaced"],    "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-12-01T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ClientAPI**  com.telus.api.account.Subscriber.getPricePlan() |  | | **ClientStateMgmtSvcProxy v2.1.1**  getEquipmentStatusAndHistory () |  |   Expected average response time: 5000 ms |
| **Sample GUI** |  |

## subscriber-status (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/subscriber-status | |
| **Method** | PUT |
| **Description** | Suspend or restore the subscriber based on new subscriber status and the reason code. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | role | "client", "dealer", "agent", "corpstore" | Mandatory |  | | dealerCd |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCd |  | Optional | Mandatory only if role = dealer/corpstore | | language | “en”, “fr” | Optional | Language of unit descriptions; default is “en” | | subscriberStatusCd | "suspended", "active" | Mandatory | “suspended” to set the device to the suspended status.  “active” to restore the device. | | reasonCd | "lost", "stolen", "vacation", "found", "replaced" | Mandatory | For suspend - "lost", "stolen", "vacation"  For restore - "found", "replaced", "vacation" | | voicemailAccessInd | "true", "false" | Optional | Default to true. Only applies to reasonCd "lost" and "stolen" for suspend action. | | blacklistInd | "true", "false" | Optional | Default to false. Only applies to reasonCd "lost" and "stolen" for suspend action. | | pricePlanCd | "VAD15" | Optional | Mandatory if the reasonCd is “vacation” | | warningSuppressedInd | “true”, “false” | Optional | Default to “false”.  When the reasonCd is “vacation” and current price plan is no longer available in the market, the customer may not be able to change back to the current price plan after the restore. The warning message DM-404 will be returned in this case.  If the customer agrees to proceed, set the value to ”true” and the change will be saved. | | device | <DeviceInfo> | Optional | The info about the new handset, mandatory if the reasonCd is “replaced” | | smartCard | <DeviceInfo> | Optional | The info about the new handset, mandatory if the reasonCd is “replaced” | | effectiveDt | 2013-09-07 | Optional | **Reserved for future use**. When downstream service can fully support the future dating request, we will utilize this field for the future dated actions. |   Where DeviceInfo   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | serialNumberTxt | "8912239900000907495" | Mandatory |  | | equipmentTypeCd | "U" | Mandatory | U – USIM  D – Digital  3 – 1xRTT Card  C – Data Card  P – PDA  I - Prepaid iPad  Map to equipmentTypeCode |   Payload example for suspend with voicemail access:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "subscriberStatusCd": "suspended",  "reasonCd": "lost",  "voicemailAccessInd": "true",  "blacklistInd": "false"  }  Payload example for vacation disconnect:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "subscriberStatusCd": "suspended",  "reasonCd": "vacation",  "pricePlanCd": "VAD15"  }  Payload example for restore to old device:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "subscriberStatusCd": "active",  "reasonCd": "found"  }  Payload example for restore to new device:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "subscriberStatusCd": "active",  "reasonCd": "replaced",    "device": {  "serialNumberTxt": "900000000943614",  "equipmentTypeCd": "P"  },  "smartCard": {  "serialNumberTxt ": "8912239900000907495",  "equipmentTypeCd": "U"  }  }  Payload example for restore from vacation disconnect:  {  "ban": "27373506",  "sub": "9054245790",  "role": "client",    "subscriberStatusCd": "active",  "reasonCd": "vacation"  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IB-AUTH | Account number passed is invalid. Request is invalid. |  |  | BAN not found in datagrid. | | 400 | IS-AUTH | Phone number passed does not correspond to BAN passed. Request is invalid. |  |  | BAN looked up in datagrid, sub doesn't belong to this BAN | | 400 | IP | Invalid reasonCd |  |  |  | | 400 | IP | Invalid deviceStatusCd |  |  |  | | 400 | IP | Invalid equipmentTypeCd |  |  |  | | 500 |  | Subscriber Info Service, Equipment Info Service, or Subscriber Management Service failed. |  |  | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | "userInfoMessagesList" : "<UserInfoMessage>",  "status" : <status>  Where UserInfoMessage:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the info |  | | parameterList | Array of Strings | An array of parameters that contains extra info for that message code |  |   Response for successfully suspended:  {  "userInfoMessagesList" : [  {  "userInfoCd": "DM-200",  "userInfoTxt": "Your mobile phone has been successfully suspended.",  "parameterList": []  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-11-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  }  Response for successfully suspended for vacation disconnect:  {  "userInfoMessagesList" : [  {  "userInfoCd": "DM-210",  "userInfoTxt": " Your rate plan is changed to a vacation plan.",  "parameterList": []  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-11-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  }  Response for successfully restored:  {  "userInfoMessagesList" : [  {  "userInfoCd": "DM-230",  "userInfoTxt": "This phone was successfully restored. Please note that it may take up to 15 minutes for it to become active.",  "parameterList": [ "lengthOfSuspension=10", "newCommitmentDt=2016-06-24T13:45:03-4:00"]  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-11-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  }  Response for successfully restored from vacation disconnect:  {  "userInfoMessagesList" : [  {  "userInfoCd": "DM-240",  "userInfoTxt": " The rate plan is restored from a vacation plan.",  "parameterList": [ "lengthOfSuspension=10", "newCommitmentDt=2016-06-24T13:45:03-4:00"]  }  ],  "status": {  "statusCd": "200",  "statusSubCd": null,  "statusTxt": "OK",  "systemErrorTimeStamp": "2015-11-24T13:45:03-4:00",  "systemErrorCd": 0,  "systemErrorTxt": null  }  } |
| **Message Codes** | |  |  |  |  | | --- | --- | --- | --- | | **userInfoCd** | **userInfoTxt** | **parameterList** | ***Notes*** | | DM-200 | Your mobile phone has been successfully suspended. |  | The successful response for suspend and reasonCd "lost" and "stolen" | | DM-210 | Your rate plan is changed to a vacation plan. |  | The successful response for suspend and reasonCd "vacation" | | DM-230 | This phone was successfully restored. Please note that it may take up to 15 minutes for it to become active. | e.g., "lengthOfSuspension=10", "newCommitmentDt=2016-06-24T13:45:03-4:00" | The successful response for restore to old device. | | DM-240 | The rate plan is restored from a vacation plan. | "lengthOfSuspension=10", "newCommitmentDt=2016-06-24T13:45:03-4:00" | The successful response for restore from vacation disconnect. | | DM-400 | This phone is already suspended. |  |  | | DM-401 | You cannot suspend your phone for lost/stolen reasons within 30 day from your last suspension |  |  | | DM-402 | You cannot suspend your phone for vacation disconnect within 6 months from your last suspension or within 90 days from the activation |  |  | | DM-403 | The account doesn’t have voicemail. |  |  | | DM-404 | Your current plan is no longer offered. Once you confirm any change to your rate plan you will not be able to switch back to it. |  |  | | DM-420 | We were unable to disable your device from functioning on any Canadian network. For more information, <a href="https://www.telus.com/order/contact-us/en/index.jsp?prod=mobility" class="bodytext2" target="\_blank">contact a TELUS agent</a>. |  |  | | DM-450 | This phone is not suspended. |  |  | | DM-451 | You'll need to speak with a <a href="https://www.telus.com/order/contact-us/en/index.jsp?prod=mobility" class="bodytext2" target="\_blank">TELUS agent</a> before you can start using your device again. |  |  | | DM-452 | This subscriber is not on vacation disconnect |  |  | |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ClientAPI**  com.telus.api.account.Subscriber.suspend()  com.telus.api.equipment.Equipment.reportStolen()  com.telus.api.equipment.Equipment.reportLost()  com.telus.api.account.Subscriber.restore()  com.telus.api.equipment.Equipment.reportFound()  com.telus.api.account.Subscriber.getPricePlanChangeHistory() |  | | **ClientStateMgmtSvcProxy v2.1.1**  updateEquipmentClientStatus() |  | | **PricePlanInfo v1.5**  plan (PUT) |  |   Expected average response time: 5000 ms |
| **Sample GUI** |  |

# ClientServiceAgreementInfo REST Service

This service provides operations to retrieve service agreements of Telus customers.

## service-agreement-list

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/service-agreement-list | |
| **Method** | GET |
| **Description** | return a list of Service Agreements for a customer. The operation allows optionally to search for Service Agreements based on criteria like phone number. |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | language of the Service Agreement list to be retrieved.  Default is “en” | | from | Start date yyyy-mm-dd | Optional | Start date of the date range within which to search for CSAs created.  If not supplied, it will be the date 2 years prior to current date. | | to | End date yyyy-mm-dd | Optional | End date of the date range within which to search for CSAs created.  If not supplied, it will be the current date. | | sub | Wireless Phone number | Optional | The subscriber for which the service agreement is to be retrieved. Applicable only for Wireless accounts. Not applicable for Business Connect accounts. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  | validation errors: {[Invalid language passed. Currently only 'en' and 'fr' are supported.:arg0=xxx]} |  |  |  | | 400 | IDR | Invalid date range supplied. |  |  | If the “to” date is not after “from” date, send this error. | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | {  “serviceAgreementInfoList” : [<serviceAgreementInfo>]  “status” : <status>  }  where **serviceAgreementInfo** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | language | string | Language of the agreement | EN or FR | | transactionDate | date | Transaction date of transaction that created the Service Agreement.  ISO8601 format date/time. |  | | transactionId | string | Transaction ID of transaction that created the Service Agreement  **NOTE: due to a prod issue in CSAg, we are required to use serviceAgreementInternalId as the unique identifier to the service agreement. Before next version update, we will use the value of serviceAgreementInternalId to populate this field.** |  | | contractStartDate | date | Start date of the contract.  ISO8601 format date/time. |  | | referenceList | [<referenceInfo>] | The account information with which the the service agreement is associated. |  | | mdnList | [<string>] | List of phone numbers associated with the agreement. |  |   where **referenceInfo** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | referenceNum | string | Reference number | Generally BAN number | | referenceTypeCd | string | Type of the reference number. | WLSBAN for Wireless BAN, WLNBAN for Wireline BAN, POS for Wireless POS transaction ID, WLNID for Wireline Order ID |   **Example**:  {  “serviceAgreementInfoList “: [  {  “language”: “EN”,  “transactionDate”: “2012-08-03T00:00:00”,  “transactionId”: “345435”,  “contractStartDate”: “2012-08-03T00:00:00”,  “referenceList”:{  “referenceNum”: “83982398”,  “referenceTypeCd”: “ WLSBAN”,  },  “mdnList”:[“5167767789”,”5163849900”]  },  {  “language”: “EN”,  “transactionDate”: “2013-09-02T00:00:00”,  “transactionId”: “345435”,  “contractStartDate”: “2013-09-02T00:00:00”,  “referenceList”:{  “referenceNum”: “83982398”,  “referenceTypeCd”: “ WLSBAN”,  },  “mdnList”:[“5167767789”,”5163849900”]  }  ] ,  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ClientServiceAgreementService\_v5\_0**  getServiceAgreementList | 1000 ms average; 4000 ms peak |   Expected average response time: 1200ms  Expected peak response time: 5000 ms |
| **Sample GUI** |  |

## service-agreement

|  |  |
| --- | --- |
| **OPERATION**  /account/{ban}/service-agreement/{transactionid} | |
| **Method** | GET |
| **Description** | Returns one service agreement PDF based on the given transactionid and language. The Service Agreement PDF binary data is converted to BASE64 encoded ASCII string and it is returned. |
| **Input** | **ban** – account number  **transactionid** – transaction id of the transaction that created the Service Agreement. Uniquely identifies the Service Agreement. **NOTE: due to a prod issue in CSAg, we are required to use serviceAgreementInternalId as the unique identifier to the service agreement. Before next version update, we will use the value of serviceAgreementInternalId to populate this field.**  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | language | “en”, “fr”  language of the Service Agreement to be retrieved | Optional | Default is “en” | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  | validation errors: {[Invalid language passed. Currently only 'en' and 'fr' are supported.:arg0=xxx]} |  |  |  | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | {  “serviceAgreement” : “<Base64 encoded Service Agreement PDF binary data in ASCII format>“  “status” : <status>  }  **Example**:  {  “ serviceAgreement “: “Service Agreement PDF binary data in ASCII format”,  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ClientServiceAgreementService\_v5\_0**  getServiceAgreement | 1000 ms average; 4000 ms peak |   Expected average response time: 1200ms  Expected peak response time: 5000ms |
| **Sample GUI** |  |

# RecommendationManagement REST Service

This service provides functionality to retrieve recommended offers and message for a subscriber, update the status of offers and messages based on user’s action.

## recommendation

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/recommendation | |
| **Method** | GET |
| **Description** | return a list of recommended offers or messages for a subscriber. |
| **Request Header** | Accept: application/json |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | language of the textual information to be returned.  Default is “en” | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  | validation errors: {[Invalid language passed. Currently only 'en' and 'fr' are supported.:arg0=xxx]} |  |  |  | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | |
| **Output** | {  “recommendationList” : [<RecommendationDisplayInfo>]  “status” : <status>  }  where **RecommendationDisplayInfo** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | nameTxt | string | Unique name. Front end needs to pass it in other operations of this service. |  | | titleTxt | string | recommendation title |  | | descriptionTxt | string | recommendation description  **This field is currently unused by current TM.com i.e. the information in this field is not displayed by the current tm.com implemenation.** |  | | typeCd | string | Type of recommendation. | “OFFER”,”MESSAGE” | | subTypeCd | string | Subtype of recommendation. | “ACCESSORY”, “FEATURE”, “RENEWAL”, “BILLCREDIT” | | rankNum | int | Front end needs to pass it in other operations of this service. |  | | productTypeCd | string |  | “TRAVELPASS”, “VOICE”, “DATA”, “TEXT”, “VOICEMAIL”, “CALLINGSERVICE” | | urlTxt | string | url associated with the recommendation. |  | | socCd | string | The SOC, if present and if customer accepted the recommendation, needs to be added in customer profile using other operations of this service. |  | | contentList | [<string>] | The detailed information of the recommendation. |  |   **Example**:  {  “recommendationList”: [  {  “nameTxt”: “CSM\_TELUS\_Screen\_Protector”,  “titleTxt”: “Protect your iPhone 5 or 5S screen with a TELUS Screen Protector”,  “descriptionTxt”: “Screen Protector for iPhone 5/5S”,  “typeCd”: “MESSAGE”,  “subTypeCd”: ““,  “rankNum”: “1”,  “productTypeCd”: ““,  “urlTxt”: ““,  “socCd”: ““,  “contentList”:[“Protect your iPhone 5 or 5S and prevent long-term damage with a stylish <a href=\”http\://mobility.telus.com/en/ON/accessories/cases\_ncas1680.shtml\” target=\”\_blank\”>Speck FabShell (Black Plaid) case</a>.</p><p>The case features:  <ul class=\”bullet\”><li>A unique style and authentic plaid fabric</li><li>Form-fitting one piece construction that combines the flexibility of a skin and the durability of a hard shell</li><li>Shock-absorbent corners to protect against damage</li></ul></p>  <p>To purchase this case, visit our <a href=\”http\://mobility.telus.com/en/ON/accessories/cases\_ncas1680.shtml\” target=\”\_blank\”>Speck FabShell (Black Plaid) page</a>.</p>“,”some other textual information”]  },  {  “nameTxt”: “NorthAmerica15”,  “titleTxt”: “ Stay in touch across Canada and the US “,  “descriptionTxt”: Stay in touch across Canada and the US “,  “typeCd”: “OFFER”,  “subTypeCd”: “FEATURE”,  “rankNum”: “2”,  “productTypeCd”: “TRAVELPASS”,  “urlTxt”: ““,  “socCd”: “SNALD100M”,  “contentList”:[“ <P>Stay connected with family and friends by adding 100 minutes of long distance calling from Canada to anywhere in the US for only $15/month.</p><p>Based on your recent long distance usage, we believe you will receive more value by adding North America 15 to your account. Visit our <a href=\”http\://mobility.telus.com/en/ON/calling\_services/longdistance.shtml\” target=\”\_blank\”>Long Distance</a> page for further details.</p><p>To add this feature to your account now, go to the <a href=\”https\://mobility.telus.com/youraccount/selfserve/postpaid/change\_services\”>Change Add-ons</a> section in your online account and select North America 15 or call \*611 from your TELUS phone to speak to a representative.</p>  </ns2:channelAttributeList> “]  }  ] ,  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RealTimeActionAdvisorService\_v1\_0**  getActionList | 1000 ms average; 3500 ms peak |   Expected average response time: 1200ms  Expected peak response time: 4000 ms |
| **Sample GUI** |  |

## user-action (POST)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/user-action | |
| **Method** | POST |
| **Description** | Saves the information about the action that a user has taken with respect to the recommendations presented.  Additionally, in future implementation this operation will/may orchestrate adding the offers’ associated SOCs to the customer profile. |
| **Request Header** | Content-Type: application/json |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | recommendationActionInfoList | [<RecommendationActionInfo>] | Mandatory | The information of the recommendation for which the user has done the action. | |  |  |  |  |   where **RecommendationActionInfo** is:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Name** | **Data type** | **Values** | **Mandatory?** | **Comments** | | actionCd | string | Possible values for OFFER type recommendation are:  “Viewed”, “Pending”, “Selected”, “Accepted”, “Declined”  Possible values for MESSAGE type recommendation are:  “Viewed”, “Pending”, “Declined” | Mandatory |  | | nameTxt | string |  | Mandatory | Front end retrieves this value when it gets list of recommendations. | | rankNum | int | Rank number | Optional | Front end retrieves this value when it gets list of recommendations. Domain service prefers that this value is passed in the request even though it is optional. | | remarkTxt | string |  | Optional | Any remarks or comments associated with the user’s action. Approximate length allowed 240 chars. | | socCd | string |  | Optional | If a SOC is associated with OFFER type recommendation, soc should passed into this field | | typeCd | string | Possible values: OFFER or MESSAGE | Mandatory |  | | subTypeCd | string | Possible values:  “ACCESSORY”, “FEATURE”, “RENEWAL”, “BILLCREDIT” | Optional | Mandatory for type=“OFFER” | | productTypeCd | string | Possible values:  “TRAVELPASS”, “VOICE”, “DATA”, “TEXT”, “VOICEMAIL”, “CALLINGSERVICE” | Optional | Mandatory for type=“OFFER” and subtype=“FEATURE” |   **Payload example**:  {  “ban”: “70648144”,  “sub”: “6471252858”,  “recommendationActionInfoList”:  [  {  “nameTxt” : “NorthAmerica15”,  “typeCd “ : “OFFER”,  “subTypeCd” : “OFFER”,  “productType” : “OFFER”,  “socCd” : ““,  “rankNum” : “1”,  “remarkTxt” : “some remark text”,  “actionCd” : “Viewed”  },  {  “nameTxt” : “CSM\_TELUS\_Screen\_Protector”,  “type Cd” : “MESSAGE”,  “subTypeCd “ : ““,  “productTypeCd” : ““,  “socCd” : ““,  “rankNum” : “2”,  “remarkTxt” : “some remark text”,  “actionCd” : “Viewed”  }  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | I-UA | Invalid user action name. |  |  | If the user action is not one of those specified above, this error should be sent to front end. | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | |
| **Output** | {  “status” : <status>  }  **Example**:  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RealTimeActionAdvisorService\_v1\_0**  setActionOutcomeList | 1000 ms average; 3500 ms peak |   Expected average response time: 1200ms  Expected peak response time: 4000 ms |
| **Sample GUI** |  |

## session (DELETE)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/session | |
| **Method** | DELETE |
| **Description** | The domain service prefers that the front end communicates with the domain service when the user session is terminated so that the domain service can clear memory/data loaded for the evaluation of recommendations for the subscriber. This operation is defined to facilitate this communication. |
| **Input** | **ban** – account number  **sub** – phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | |  |  |  |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | | 400 | IB | Invalid BAN | BAN xxxxx does not match sub yyyyyyyy |  |  | |  |  |  |  |  |  | |
| **Output** | {  “status” : <status>  }  **Example**:  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **RealTimeActionAdvisorService\_v1\_0**  abandonAction | 1000 ms average; 2000 ms peak |   Expected average response time: 1200ms  Expected peak response time: 2500 ms |
| **Sample GUI** |  |

# InternetServiceManagement v1.1 REST Service

This service provides operations in support of Telus High Speed Internet Access (HSIA) plan summary, change’s (change order) validation and submission.

## current-subscription

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/productinstance/{productinstance}/current-subscription  new operation in v1.1 | |
| **Method** | GET |
| **Description** | Retrieve current purchased interent plan to the particular customer |
| **Input** | **ban** – Wireline account number  **productinstance** – Telus High Speed Internet service instance ID (which could get from CustomerInfo service).   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Mandatory?** | **Possible/typical values** | | customerid | String | Wireline customer ID. If provided, it will save extra call to map the BAN to Customer ID  **Parse in customerId will save more process time** | Optional | 18037909 | | language | String | Language of decoration. Default is "en". | Optional | "en", "fr" | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 500 | OMR | OrderMgmtRetrievalService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | CSRI | ConsumerSubscriberResource  IdentifierMgmtSvc failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | CCMS | ConsumerCustomerMgmtSvc failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | | 400 | OMR | No Internet Plan found from OMS |  |  |  | | 400 | OMR | No PrimaryResouceFound from CCMS |  |  | Include invalid serviceInstnaceId | | 400 |  | Bad Request |  | Invalid Customer ID | Include invalid BAN and CustomerID | |
| **Output** | {  "omsCatalogiId" : <String>,  "pricePlanCd " : <String>,  "groupCd" : <String>,  "serviceName " : <String>,  "billlingServiceName " : <String>,  "serviceDescriptionTxt" : <String>,  "chargeAmt" : <double>,  "grandfatherInd" : <boolean>,  "effectiveDt" : <Date>,  "emailList" : [String>],  "purchasedUnlimitedAddOnInd" : <boolean>,  "addOnList" : [<CurrentSubscriptionAddon>],  "status" : <status>  }   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | omsCatalogId | String | Catalogue id in OMS. | "64905" |  | | pricePlanCd | String | Internet plan’s priceplanCd, which match business CID |  |  | | groupCd | String | type of service/add-ons | “InternetPlan” |  | | serviceName | String | Default Name of the service | “Internet 6” |  | | billlingServiceName | String | Billing present name of serivce | “Telus Internet 6” |  | | serviceDescription | String | Description of the service/bundle | "Internet 6" |  | | chargeAmt | double | Item list price, leave it to CMS? | 0.0 |  | | grandfatherInd | Boolean | Is this plan is grandfather or not |  |  | | effectiveDt | dateTime | Start date of the service in market | "2013-05-22T05:07:22Z" |  | | emailList | Array of String | each Internet customer could have multiple Telus email address |  |  | | purchasedUnlimitedAddOnInd | Boolean |  |  |  | | addOnList | Arry of “CurrentSubscriptionAddon” |  |  |  |   Where “CurrentSubscriptionAddon”:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | productId | String |  | “1167005” |  | | catalogId | String |  | "21126298" |  | | pricePlanCd | String |  | “21126298” |  | | groupCd | String | type of service/add-ons | “UnlimitedAddOn” |  | | name | String | Name of the service | “Unlimited Internet Usage” |  | | description | String |  |  |  | | chargeAmt | double |  | 15 |  |   Example:  {  "currentSubscription": {  "catalogId": "64905",  "pricePlanCd": "",  "groupCd": "InternetPlan",  "serviceNameTxt": "Internet 6",  "billingServiceName": "TELUS Internet 6",  "serviceDescriptionTxt": " Internet 6",  "grandfatherInd": false,  "chargeAmt": 60,  "effectiveDt": "2013-09-01Z",  " emailList ": [  "karl@telus.net",  "ellen@telus.net"  ],  "addOnList": [ {  "productId": "1167005",  "catalogId": "21126298",  "pricePlanCode": "21126298",  "groupCd": "UnlimitedAddOn",  "name": "Unlimited Internet Usage",  "description": "Unlimited Internet Usage for Internet 1, 6, or 15 - $10",  "chargeAmt": 15,  "effectiveDt": null  }],  "purchasedUnlimitedAddOnInd": true  },  "status": {  "statusCd": "200",  "statusTxt": "OK"  }  } |
| **SLA** | |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ConsumerCustomerManagementService\_v2\_6** quickSearchCustomer() | 500 ms average; | | **ConsumerCustomerMgmtDataGridSvc\_v2\_0** getCustomerInfoByCustomerIdList() | 700 ms average; | | **consumerProductCatalogueInfoService\_v5\_0**  getProductCatalogueItem() | 300 ms average; | | **ConsumerSubscriberResourceIdentifierMgmtSvc\_v1\_0**  getResourceIdentifierByCustomerId() | 350 ms average; | |
| **Sample GUI** |  |

## available-purchases

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/productinstance/{productinstanceid}/available-purchases | |
| **Method** | GET |
| **Description** | Retrieve add-ons info that available to the particular customer |
| **Input** | **ban** – Wireline account number  **productinstanceid** – Telus High Speed Internet product instance ID, unique id represent customer’s Internet service information   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Mandatory?** | **Possible/typical values** | | customerid | String | Wireline customer ID. If provided, it will save the extra call to map the BAN to Customer ID | Optional | 18037909 | | language | String | Language of decoration. Default is "en". | Optional | "en", "fr" | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  | Eligible | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “availablePurchasesResponse" :  {  "componentList": { <ServiceComponent>},  "status" : <status>  }  where < ServiceComponent> is:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | catalogId | String | Catalogue item id in OMS | "21081758" |  | | pricePlanCd | String | Code to pass to OMS | “21081758” |  | | groupCd | String | Use to identify the type of add-ons | “UnlimitedAddOn” |  | | serviceNameTxt | String | Name of the service | “Unlimited Internet Usage” |  | | serviceDescriptionTxt | String | Description of the service/bundle | "L&amp;R: Unlimited Internet Usage - $15" |  | | chargeAmt | double | Item list price | 15.0 |  | | effectiveDt | dateTime | Start date of the service in market | "2013-05-22T05:07:22Z" |  | | servicePropertyList | Array of PropertyItem | Reserved for extra info for the component |  |  |   < SerivcePropertyItem> is :   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | nameTxt | string | Name of the property | “ChargeType” |  | | valueTxt | string | Value of the property | “$” |  |   Example:  {  "componentList": [  { "catalogId": "21081758",  "pricePlanCd": "21081758",  "groupCd": "UnlimitedAddOn",  "serviceNameTxt": "Unlimited Internet Usage",  "serviceDescriptionTxt": "L&amp;R: Unlimited Internet Usage - $15",  "chargeAmt": 15.0,  "effectiveDt": "2013-09-01Z",  "servicePropertyList": null  },  { "catalogId": "21081628",  "pricePlanCd": "21081628",  "groupCd": "Discount",  "serviceNameTxt": "High Speed Unlimited usage discount - 1 Month free",  "serviceDescriptionTxt": " High Speed Unlimited usage discount - 1 Month free ",  "chargeAmt": 0.0,  "effectiveDt": null,  "servicePropertyList": null  }  ],    "status":  { "statusCd": "200",  "statusTxt": "OK"  }    } |
| **SLA** | |  |  | | --- | --- | | **Service/operation** | **SLA** | | **ConsumerCustomerManagementService\_v2\_3** quickSearchCustomer | 500 ms average; | | **ConsumerCustomerMgmtDataGridSvc-v1-1**  getCustomerInfoByCustomerIdList | 2000 ms average; | | **ConsumerProductCatalogueInfoSvc\_v5\_0** getUnlimitedHSIAProductCatalogueItemList | 2800 ms average; | | **OrderMgmtRetrievalService\_v6\_0** getProductInstanceForNegotiationByProductInstanceId | 4300 ms average; | |
| **Sample GUI** |  |

## quotation (POST)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/productinstance/{productinstanceid}/quotation | |
| **Method** | POST |
| **Description** | Validate new add-on order and provide quotation info, also prorated charge info if applies. |
| **Input** | Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | orderList | Array of OrderItem | Mandatory |  | | customerId | 18037909 | Optional | Wireline customer ID. If provided, it will save the extra call to map the BAN to Customer ID | | effectiveDt | "2013-09-07T00:00:00" | Optional | The date the service should become effective, typically next billing date. If this field is left blank it will be effective in next day. | | language | "en", "fr" | Optional | Language of decoration. Default is "en". |   Where OrderItem   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | action | "add", “remove” | Mandatory | Indicates add or remove a service/add-on to the HSIA | | catalogId | "21081758" | Mandatory | Catalogue item id in OMS | | pricePlanCd | "21081758" | Mandatory | Code to pass to OMS |   Payload example:  {  "customerId":"18037909",  "effectiveDt" : "2015-02-13T00:00:00"  "orderList" : [  { "action" : "add",  "catalogId": "21081758",  "pricePlanCd": "21081758"  },  { "action" : "add",  "catalogId": "21081628",  "pricePlanCd": "21081628"  }  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IP | The specified transaction is not eligible |  |  | Returns when the passed in add on storage changes do not conform to the upgrade/downgrade business rules | | 500 | OMR | OrderMgmtRetrievalService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | OMS | OrderMgmtSubmissionService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 |  | general error | underlying error code | underlying error message | Any caught exception not captured elsewhere | |
| **Output** | {  "userInfoMessagesList" : "<UserInfoMessageItem>",  "chargedServiceList" : "<ServiceChargeInfoItem>",  "prorationInfo" : <ProrationInfo>,  "newMonthlyTotalAmt" : double,  "nextBillTotalAmt": double,  "status" : <status>  }  Where UserInfoMessageItem message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  |   And where ProrationInfo:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startDt | date | ISO8601 format date/time  Proration start date. It identifies the start of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | endDt | date | ISO8601 format date/time  Proration end date. It identifies the end of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | creditList | Array of ServiceChargeInfoItem | Credits for any services and plan removed. |  | | chargeList | Array of ServiceChargeInfoItem | Charges for any services and plan added. |  | | onetimeChargeList | Array of ServiceChargeInfoItem | All the one time charge services. Typically, roaming passes. |  |   where ServiceChargeInfoItem:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceNameTxt | string | Indicates which service the proration applies |  | | priceAmt | double | Non-formatted charge/credit | 5.0, 30.0 |   Example  {  "userInfoMessagesList" : [  {  "userInfoCd": "ISM-37",  "userInfoTxt": "Discount Warning",  }  ],  "chargedServiceList":[  {  "serivceNameTxt": "Optik High Speed Turbo (V2)",  "priceAmt": 67.0  },  {  "serivceNameTxt": "Unlimited Internet Usage",  "priceAmt": 15.0  },  {  "serivceNameTxt": "Security Services",  "priceAmt": 4.95  }  ],  "prorationInfo" : {  "startDt": "2015-02-13T00:00:00Z ",  "endDt": "2015-02-20T00:00:00Z ",    "chargeList": [  { "serivceNameTxt": "Unlimited Internet Usage",  "priceAmt": 3.75  }  ],  }    "newMonthlyTotalAmt": 86.95,  "nextBillTotalAmt": 90.7    "status":{  "statusCd":"200",  "statusTxt":"OK"  }  } |
| **SLA** | |  |  | | --- | --- | | **Service/operation** | **SLA** | | **OrderMgmtRetrievalService\_v6\_0** validateProductInstanceAndGetQuoteByOrderAction | 1000 ms average; 3000 ms peak | |
| **Sample GUI** |  |

## save-order (POST)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/productinstance/{productinstanceid} | |
| **Method** | POST |
| **Description** | Purchase new add-on for the Wireline customer by submitting the order to OMS. |
| **Input** | Parameters in payload   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | orderList | Array of OrderItem | Mandatory |  | | customerId | 18037909 | Optional | Wireline customer ID. If provided, it will save the extra call to map the BAN to Customer ID | | effectiveDt | "2013-09-07T00:00:00" | Optional | The date the service should become effective, typically next billing date. If this field is left blank it will be effective in next day. | | language | "en", "fr" | Optional | Language of decoration. Default is "en". |   Where OrderItem   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | action | "add", “remove” | Mandatory | Indicates add or remove a service/add-on to the HSIA | | catalogId | "21081758" | Mandatory | Catalogue item id in OMS | | pricePlanCd | "21081758" | Mandatory | Code to pass to OMS |   Payload example:  {  "customerId":"18037909",  "effectiveDt" : "2015-02-13T00:00:00",  "orderList" : [  { "action" : "add",  "catalogId": "21081758",  "pricePlanCd": "21081758"  },  { "action" : "add",  "catalogId": "21081628",  "pricePlanCd": "21081628"  }  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IP | The specified transaction is not eligible |  |  | Returns when the passed in add on storage changes do not conform to the upgrade/downgrade business rules | | 500 | OMR | OrderMgmtRetrievalService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | OMS | OrderMgmtSubmissionService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 |  | general error | underlying error code | underlying error message | Any caught exception not captured elsewhere | |
| **Output** | {  "userInfoMessagesList" : "<UserInfoMessageItem>",  "chargedServiceList" : "<ServiceChargeInfoItem>",  "prorationInfo" : <ProrationInfo>,  "newMonthlyTotalAmt" : double,  "nextBillTotalAmt": double,  "referenceNumberTxt": string,  "status" : <status>  }  Where UserInfoMessageItem message:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | userInfoCd | String | A message code so the calling application can map it to specific verbiage. |  | | userInfoTxt | String | A description of the warning |  |   And where ProrationInfo:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startDt | date | ISO8601 format date/time  Proration start date. It identifies the start of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | endDt | date | ISO8601 format date/time  Proration end date. It identifies the end of the period the proration is applicable. | "2013-05-22T05:07:22Z" | | creditList | Array of ServiceChargeInfoItem | Credits for any services and plan removed. |  | | chargeList | Array of ServiceChargeInfoItem | Charges for any services and plan added. |  | | onetimeChargeList | Array of ServiceChargeInfoItem | All the one time charge services. Typically, roaming passes. |  |   where ServiceChargeInfoItem:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | serviceNameTxt | string | Indicates which service the proration applies |  | | priceAmt | double | Non-formatted charge/credit | 5.0, 30.0 |   Example  {  "userInfoMessagesList" : [  {  "userInfoCd": "ISM-37",  "userInfoTxt": "Discount Warning",  }  ],  "chargedServiceList":[  {  "serivceNameTxt": "Optik High Speed Turbo (V2)",  "priceAmt": 67.0  },  {  "serivceNameTxt": "Unlimited Internet Usage",  "priceAmt": 15.0  },  {  "serivceNameTxt": "Security Services",  "priceAmt": 4.95  }  ],  "prorationInfo" : {  "startDt": "2015-02-13T00:00:00Z ",  "endDt": "2015-02-20T00:00:00Z ",    "chargeList": [  { "serivceNameTxt": "Unlimited Internet Usage",  "priceAmt": 3.75  }  ],  }    "newMonthlyTotalAmt": 86.95,  "nextBillTotalAmt": 90.7,    "referenceNumberTxt": "516934815A",    "status":{  "statusCd":"200",  "statusTxt":"OK"  }  } |
| **SLA** | |  |  | | --- | --- | | **Service/operation** | **SLA** | | **OrderMgmtRetrievalService\_v6\_0** validateProductInstanceAndGetQuoteByOrderAction | 1000 ms average; 3000 ms peak | | **OrderMgmtSubmissionService\_v6\_0**  submitCustomerOrder |  | |
| **Sample GUI** |  |

# AppointmentManagement REST Service

## appointments (GET)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/appointments | |
| **Method** | GET |
| **Description** | Pass BAN to get customer’s existing appointments, including install and repaire appointments. |
| **Input** | **customerid** – wireline customer Id.  **Parameters**   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | **customerid** | 92084480 | Mandatory |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | OMR | OrderMgmtRetrievalService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | FWAM | FieldWorkAssignmentMgmtService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | TTODS | TroubleTicketODSQueryService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | TWS | TeamWorkerService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 | CCMS | ConsumerCustomerManagementService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | | 400 | Bad Request |  |  | Invalid Customer ID | Include invalid BAN and CustomerID | | 400 | NAF | No appointment found |  |  |  | |
| **Output** | {  "appointmentList ": [appointment],  "status" : <status>  }   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | appointmentList | List of <Apporintment> |  |  |  | | cacheKey | String | Key of the cached appointment info (Internal) | “MSLLEVETluQ51Up67vbsgG6eH0v6Ub” |  | | status | <status> |  |  |  |   Where < Apporintment > :   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | appointmentId | String | It could be *workOrderId* or *ticketId* | “100000273858” |  | | primaryAppointmentId | String | Applicable to OMS orders. It is the primary work order ID of appointments subjects for merging. | “100000273858” |  | | customerNameTxt | String |  | “Gurjit Sandhu” |  | | productCategoryCd | String | Coming from WFM downstream service. Example: DSL – high speed Internet, TTV – optic TV, POTS – Home phone. | “TTV” |  | | appointmentTypeCd | String |  | “Install”, “Repair”, “Move” |  | | appointmentDescTxt | String | Ticket/description (short description of the problem) |  |  | | appointmentDt | dateTime |  | "2013-05-22T05:07:22Z" |  | | timeZoneCd | String | Time zone of the service address | "America/Edmonton" |  | | appointmentStartDt | dateTime | UTC time | "2013-05-22T00:00:00Z" |  | | appointmentEndDt | dateTime | UTC Time | "2013-05-22T23:00:00Z" |  | | estimatedDurationNum | Double |  | “3.00” |  | | estimatedDurationUnitCd | String |  | "HOURS" |  | | location | <Location> |  |  |  | | appointmentStatusCd | String |  | "Scheduled",  "Technician Assigned",  "Technician on the way",  "In Progress",  "Completed",  "Cancelled" |  | | allowRescheduleInd | boolean |  | true / false |  | | contactPhoneNum | String | Customer’s contact number |  |  | | hostSystemCd | String | Internal Refreence | OMS6, OMS9, LYNX |  | | technician | <Technician> |  |  |  | | moveFrom | <MoveFrom> |  |  |  |   Where < MoveFrom>:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | moveCeaseDt | dateTime |  | "2013-05-22T05:07:22Z" | dateTime | | location | <Location> | Location can be empty if WFM downstream does not have this address |  |  |   Where <Technician>:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | technicianFirstNameTxt | String | Technician’s First Name | "Duncan" |  | | technicianLastNameTxt | String | Technician’s last Name | "Sealock" |  | | technicianPhoneNum | String | Technician Contact Number | "4036690354" |  | | technicianId | String |  | "T808551" |  | | telusTechInd | boolean |  | True/false |  |   Where <Location>:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | provinceTxt | String |  | “British Columbia” |  | | districtTxt | String |  | “South” |  | | cityNameTxt |  |  | “SURREY” |  | | streetNum | String |  | “10044” |  | | streetNameTxt | String |  | “120”,  “victory park” |  | | streetType | String |  | “Street”,  “Ave” |  | | PostalCd | String |  | “V3V4E5” |  |   \*Cache all necessary values from WFM.getWorkOrder() response, then use them in availabe-time/resechedule/update-contact operations. However, it is necessary parse all of them to frontend.  **Example**:  {  appointmentList: [  {  appointmentId: "100000283695",  primaryAppointmentId: "100000283695",  customerNameTxt: "Tiinna Rb",  productCategoryCd: "TTV",  appointmentTypeCd: "Install",  appointmentDespTxt: "",  appointmentDt: "2016-11-18T06:59:59Z",  timeZoneCd: "America/Edmonton",  appointmentStartDt: "2016-11-17T15:00:00Z",  appointmentEndDt: "2016-11-17T16:00:00Z",  estimatedDurationNum: 0.1,  estimatedDurationUnitCd: "HOURS",  location: {  provinceTxt: "Alberta",  districtTxt: "Edmonton North",  cityNameTxt: "ST ALBERT",  streetNum: "7",  streetNameTxt: "GRANITE",  streetType: "AVENUE",  postalCd: "T8N0V3"  },  technician: {  technicianId: "T002333",  technicianFirstNameTxt: "Robert",  technicianLastNameTxt: "Mitchell",  technicianPhoneNum: "7809164439",  telusTechInd: true  },  appointmentStatusCd: "Scheduled",  hostSystemCd: "OMS9",  contactPhoneNum: "0123456789"  }  ],  cacheKey: "HYPrSHaPgepFJpHIOdHHL8Ss7Da5Vj",  status: {  statusCd: "200",  statusTxt: "OK"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ordermanagementretrievalservice\_v1\_1**  getOrderListByCriteria() | 1100 ms average; | | **FieldWorkAssignmentMgmtService\_v3\_0**  getWorkOrder() | 4300 ms average; | | **TroubleTicketODSQueryService\_v1\_5\_1**  getTickets() | 90 ms average; | |
| **Sample GUI** | In classic  cid:image001.jpg@01D1E439.5BFAD8D0 |

## available-time (GET)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/available-time | |
| **Method** | GET |
| **Description** | Retrieve availabe time slot for customer to reschedule. |
| **Input** | **customerid**: wireline customerId  **cachekey** – cachekey of the cached appointment information  **Parameters**   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | customerid | 92084480 | Mandatory |  | | appointmentidlist | 100000283660,100000283661,… | Mandatory |  | | primaryappointmentid | 100000283660 | Optional | Mandatory, if you pass more than one appointment id  Optional, if you past single appointment id | | hostsystemcd | OMS6 or LYNX | Mandatory |  | | cachekey | 5f4e92e8-fd51-44ce-a719-e57ce5708e15 | Mandatory |  |   For OMS appointment with triple play, the appointment will link to 3 appointmentId  appointmentidlist = <appointmentId 1>,<appointmentId 2>,<appointmentId 3>,….  primaryappointmentid = <primaryappointmentid>  For OMS appointment with one appointment  appointmentidlist = <appointmentId 1>,<appointmentId 2>,…  primaryappointmentid = <primaryappointmentid>  For LYNX appointment,  appointmentidlist = <appointmentId 1> |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 |  |  |  |  | General error | | 500 | FWAS | FieldWorkAssignmentMgmtService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 400 |  |  |  |  |  | |
| **Output** | {  "availabeTimeSlotList ": [timeSlot],  "allowRescheduleInd": Boolean,  "status" : <status>  }   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | availabeTimeSlotList | List of <timeslot> | If “allowRescheduleInd” is false, the “availableTimeSlots” is empty array |  |  | | allowRescheduleInd | boolean |  | true / false |  |   Where <**TimeSlot>**:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | startTimeDt | UTC DateTime | 2015-08-30T15:00:00.000Z |  | | endTimeDt | UTC DateTime | 2015-08-30T16:00:00.000Z |  |   **Example**:  {  "availableTimeSlots": [  {  "startTimeDt": "2016-10-30T09:00:00.000Z",  "endTimeDt": "2016-10-30T11:00:00.000Z"  },  {  "startTimeDt": "2016-11-02T17:00:00.000Z",  "endTimeDt": "2016-11-02T18:00:00.000Z"  },  {  "startTimeDt": "2016-11-03T14:00:00.000Z",  "endTimeDt": "2016-11-03T14:14:00.000Z"  }  ],  "allowRescheduleInd": true,  "status": {  "statusCd": "200",  "statusTxt": "OK"  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **FieldWorkAppointmentService\_v3\_0**  searchAvailableAppointmentList() | 9000 ms average; | | **ordermanagementretrievalservice\_v1\_1**  getOrderListByCriteria() | 1100 ms average; (optional) | | **FieldWorkAssignmentMgmtService\_v3\_0**  getWorkOrder() | 1660 ms average; (optional) | | **TroubleTicketODSQueryService\_v1\_5\_1**  getTickets() | 90 ms average; (optional) |   \*optional: if cacheKey provided, service doesn’t need call those down stream services. |
| **Sample GUI** |  |

## appointment (POST)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/appointmentid/{appointmentid} | |
| **Method** | POST |
| **Description** | For Customer to reschedule and/or update appointment contact information. |
| **Input** | |  |  |  |  | | --- | --- | --- | --- | | appointmentid | 100000283660 (in the URI) | Mandatory | Appointment id in case of single order updates |   **Query Parameters**   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | customerid | 92084480 | Mandatory | wireline customer Id | | appointmentidlist | 100000283660, 100000283661,…. | Mandatory | Appointment id list in case of triple play order updates. Null otherwise. | | hostsystemcd | OMS6 or LYNX | Mandatory |  | | cachekey | 5f4e92e8-fd51-44ce-a719-e57ce5708e15 | Mandatory | cache key of the cached appointment information | | startdate | 2015-08-30T15:00:00.000Z | Optional \* | Validate it should be future date; | | enddate | 2015-08-30T16:00:00.000Z | Optional \* | Validate it should be behind of startDate | | ~~contactname~~ | ~~ANGELA~~ | ~~Optional~~ | ~~Full name~~ | | contactphone | 2503889104 | Optional \* | The customer phone number to be updated |   \*Either startdate/enddate OR contactphone should be provide in one request.  **For appointment with triple play, the appointment will link to 3 appointmentId**  **appointmenidlist = <** appointmentId **1>, <** appointmentId **2>,….**  Example: For Single Order updates (same for LYNX)  <https://soa-mp-rmsk-it01.tsl.telus.com/v1/cmo/selfmgmt/appointmentmanagement/account/602591806/appointmentid/100000283660>  Payload example:  {  "customerId":"18037909",  "hostsystemcd":"OMS6",  "cachekey ":"TlpQPKxTJAtPpW0R8wdztpSMVEzfMF ",  " contactphone ":"4167100000"  }  Example: For triple play order updates  <https://soa-mp-rmsk-it01.tsl.telus.com/v1/cmo/selfmgmt/appointmentmanagement/account/602591806/appointmentid/100000283660>  Payload example:  {  "customerId": "18037909",  "hostsystemcd": "OMS6",  "cachekey ": "TlpQPKxTJAtPpW0R8wdztpSMVEzfMF ",  " contactphone ": "4167100000",  "appointmentidlist": [  {  "id": "100000283660"  },  {  "id": "100000283661"  },  {  "id": "100000283662"  }  ]  } |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 |  |  |  |  | General error | | 500 | FWAS | FeildWorkAppointmentService failed | underlying error code | underlying error message | Any Policy or Service Exception | | 400 |  |  |  |  |  | |
| **Output** | {  updateStatusTxt: success or failure  “status” : <status>  }  **Example**:  {  “updateStatusTxt”: “success”    “status” :{  "statusCd": "200",  "statusTxt": "OK"  }  }   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | **Decoration** | | updateStatusTxt | String | If update is done, its success otherwise failure | success or failure |  | |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **~~FieldWorkAssignmentMgmtService\_v3\_0~~**  ~~updateWorkOrder ()~~ | ? ms average; | | **ordermanagementretrievalservice\_v1\_1**  getOrderListByCriteria() | 1100 ms average; (optional) | | **FieldWorkAssignmentMgmtService\_v3\_0**  getWorkOrder() | 1660 ms average; (optional) | | **TroubleTicketODSQueryService\_v1\_5\_1**  getTickets() | 90 ms average; (optional) | | **OrderMgmtSubmit\_v6\_1**  submitOrder() | 6000 ms average; |   \*optional: if cacheKey provided, service doesn’t need call those down stream services. |
| **Sample GUI** |  |

# VoIPPhoneNumberManagement REST Service

This service provides operations to support VoIP phone number and VoIP toll-free number changes.

## provinces

|  |  |
| --- | --- |
| **OPERATION**  provinces | |
| **Method** | GET |
| **Description** | return list of provinces from Vendor system. Response includes vendor specific province identifier that is required for Voip phone number selection calls. Service will cache the response. |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | language | “en”, “fr” | Optional | Default is “en” – language of province name | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  | validation errors: {[Invalid language passed. Currently only 'en' and 'fr' are supported.:arg0=xxx]} |  |  |  | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “provinceList” : { “province” : [province] }  where **province** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | provinceId | string | Vendor managed identifier |  | | provinceTxt | string | Name of the province in the given language | “Ontario” | | provinceCd | string | Province name abbreviation | “ON”, “BC” |   **Example**:  {  “getProvinceListResponse”: {  “provinceList”: {  “province”: [  {  “provinceId”: “511”,  “provinceTxt”: “Alberta”,  “provinceCd”: “AB”  },  {  “provinceId”: “512”,  “provinceTxt”: “British Columbia”,  “provinceCd”: “BC”  }  ]  },  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **VoipSupplementaryService v 1.0**  getProvinceList | 500 ms average; 1000 ms peak |   Expected average response time: 300ms  Expected peak response time: 600 ms |
| **Sample GUI** |  |

## voip-npanxx-by-province

|  |  |
| --- | --- |
| **OPERATION**  voip-npanxx-by-province | |
| **Method** | GET |
| **Description** | return a list of VoIP phone number Npa-Nxx list from a vendor system. The list of Npa-nxx will be displayed in VoIP phone number selection UI. Service will cache the response. |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | provincecd | province code e.g. ON   * Alberta – AB * British Columbia – BC * Manitoba – MB * New Brunswick – NB * Newfoundland – NL * Northwest Territory – NT * Nova Scotia – NS * Nunavut Territory – NU * Ontario - ON * Prince Edward Island – PE * Quebec – QC * Saskatchewan – SK * Yukon Territory – YT | Mandatory | Ring Central uses provinceId as key. | | language | “en”, “fr” | Optional | Default is “en” – language of city description | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 |  | validation errors: {[Invalid language passed. Currently only 'en' and 'fr' are supported.:arg0=xxx]} |  |  |  | | 400 | IP | Invalid province code |  |  |  | | 500 |  | Domain Service layer error | Map Error code in the VoIPSupplementaryService response here | Map error message from VoIPSupplementaryService response here |  | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “ voipNpaNxxGroupList “ : {“ voipNpaNxxGroup “: [VoipNpaNxxGroup] }  where **VoipNpaNxxGroup** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | cityTxt | string | localized city description | “Toronto”, “Vancouver” | | npaNxxList | [npanxx] | array of NPA-NXX strings |  |   Where **npanxx** is:   |  |  |  |  | | --- | --- | --- | --- | | **Field** | **Datatype** | **Description** | **Possible/typical values** | | npa | string | String of first 3 digits of phone number | “416”, “647” | | nxx | string | String of 4th,5th and 6th digits of phone number | “684”, “346” |   **Example**:  {  “getVoipNpaNxxByProvinceResponse”: {  “voipNpaNxxGroupList”: {  “voipNpaNxxGroup”: [  {  “cityTxt”: “Toronto”,  “npaNxxList”: {  “npaNxx”: [  {  “npa”: “416”,  “nxx”: “482”  },  {  “npa”: “647”,  “nxx”: “346”  }  ]  }  },  {  “cityTxt”: “Hamilton”,  “npaNxxList”: {  “npaNxx”: [  {  “npa”: “905”,  “nxx”: “346”  },  {  “npa”: “905”,  “nxx”: “564”  }  ]  }  }  ]  },  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **VoipSupplementaryService v 1.0**  getLocationList | 500 ms average; 1000 ms peak |   Expected average response time: 1000ms  Expected peak response time: 2000 ms |
| **Sample GUI** |  |

## voip-tollfree-npalist

|  |  |
| --- | --- |
| **OPERATION**  voip-tollfree-npalist | |
| **Method** | GET |
| **Description** | return a list of VoIP toll free NPA. The VoIP toll free NPAs will be managed in REFPDS. Service will cache the data that is sent in response. |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | |  |  |  |  | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 500 | VSL | Domain Service layer error | Map Error code in the ReferencePDSDataService  response here | Map error message from ReferencePDSDataService  response here |  | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | “tollfreeNpaList” : “: { “tollfreeNpa”: [string ] }  **Example:**  {  “getVoipTollfreeNpaListResponse”: {  “tollfreeNpaList”: {  “tollfreeNpa”: [  “800”,  “866”,  “877”,  “888”  ]  },  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **ReferencePDSDataService**  getReferenceData | Average 500ms |   Expected average response time: 100ms  Expected peak response time: 300 ms |
| **Sample GUI** |  |

## available-voip-numbers

|  |  |
| --- | --- |
| **OPERATION**  available-voip-numbers | |
| **Method** | GET |
| **Description** | return a list of voip phone numbers based on search criteria by querying vendor system |
| **Input** | Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | npa | First 3 digits of desired phone number | Mandatory |  | | nxx | String 4th, 5th, 6th digits of the desired phone number.  It may contain wildcard characters, e.g. \*\*\* or 5\*\* for tollfree number searches.  It must contain valid nxx digits for local voip number searches. | Optional | Mandatory for ‘Local’ phone number with proper nxx digits.  For toll-free, this is optional and if not supplied, will be treated as \*\*\* or consumer may send it as \*\*\*. | | phonenumbertype | “local” or “tollfree”  Type of phone number to search. | Mandatory | Service will call different domain service operations based on this code and the input. | | searchfilter | wildcard-style filter string for last 4 digits of the phone number | Optional | If not provided, it will default to \*\*\*\*. | | asianfriendly | “y” or “n” – indicates whether to return only Asian-friendly numbers (typically excluding the digit “4”). | Optional | Default is “n”. | | maxnumber | maximum number of phone numbers returned | Optional | Default is 50 | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 204 |  | OK – no voip phone numbers found |  |  | When the result set is empty, we will only return the Status section. This indicates no numbers were found. | | 400 | INXX | Invalid Nxx value |  |  |  | | 400 | IF | Invalid search filter |  |  |  | | 400 | IT | Invalid phone number type code |  |  |  | | 500 |  | Domain Service layer error | Map Error code in the VoIPSupplementaryService response here | Map error message from VoIPSupplementaryService response here |  | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “voipPhoneNumberList” :{ “voipPhoneNumber”: [String]}  **Example**:  {  “getAvailableVoipNumbersResponse”: {  “voipPhoneNumberList”: {  “voipPhoneNumber”: [  “4165761280”,  “4165762309”,  “4165765680”,  “4165768766”  ]  },  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **VoipSupplementaryService v 1.0**  lookupLocalNumberByNpaNxx | 500 ms average; 1000 ms peak | | **VoipSupplementaryService v 1.0**  lookupNumberByNpa | 500 ms average; 1000 ms peak | | **VoipSupplementaryService v 1.0**  lookupTollFreeVanityNumberByNpaNxxLine | 500 ms average; 1000 ms peak |   Expected average response time: 1000ms  Expected peak response time: 2000 ms |
| **Sample GUI** |  |

## voip-phone-number (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/voip-phone-number | |
| **Method** | PUT |
| **Description** | Change local VoIP phone number  Change toll-free VoIP number |
| **Input** | **ban** – account number  **sub** - subscriber phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | voipPhoneNumberNew | 10 digit phone number | Mandatory | New phone number (local or toll-free number) | | voipPhoneNumberOld | 10 digit phone number | Mandatory | Old phone number (local or toll-free number) | | phoneNumberType | “local” or “tollfree” | Mandatory | Determines resource type in KB. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Subscriber not found. |  |  |  | | 400 | ISTYPE | Subscriber is not proper seat type. |  |  |  | | 400 | IN | Invalid input phone number |  |  |  | | 400 | IT | Invalid input phone number type code |  |  |  | | 400 | IB | Invalid Ban |  |  | Eg, BAN is not business connect type | | 400 | RSRF | Voip number cannot be reserved |  | Map statusTxt from VoIPSupplementaryService response. | Return this response when VoIPSupplementaryService response contains statusCd as ‘Error’ | | 500 |  | Domain Service layer error | Map Error code in the VoIPSupplementaryService response here | Map error message from VoIPSupplementaryService response here | Map Service exception from VoipSupplementary service here. | | 500 |  | Domain Service layer error | Map Error code in the SubscriberManagementService \_v3\_0  response here | Map error message from SubscriberManagementService \_v3\_0  response here | Map Service exception from SubscriberManagementServic e\_v3\_0 here. | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>  **Example**:  {  “updateVoipPhoneNumberResponse”: {  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **VoipSupplementaryService v 1.0**  reserveTelephoneNumber | 500 ms average; 1000 ms peak | | **SubscriberManagementService\_v3\_0**  changeVoIPNumber | 500 ms average; 1000 ms peak | | **SubscriberInformationService 3.0**  createMemo | 400 ms average; 625 ms peak |   Expected average response time: 1500ms  Expected peak response time: 2500 ms |
| **Sample GUI** |  |

## voip-phone-number (POST)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/voip-phone-number | |
| **Method** | POST |
| **Description** | Add toll-free VoIP number  Add voip number (for ATG platform’s add seat flow) |
| **Input** | **ban** – account number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | voipPhoneNumber | 10 digit phone number | Mandatory | New phone number (local or toll-free number) | | phoneNumberType | “local” or “tollfree” | Mandatory | Determines resource type in KB. | | sub | Subscriber phone number | Optional | Subscriber Phone number used to identify and load the subscriber to which the toll number is to be added. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Subscriber not found. |  |  |  | | 400 | ISTYPE | Subscriber is not proper seat type to add tollfree number. |  |  |  | | 400 | SR | Subscriber required for Adding tollfree. |  |  | For adding tollfree number requires subscriber identifier.  Adding voip number may be performed without a subscriber identifier. | | 400 | IN | Invalid input phone number |  |  |  | | 400 | IT | Invalid input phone number type code |  |  |  | | 400 | IB | Invalid Ban |  |  |  | | 400 | RSRF | Voip number cannot be reserved |  | Map statusTxt from VoIPSupplementaryService response. | Return this response when VoIPSupplementaryService response contains statusCd as ‘Error’ | | 500 |  | Domain Service layer error | Map Error code in the VoIPSupplementaryService response here | Map error message from VoIPSupplementaryService response here | Map Service exception from VoipSupplementary service here. | | 500 |  | Domain Service layer error | Map Error code in the SubscriberManagementService \_v3\_0  response here | Map error message from SubscriberManagementServic e\_v3\_0  response here | Map Service exception from SubscriberManagementServic e\_v3\_0 here. | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>  **Example**:  {  “addVoipPhoneNumberResponse”: {  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “null”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **VoipSupplementaryService v 1.0**  reserveTelephoneNumber | 500 ms average; 1000 ms peak | | **SubscriberManagementService\_v3\_0**  changeVoIPNumber  changeVoIPNumberWithCharge | 500 ms average; 1000 ms peak | | **SubscriberInformationService 3.0**  createMemo | 400 ms average; 625 ms peak |   Expected average response time: 1500/3000 ms |
| **Sample GUI** |  |

## toll-free-number (PUT)

|  |  |
| --- | --- |
| **OPERATION**  account/{ban}/sub/{sub}/toll-free-number | |
| **Method** | PUT |
| **Description** | Remove tollfree number from a office or professional seat |
| **Input** | **ban** – account number  **sub** - subscriber phone number  Parameters   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Description** | **Mandatory?** | **Comments** | | role | “client”, “dealer”, “agent”, “corpstore” | Mandatory |  | | dealerCode |  | Optional | Mandatory only if role = dealer/corpstore | | salesRepCode |  | Optional | Mandatory only if role = dealer/corpstore | | tollfreeNumber | 10 digit phone number | Mandatory | Tollfree number to be removed. | |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | IS | Subscriber not found. |  |  |  | | 400 | ISTYPE | Subscriber is not proper seat type. |  |  |  | | 400 | INTF | Invalid input phone number |  |  |  | | 400 | IB | Invalid Ban |  |  |  | | 500 |  | Domain Service layer error | Map Error code in the SubscriberManagementService \_v3\_0  response here | Map error message from SubscriberManagementServic e\_v3\_0  response here | Map Service exception from SubscriberManagementServic e\_v3\_0 here. | | 500 |  | general error |  |  | Any caught exception not captured elsewhere | |
| **Output** | “status” : <status>  **Example**:  {  “removeTollfreeNumberResponse”: {  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “null”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2013-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **SubscriberManagementService\_v3\_0**  changeVoIPNumber  changeVoIPNumberWithCharge | 500 ms average; 1000 ms peak | | **SubscriberInformationService 3.0**  createMemo | 400 ms average; 625 ms peak | |  |  |   Expected average response time: 1000/2000 ms |
| **Sample GUI** |  |

# DECOMMISSIONED - VoicemailManagement REST Service

TELUS is migrating away from current voicemail system to new system and would like to provide a tool for customers to download any voicemails currently saved in their voicemail boxes before the transition. This migration affects users of TELUS Mobility, TELUS Mobility for Business, Koodo Mobile, PC Mobile, and Public Mobile.

This service provides operations to support the flow of exporting existing voicemails.

## voicemail-export (GET)

|  |  |
| --- | --- |
| **OPERATION**  sub/{sub}/voicemail-export | |
| **Method** | GET |
| **Description** | Pass the phone number, email address and brand code to an external script, which will search for voicemails in several platforms and convert them to wav format, then it will attach those wav files and send to the email address. |
| **Request Header** | Content-Type: application/x-www-form-urlencoded  Accept: application/json |
| **Input** | **sub** – phone number  **Parameters**   |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Values** | **Mandatory?** | **Comments** | | email | e.g., myemail%40mydomain.com | Mandatory | The email address that voicemail will be sent to.  Also, the email address needs to be URL encoded (“@” is replaced by “%40”). | | brand | 1 – TELUS Consumer  2 – TELUS Business  3 – Koodo  4 – PC Mobile  5 – Public Mobile | Optional | Defaults to TELUS Consumer (“1”). | | language | "en", "fr" | Optional | Language of descriptions; default is "en" |   **Sample URL via SDF:**  GET https://webservices.telus.com/rest/v1/cmo/selfmgmt/voicemailmanagement/sub/6471252858/voicemail-export?email=myemail%40mydomain.com&brand=1&language=en |
| **Status Codes** | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **status**  **Cd** | **status**  **SubCd** | **statusTxt** | **systemErrorCd** | **systemErrorTxt** | ***Notes*** | | 200 |  | OK |  |  |  | | 400 | WLSVM-E1 | No voicemail found |  |  | If the mailbox is deleted | | 400 | WLSVM-E2 | No voicemail message found |  |  | If no messages in the VM | | 400 | WLSVM-E3 | Error in sending email |  |  | If any errors when sending out email | | 500 | WLSVM-CONNECTION | Connection failed |  | Connection to <hostname> failed | If the SSH connection to the host cannot be established. | | 500 |  |  | Underlying error code | Underlying error message | Any policy/service exception thrown by the underlying service. | | 500 |  | general error | Underlying error code | Underlying error message | Any caught exception not captured elsewhere | |
| **Output** | {  “status” : <status>  }  **Example**:  {  “status”: {  “statusCd”: “200”,  “statusSubCd”: “null”,  “statusTxt”: “OK”,  “systemErrorCd”: “null”,  “systemErrorTimeStamp”: “2015-06-24T13:45:03-4:00”,  “systemErrorTxt”: “null”  }  } |
| **SLA** | Services/APIs called:   |  |  | | --- | --- | | **Serviced/operation** | **SLA** | | **Hostname:**  **Script name:** /export/home/export\_tool/export\_tool.sh | 1000 ms average; 3500 ms peak |   Expected average response time: 1200ms  Expected peak response time: 4000 ms |
| **Sample GUI** |  |

# Appendix

## Error Codes

|  |  |
| --- | --- |
| IB | Invalid BAN |
| IS | Invalid Subscriber Number |
| ISI | Invalid Subscriber ID |
| IBC | Invalid Bill Cycle |
| ID | Invalid Date |
|  |  |