

# **IKANO Wholesale DSL API**

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Version: 1.0

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## Account Setup

Accounts will be setup by the Ikano Wholesale Sales Team, once all contracts have been reviewed and required forms filled out. The team will provision the partner company in the wholesale system, and provide them with the account information.

## Testing

Testing of API integration will be done using a special company entity configured in the system for this purpose. The required keyid and authentication information will be provided at test time.

## General Architecture

IKANO's DSL API is implemented as XML over HTTP messaging service. All API requests need to be sent in a HTTPS post to <https://orders.value.net/OsirisWebService/XmlApi.aspx>. Responses to requests will be sent as HTTP responses on the same connection which made the request.

### *The Request Message*

All messages to the system consist of a well formed XML document with the root element `<OsirisRequest>`. Each type of message places its contents inside child elements of the root element. The `OsirisRequest` is defined in the schema file `osirisrequest.xsd` that can be obtained from IKANO and is a member of the namespace `https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd`. The namespace must be declared in each request to pass validation. The following table contains the attributes for the root element.

Name	Required	Description	Value(s)
type	Yes	Tells messaging system the type of operation that is being requested. The type also determines what elements are required to be included in the document as children of <code>&lt;OsirisRequest&gt;</code> .	<b>PREQUAL ORDERSTATUS ORDER CUSTOMERLOOKUP CANCEL PASSWORDCHANGE ACCOUNTSTATUSCHANGE</b>
keyid	Yes	Used as a unique identifier for each company within the system. This value will be assigned to the company upon setup.	
username	Yes	Identifies the user making the change. Only the admin user with the username 'admin' is allowed to make changes through the API.	admin
password	Yes	The password for the user making the change.	
version	Yes	The version of the messaging API being used. Currently one '1.0' is in production.	<b>1.0</b>

Following is an example of the request root element.

```

<?xml version="1.0"?>
<OsirisRequest type="" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
</OsirisRequest>

```

## The Response Message

All messages from the system consist of a well formed XML document with the root element <OsirisResponse/>. Each type of message places its contents inside child elements of the root element. The following table contains the attributes for the root element.

Name	Required	Description	Value(s)
version	Yes	The version of response message. Currently only 1.0 is in production.	1.0
type	Yes	The type of response message being sent. This will match the type used in the request message.	PREQUAL NEWORDER CHANGEORDER CANCELORDER ORDERCANCEL ORDERSTATUS CUSTOMERLOOKUP ACCOUNTSTATUS PASSWORDCHANGE FAILURE
responseid	Yes	A unique numeric identifier for the response. This is used for troubleshooting.	64bit integer

Following is an example of the response root element.

```

<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="" responseid="">
</OsirisResponse>

```

# Using the messaging API

## Making A Request For DSL Qualification

To make a request for pre-qualification a request message of type 'PREQUAL' is posted to the server. The request must contain a single <PreQual/> element that has no attributes. The <PreQual/> element contains the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
Address	1	The address of the location that is being qualified for DSL server.	None. See the Address element for child elements.
PhoneNumber	1	The phone number that will be used to check for DSL service qualification.	A 10 digit phone number i.e. 8901234567.
CheckNetworks	1	The networks to be checked for DSL qualification.	None. See the check networks element for child elements.
RequestClientIP	1	The IP address of the client host making the request.	A TCP/IP address i.e. xxx.xxx.xxx.xxx.

### <Address/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
AddressLine1	1	The first line of the address.	
AddressUnitType	1	Identifies the type of location in the system. The value must be one of a list of accepted unit type designators. Meanings of the designators are show in parentheses. Do not include the meaning in the request.	<b>APT</b> (Apartment) <b>BLDG</b> (Building) <b>FLR</b> (Floor) <b>LOT</b> (Lot) <b>RM</b> (Room) <b>SLIP</b> (Slip) <b>SUIT</b> (Suite) <b>TRLR</b> (Trailer) <b>UNIT</b> (Unit) <b>WING</b> (Wing)
AddressUnitValue	1	A value for the unit type.	For example if the was a APT unit this would be the apartment number such as <b>302</b> or <b>A</b> . If the unit has no value the element can be left empty.
AddressCity	1	City part of the address.	A city name.
AddressState	1	State part of the address.	A state name.
ZipCode	1	Zip code part of the address.	The 8 digit zip code.
LocationType	1	Identifies the location as either residential or business.	B (Business) R (Residential)

### <CheckNetworks/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
Network	1..n	Identifies a network to be checked for DSL	<b>ATT</b> (AT&T) <b>ATTAS</b> ()

		qualification. Value must be one of the network identity keys.	<b>VER</b> (Verizon) <b>CVD</b> (Covad) <b>QST</b> (Qwest) <b>VERTAS</b> () <b>QSTL2</b> (Qwest L2)
--	--	--	---

Following is an example of a request for DSL qualification.

```

<?xml version="1.0"?>
<OsirisRequest type="PREQUAL" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <PreQual>
    <Address>
      <AddressLine1></AddressLine1>
      <AddressUnitType></AddressUnitType>
      <AddressUnitValue></AddressUnitValue>
      <AddressCity></AddressCity>
      <AddressState></AddressState>
      <ZipCode></ZipCode>
      <LocationType></LocationType>
    </Address>
    <PhoneNumber></PhoneNumber>
    <CheckNetworks>
      <Network></Network>
    </CheckNetworks>
    <RequestClientIP></RequestClientIP>
  </PreQual>
</OsirisRequest>

```

The response message for a pre-qualification request will have a type of 'PREQUAL' and will have a single <PreQuaResponse/> child element. The pre-qualification response element has no attributes and will have the following child elements.

**Note: A response containing no <Network/> elements indicates the customer did not qualify for service.**

Name	Occurrences	Description	Inner Text Value(s)
<b>PrequalId</b>	1	A numeric identifier for the pre-qualification process.	A numeric value.
LocationType	1	The type of location submitted for qualification.	<b>R</b> (Residential) <b>B</b> (Business)
Phone	1	The phone number submitted for qualification.	A 10 digit phone number.
ZipCode	1	The zip code submitted for qualification.	A 5 digit zip code.
Network	0..n	The networks that qualified for service during the qualification process. If no Network elements are returned then the customer did not qualify for service.	None. See the Network element for details.

### <Network/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
NetworkId	1	A numeric identifier for the network in the system.	A numeric value.
NetworkName	1	The name of the network provider.	A string value.
ProductGroup	1..n	Product groups that qualified for use on this network.	None. See ProductGroup element for details.

### <ProductGroup/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
DisplaySpeed	1	A string description of the speed for the products in the group.	A string value.
DisplayName	1	A descriptive name for the product group.	A string value.

TermsId	1	A numeric identifier for the usage terms for the product group.	A numeric value.
WholesaleProductId	1	The Wholesale Product Id. This is the base id displayed in the subscription manager web application.	Integer Value
WholesaleProductPrice	1	The Wholesale Product Price. This is the wholesale price that the partner will be charged monthly for the service.	Money Value
WholesaleIpsIncluded	1	The number of IP addresses included in the wholesale product.	Integer Value
Product	1..n	Products included in the group.	None. See the Product element for details.

**<Product/> Element (This <Product/> element is specific to prequal responses.)**

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
ProductId	1	A numeric identifier for the product.	A numeric value.
DisplayDescription	1	A description for the product.	A string value.
DisplayDescriptionDetails	1	Details about the product.	A string value.
ProductPrice	1	The price of the product.	A decimal value.
SetupPrice	1	The setup price.	A decimal value.
ProInstallPrice	1	The price for professional installation.	A decimal value.
ConnectionType	1	The type of connection.	A string value.
ContractTerm	1	The term of the contract.	A string value.
Equipment	1	The equipment option.	<b>OPTION FORCE</b>
IpsIncluded	1	The number of IP addresses for the product.	Integer Value



Following is an example of what a response for a pre-qualification will look like.

```
<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="PREQUAL" responseid="0">
  <PreQualResponse>
    <PrequalId></PrequalId>
    <LocationType></LocationType>
    <Phone></Phone>
    <ZipCode></ZipCode>
    <Network>
      <NetworkId></NetworkId>
      <NetworkName></NetworkName>
      <ProductGroup>
        <DisplaySpeed></DisplaySpeed>
        <DisplayName></DisplayName>
        <TermsId></
TermsId>
                                </Wholes
aleProductId></WholesaleProductId>
                                <WholesaleProductPrice></WholesaleProductPrice>
                                <WholesaleIpsIncluded></WholesaleIpsIncluded>
                                <Product>
                                  <ProductId></ProductId>
                                  <DisplayDescription></DisplayDescription>
                                  <DisplayDescriptionDetails></DisplayDescriptionDetails>
                                  <ProductPrice></ProductPrice>
                                  <SetupPrice></SetupPrice>
                                  <ProInstallPrice></ProInstallPrice>
                                  <ConnectionType></ConnectionType>
                                  <ContractTerm></ContractTerm>
                                  <Equipment></
Equipment>
                                </IpsIncluded></
IpsIncluded>
                                  </Product>
                                </ProductGroup>
                              </Network>
                            </PreQualResponse>
                          </OsirisResponse>
```

### Placing Orders in the System

Orders are placed to setup new service for a customer, change a customer's service such as their speed/connection and to cancel service for a existing customer. To place a order a request message of type 'ORDER' is posted to the server. The request contains a single <Order/> element. The order element has the following attributes.

When placing an order the PrequalId must be provided, it must be a valid prequal for the company placing the order. The DSLPhoneNumber on the order must match the prequal as well as the CompanyProductId must be valid for the prequal.

Name	Required	Description	Value(s)
type	Yes	Used to tell the system the type of order that is being placed such as new, change or cancel.	<b>NEW</b> <b>CHANGE</b> <b>CANCEL</b>

The Order element has the following child elements.

Name	Occurrences	Description	Inner Text Value(s)

<b>CompanyProductId</b>	1..n	The numeric identifier of the product to be included in the order. Multiple products may be included on a single order but only one product may be for DSL service. Other products might be a modem or installation service.	A numeric digit.
<b>DSLPhoneNumber</b>	1	The phone number that has qualified for DSL service. This must be the same phone number that was posted with the pre-qualification message.	A 10 digit phone number.
<b>Password</b>	1	The password the end user will use for network authentication. This value is not used for CANCEL orders and should be blank. If blank on a new ORDER a password will be automatically generated. The value should be blank on a CHANGE order unless the password should be changed upon order completion.	A string or blank. Min Length = 3 Max Length = 20 Valid characters = A-Z a-z 0-9 ! @ # \$ ^ * ( ) _ = + . ? ~ -
<b>TermsId</b>	1	The terms identifier for network usage terms associated with the DSL product. This value should be taken from the pre-qualification response.	A numeric digit.
<b>PrequalId</b>	1	The identifier of the pre-qualification process. This value should be taken from the pre-qualification response.	A numeric digit.
<b>CompanyName</b>	1	The company name of the customer company if applicable or blank.	A string or blank.
<b>FirstName</b>	1	The first name of the end user.	A string or blank.
<b>MiddleName</b>	1	The middle name of the customer.	A string or blank.
<b>LastName</b>	1	The last name of the customer.	A string or blank.
<b>ContactMethod</b>	1	The method that should be used to contact the customer. Value must be one of those listed.	<b>PHONE</b> <b>EMAIL</b>
<b>ContactPhoneNumber</b>	1	A contact phone number for the customer.	A 10 digit phone number.
<b>ContactEmail</b>	1	A contact email for the customer.	A valid email address.
<b>ContactFax</b>	1	A contact fax number for the customer.	A 10 digit phone number or blank.

DateToOrder	1	The date that the order should be placed. This allows for future order placement. Must be the current of a future date.	A date string in format YYYY-MM-DD Ex. 2007-03-07
RequestClientIP	1	The ip address of the client host making the request.	A TCP/IP address.
IspChange	1	Indicates if the customer is changing ISP service with the order. Should be blank for CANCEL orders.	<b>YES</b> <b>NO</b> (or blank)
IspPrevious	1	The previous ISP if the customer is changing service. Should be blank for CANCEL orders.	String value or blank.
CurrentProvider	1	The current ISP if the customer is not changing service. Should be blank for CANCEL orders.	String value or blank.

Following is an example of a 'ORDER' request message. In this case the type of order being requested is 'NEW'.

```
<?xml version="1.0"?>
<OsirisRequest type="ORDER" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <Order type="NEW">
    <CompanyProductId></CompanyProductId>
    <DSLPhoneNumber></DSLPhoneNumber>
    <Password></Password>
    <TermsId></TermsId>
    <PrequalId></PrequalId>
    <CompanyName></CompanyName>
    <FirstName></FirstName>
    <MiddleName></MiddleName>
    <LastName></LastName>
    <ContactMethod></ContactMethod>
    <ContactPhoneNumber></ContactPhoneNumber>
    <ContactEmail></ContactEmail>
    <ContactFax></ContactFax>
    <DateToOrder></DateToOrder>
    <RequestClientIP></RequestClientIP>
    <IspChange></IspChange>
    <IspPrevious></IspPrevious>
    <CurrentProvider></CurrentProvider>
  </Order>
</OsirisRequest>
```

The response message to a 'ORDER' request will be of type NEWORDER, CHANGEORDER or CANCELORDER respectively. The response will contain a single <OrderResponse/> element. See the common OrderResponse element for details. Following is an example of a response for a 'ORDER' request. In this case it is a response of type 'NEWORDER'.

```
<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="NEWORDER" responseid="">
```

```

<OrderResponse>
  <Order>
    <OrderId></OrderId>
    <CompanyId></CompanyId>
    <CompanyTermsId></CompanyTermsId>
    <PrequalId></PrequalId>
    <OrderDate></OrderDate>
    <ReviewedDate></ReviewedDate>
    <Username>1234567890</ Username >
    <Password>r</Password>
    <Status></Status>
    <CompanyName />
    <FirstName> </FirstName>
    <MiddleName />
    <LastName> </LastName>
    <ContactMethod> </ContactMethod>
    <ContactPhone></ContactPhone>
    <ContactPhoneAlternate />
    <ContactEmail></ContactEmail>
    <ContactFax />
    <Notes />
    <Address>
      <Type>Home</Type>
      <Attention />
      <Company />
      <AddressLine1></AddressLine1>
      <AddressLine2> </AddressLine2>
      <City></City>
      <State></State>
      <ZipCode></ZipCode>
      <Country></Country>
    </Address>
    <Product>
      <CompanyProductId></CompanyProductId>
      <PhoneNumber>1234567890</PhoneNumber>
      <PhoneNumberPrevious />
      <LocationType></LocationType>
      <IsChange>False</IsChange>
      <IsPrevious></IsPrevious>
      <DateToOrder> </DateToOrder>
      <DateToDisconnect />
      <DateServiceActive />
      <ActivationDate />
      <ExpirationDate />
      <HostCircuitId />
      <HostVp />
      <HostVc />
      <VendorOrderId />
      <VendorOrderRequestId />
      <VendorCircuitId />
      <OperatingSystem />
      <ServiceInstallDate />
      <ServiceInstallTimeFrame />
    </Product>
    <StaticIp>68.183.211.193</StaticIp>
  </Order>
</OrderResponse>
</OsirisResponse>

```

## ***Canceling a New or Pending Order***

If an order is placed it may be canceled before the service goes active while it is still in a new or pending status. As soon as the order is completed an order for cancellation must be submitted. To cancel a new or pending order a request of type 'CANCEL' needs to be posted to the server. The message must contain a single <Cancel/> child element. The cancel element has no attributes and the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
OrderId	1	The identifier of the order to be canceled.	A numeric digit.

Following is an example of a request of type 'CANCEL'.

```
<?xml version="1.0"?>
<OsirisRequest type="CANCEL" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <Cancel>
    <OrderId></OrderId>
  </Cancel>
</OsirisRequest>
```

The response message for a cancellation request will be of type 'ORDERCANCEL' and will contain a single <OrderResponse/> element. Aside from the type this response is identical to the response for placing orders in the previous section. Following is a shortened example of a response. See the previous section for a complete example.

```
<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="ORDERCANCEL" responseid="31">
  <OrderResponse>
    <Order>
      <OrderId>123</OrderId>
    .....
```

## Looking Up a Customer Account

To lookup a current customer a request of type 'CUSTOMERLOOKUP' is posted to the server. The request must have a single <CustomerLookup/> child element. The customer lookup element has no attributes and the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
PhoneNumber	0..1	The DSL service phone number of the customer to be looked up.	A 10 digit phone number.

Following is an example of a 'CUSTOMERLOOKUP' request.

```
<?xml version="1.0"?>
<OsirisRequest type="CUSTOMERLOOKUP" keyid="" username="" password="" version="1.0"
```

```

xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
<CustomerLookup>
  <PhoneNumber></PhoneNumber>
</CustomerLookup>
</OsirisRequest>

```

The response for a customer lookup request will be of type 'CUSTOMERLOOKUP' and will have a single <CustomerLookupResponse/> element. The CustomerLookupResponse element has not attributes and has the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
Customer	1	The Customer in the response.	None. See the common Customer element for details.

Following is an example response to a customer lookup request.

```

<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="CUSTOMERLOOKUP" responseid="">
  <CustomerLookupResponse>
    <Customer>
      <DSLPhoneNumber></DSLPhoneNumber>
      <DSLServiceId></DSLServiceId>
      <Password></Password>
      <RateId>470344</RateId>
      <RateName>Wholesale DSL ATT PPPoE 384-768/128-384</RateName>
      <Price>14.9500</Price>
      <LastBilled>2/28/2007 12:00:00 AM</LastBilled>
      <NextBill>3/1/2007 12:00:00 AM</NextBill>
      <Active>Y</Active>
      <VP>188</VP>
      <VC>69</VC>
      <CircuitId>23/OBGJ/001097</CircuitId>
      <Speed>768</Speed>
      <Order>
        <OrderId></OrderId>
        <CompanyId></CompanyId>
        <CompanyTermsId>156</CompanyTermsId>
        <PrequalId></PrequalId>
        <OrderDate>2/22/2007 1:52:04 PM</OrderDate>
        <ReviewedDate>1/1/0001 12:00:00 AM</ReviewedDate>
        <Username>1234567890</ Username >
        <Password>kkfbajhj</Password>
        <Status>COMPLETED</Status>
        <CompanyName />
        <FirstName></FirstName>
        <MiddleName />
        <LastName></LastName>
        <ContactMethod>PHONE</ContactMethod>
        <ContactPhone></ContactPhone>
        <ContactPhoneAlternate />
        <ContactEmail></ContactEmail>
        <ContactFax />
        <Notes />
        <Address>
          <Type>Home</Type>
          <Attention />
          <Company />
          <AddressLine1></AddressLine1>

```

```

        <AddressLine2> </AddressLine2>
        <City></City>
        <State>CA</State>
        <ZipCode>91304</ZipCode>
        <Country>US</Country>
    </Address>
    <Product>
        <CompanyProductId>3518</CompanyProductId>
        <PhoneNumber>1234567890</PhoneNumber>
        <PhoneNumberPrevious />
        <LocationType />
        <IspChange>False</IspChange>
        <IspPrevious></IspPrevious>
        <DateToOrder>5/26/2006 12:00:00 AM</DateToOrder>
        <DateToDisconnect />
        <DateServiceActive />
        <ActivationDate>2/28/2007 12:00:00 AM</ActivationDate>
        <ExpirationDate />
        <HostCircuitId>23/OBGJ/001097</HostCircuitId>
        <HostVp>188</HostVp>
        <HostVc>69</HostVc>
        <VendorOrderId>C036520</VendorOrderId>
        <VendorOrderRequestId />
        <VendorCircuitId />
        <OperatingSystem />
        <ServiceInstallDate />
        <ServiceInstallTimeFrame />
    </Product>
    <StaticIp>68.183.211.193</StaticIp>
</Order>
</Customer>
</CustomerLookupResponse>
</OsirisResponse>

```

### Getting the Status of an Order(s)

To get the status of one or more orders a request of type 'ORDERSTATUS' is posted to the server. The request must contain a single <OrderStatus/> child element. The order status element has no attributes and the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
OrderId	1 or 0 if PhoneNumber is provided	The identifier of the order to be looked up for status. If provided PhoneNumber must not be provided.	A numeric value or blank.
PhoneNumber	1 or 0 if OrderId is provided	A DSL service phone number for which all associated orders will be looked up and returned. If provided OrderId must not be provided. All orders for the phone number will be returned.	A 10 digit phone number or blank.

Following is an example of a request for order status.

```
<?xml version="1.0"?>
```

```

<OsirisRequest type="ORDERSTATUS" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <OrderStatus>
    <OrderId></OrderId>
  </OrderStatus>
</OsirisRequest>

```

The response for a request for order status will be of type 'ORDERSTATUS' and will contain a single <OrderResponse/> element. Aside from the response type the response is identical to responses when placing orders in the system. Following is a shortened example of a response to a request for order status. See the section on placing orders in the system for a complete example.

```

<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="ORDERSTATUS" responseid="">
  <OrderResponse>
    <Order>
      <OrderId></OrderId>
    </Order>
  </OrderResponse>
</OsirisResponse>

```

### ***Suspending or Unsuspending a Customer's Service***

Suspending a customer's service will result in the customer being disconnected and unable to connect while remaining suspended. There maybe a delay of up to 10 minutes from the time of the transaction to the suspension being in place depending of the customer's current connection status.

Unsuspending a customer's account has the same 10 minute delay.

To suspend or un-suspend service for a customer a request of type 'ACCOUNTSTATUSCHANGE' is posted to the server. The request must contain a single <AccountStatusChange/> element. The account status change element has the following attributes and child attributes.

#### Attributes

Name	Required	Description	Value(s)
type	Yes	The type of account change to make. Value must be one of those listed.	<b>SUSPEND</b> <b>UNSUSPEND</b>

#### Child Elements

Name	Occurrences	Description	Inner Text Value(s)
DSLServiceId	1	The DSL service identifier for the customer. This value can be obtained from a customer lookup.	A numeric value.
DSLPhoneNumber	1	The DSL phone number to suspend service on.	A 10 digit phone number.



Following is an example of a request for account status change. In this case it is to unsuspended service.

```
<?xml version="1.0"?>
<OsirisRequest type="ACCOUNTSTATUSCHANGE" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <AccountStatusChange type="UNSUSPEND">
    <DSLServiceId></DSLServiceId>
    <DSLPhoneNumber></DSLPhoneNumber>
  </AccountStatusChange>
</OsirisRequest>
```

The response message for a request to change account status will be of type 'ACCOUNTSTATUSCHANGE' and will contain a single <AccountStatusChangeResponse/> Element. The account status change response element has no attributes and the following child attributes.

Name	Occurrences	Description	Inner Text Value(s)
Customer	1	The customer who's status was changed.	None. See the common Customer element for details.

Following is an example of a response for account status change. The element of interest in the response is the <Active/> element. If the customer was suspended this should be 'S' or for unsuspended 'Y'. Aside from the <AccountStatusChangeResponse/> element the response is nearly identical to the response to looking up customers in the system.

```
<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="ACCOUNTSTATUSCHANGE" responseid="">
  <AccountStatusChangeResponse>
    <Customer>
      <DSLPhoneNumber></DSLPhoneNumber>
      <DSLServiceId>124649</DSLServiceId>
      <Password></Password>
      <RateId>470344</RateId>
      <RateName>Wholesale DSL ATT PPPoE 384-768/128-384</RateName>
      <Price>14.9500</Price>
      <LastBilled>2/28/2007 12:00:00 AM</LastBilled>
      <NextBill>3/1/2007 12:00:00 AM</NextBill>
      <Active>Y</Active>
      <VP>188</VP>
      <VC>69</VC>
      <CircuitId>23/OBGJ/001097</CircuitId>
      <Speed>768</Speed>
      <Order>
        <OrderId>583</OrderId>
        <CompanyId></CompanyId>
        <CompanyTermsId>156</CompanyTermsId>
        <PrequalId></PrequalId>
        <OrderDate>2/22/2007 1:52:04 PM</OrderDate>
        <ReviewedDate>1/1/0001 12:00:00 AM</ReviewedDate>
        <Password></Password>
        <Status>COMPLETED</Status>
        <CompanyName />
        <FirstName>Jeff</FirstName>
        <MiddleName />
        <LastName>Madison</LastName>
        <ContactMethod>PHONE</ContactMethod>
```

```

<ContactPhone>6619456039</ContactPhone>
<ContactPhoneAlternate />
<ContactEmail>none@ikano.com</ContactEmail>
<ContactFax />
<Notes />
<Address>
  <Type>Home</Type>
  <Attention />
  <Company />
  <AddressLine1>21018 Osborne</AddressLine1>
  <AddressLine2> </AddressLine2>
  <City>Canoga Park</City>
  <State>CA</State>
  <ZipCode>91304</ZipCode>
  <Country>US</Country>
</Address>
<Product>
  <CompanyProductId>3518</CompanyProductId>
  <PhoneNumber></PhoneNumber>
  <PhoneNumberPrevious />
  <LocationType />
  <IspChange>False</IspChange>
  <IspPrevious></IspPrevious>
  <DateToOrder>5/26/2006 12:00:00 AM</DateToOrder>
  <DateToDisconnect />
  <DateServiceActive />
  <ActivationDate>2/28/2007 12:00:00 AM</ActivationDate>
  <ExpirationDate />
  <HostCircuitId>23/OBGJ/001097</HostCircuitId>
  <HostVp>188</HostVp>
  <HostVc>69</HostVc>
  <VendorOrderId>C036520</VendorOrderId>
  <VendorOrderRequestId />
  <VendorCircuitId />
  <OperatingSystem />
  <ServiceInstallDate />
  <ServiceInstallTimeFrame />
</Product>
<StaticIp>68.183.211.193</StaticIp>
</Order>
</Customer>
</AccountStatusChangeResponse>
</OsirisResponse>

```

### **Changing a Customer's Password**

Changing a customer's password affects the logon password for users on PPPoE connections.

To change a customer's password an OsirisRequest of type 'PASSWORDCHANGE' is posted to the server. The request must have a single <PasswordChange/> element. The password change element has no attributes and the following child elements.

Name	Occurrences	Description	Inner Text Value(s)
------	-------------	-------------	---------------------

DSLPhoneNumber	1	The DSL service phone number of the customer to change the password on.	A 10 digit phone number.
NewPassword	1	The new password the customer or company has chosen.	A string value.

**Note: The API only requires the new password and does no validation against an old password. Validation/authorization should be used by the partner prior to this request being made.**

Following is an example of a request to change a customer's password.

```
<?xml version="1.0"?>
<OsirisRequest type="PASSWORDCHANGE" keyid="" username="" password="" version="1.0"
  xmlns="https://orders.value.net/osiriswebservice/schema/v1/osirisrequest.xsd">
  <PasswordChange>
    <DSLPhoneNumber></DSLPhoneNumber>
    <NewPassword></NewPassword>
  </PasswordChange>
</OsirisRequest>
```

The response to a request to change a customers password will be of type 'PASSWORDCHANGE' and have a single <ChangePasswordResponse/> child element. Aside from the <ChangePasswordResponse/> element and the response type the response is identical to the response when changing a customers status. Following is a shortened example of a response to a request to change a customer's password. The element of interest is the <Password/> child of <Customer/>. See the section on changing a customer's status for full details.

```
<?xml version="1.0" encoding="utf-8"?>
<OsirisResponse version="1.0" type="PASSWORDCHANGE" responseid="">
  <ChangePasswordResponse>
    <Customer>
      <DSLPhoneNumber></DSLPhoneNumber>
      <DSLServiceId></DSLServiceId>
      <Password>supersecure</Password>
    </Customer>
  </ChangePasswordResponse>
</OsirisResponse>
```

## Common Response Elements

### <Customer/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
DSLPhoneNumber	1	The DSL service phone number for the customer.	A 10 digit phone number.
DSLServiceId	1	A numeric identifier for the customer DSL service in the system.	A numeric value.
Password	1	The customers current password.	A string value or blank.
RateId	1	The numeric identifier of the billing rate.	A numeric value.
RateName	1	A name for the billing rate.	A string value.
Price	1	The billed price.	A decimal value.
LastBilled	1	The last billed date.	A date string or blank.
NextBill	1	The next billing date.	A date string or blank.
Active	1	A string representing the state of the customer.	<b>Y</b> (Active) <b>S</b> (Suspended)
VP	1	The VP.	A numeric value or blank.
VC	1	The VC.	A numeric value or blank.
CircuitId	1	The circuit Id.	A string value or blank.
Speed	1	The circuit speed.	A string value.
Order	1	The last order for DSL service for the customer.	None. See the order element for details.

### <OrderResponse/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value
Order	1..n	The orders for this response.	None. See the Order element for details.

### <Order/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
------	-------------	-------------	---------------------

OrderId	1	The numeric system identifier for the order.	A numeric value.
CompanyId	1	The numeric system identifier for the company.	A numeric value.
CompanyTermsId	1	The identifier for the usage terms associated with the order.	A numeric value.
PrequalId	1	The pre-qualification identifier associated with the order.	A numeric value.
OrderDate	1	The order date.	A date string.
ReviewedDate	1	The reviewed date.	A date string.
Username	1	The username for this order. This is the same as the DSL Phone Number.	A string value ex. 8184569874
Password	1	The password on the order. This is not necessarily the customer's current password.	A string value or blank.
Status	1	The status of the order.	<b>NEW</b> <b>PENDING</b> <b>CANCELLED</b>
CompanyName	1	The customers company name if applicable.	A string value or blank.
FirstName	1	The customers first name.	A string value or blank.
MiddleName	1	The customers last name.	A string value or blank.
LastName	1	The customers last name.	A string value or blank.
ContactMethod	1	The contact method to use for the customer.	<b>PHONE</b> <b>EMAIL</b>
ContactPhone	1	The contact phone number for the customer.	A 10 digit phone number or blank.
ContactPhoneAlternate	1	A alternate contact phone number for the customer.	A 10 digit phone number or blank.
ContactEmail	1	The contact email for the customer.	A Internet email address or blank.
ContactFax	1	The contact fax number for the customer.	A 10 digit phone number or blank.
Notes	1	Notes for the order.	A string value or blank.
Address	1..n	Address associated with the order.	None. See the address element for details
Product	1..n	Product associated with the order.	None. See the product element for details.
StaticIp	1..n	Static IP addresses associated with the order.	A IP address string value.
OrderNotes	0..n	Notes placed on the order during the course of it being worked.	See the OrderNotes element for details

### <Address/> Element

No Attributes  
Child Elements

Name	Occurrences	Description	Inner Text Value(s)

Type	1	The type of address being represented.	<b>Home Billing Shipping</b>
Attention	1	The attention portion of the address.	A string value or blank.
Company	1	The company portion of the address.	A string value or blank.
AddressLine1	1	The first line of the address.	A string value or blank.
AddressLine2	1	The second line of the address.	A string value or blank.
City	1	The city portion of the address.	A string value or blank.
State	1	The state portion of the address.	A string value or blank.
ZipCode	1	The zip code portion of the address.	A string value or blank.
Country	1	The country portion of the address.	A string value or blank.

### <OrderNotes/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
OrderNotesId	1	The id of the note.	Integer
StaffId	1	The Icano staff id of the agent the made the note.	Integer or -1 if note not made by agent.
CompanyStaffId	1	The company staff id of the agent the made the note.	Integer or -1 if note not made by agent.
Date	1	The Date and Time the note was made.	DateTime ex. 2007-03-08T16:10:34.543
HighPriority	1	Is this a High Priority Note.	Boolean, true / false
Text	1	The text of the note.	A String value.

### <Product/> Element

No Attributes

Child Elements

Name	Occurrences	Description	Inner Text Value(s)
CompanyProductId	1	A numeric identifier used to distinguish the product within the company.	A numeric value.
PhoneNumber	1	The DSL service phone number.	A 10 digit phone number or blank.
PhoneNumberPrevious	1	A previous DSL service phone number.	A 10 digit phone number or blank.
LocationType	1	The type of location.	<b>R</b> (Residential) <b>B</b> (Business)
IspChange	1	Is the ISP service changing.	<b>True</b> <b>False</b>

IspPrevious	1	The previous or current ISP.	A string value or blank.
DateToOrder	1	The date the order will be or was placed.	A date string.
DateToDisconnect	1	The date to disconnect the order.	A date string or blank.
DateServiceActive	1	The date the service went active.	A date string or blank.
ActivationDate	1	The activation date.	A date string or blank.
ExpirationDate	1	The expiration date.	A date string or blank.
HostCircuitId	1	The host circuit id.	A string value or blank.
HostVp	1	The host VP.	A numeric value or blank.
HostVc	1	The host VC.	A numeric value or blank.
VendorOrderId	1	The order id from the network vendor.	A numeric value or blank.
VendorOrderRequestId	1	The request id for the vendor.	A numeric value or blank.
VendorCircuitId	1	The circuit id from the vendor.	A string value or blank.
OperatingSystem	1	The customer's operating system.	A string value or blank.
ServiceInstallDate	1	The date the service was installed.	A date string or blank.
ServiceInstallTimeFrame	1	The service install time frame.	A string value or blank.

## Operational and System Failures

In the event of a failure for any reason the system will return a response of type 'FAILURE'. The failure message is straight forward and an example is below.

```
<?xml version="1.0" encoding="utf-8"?>  
<OsirisResponse version="1.0" type="FAILURE" responseid="">  
  <FailureResponse>  
    <FailureMessage>User Authentication Failed</FailureMessage>  
  </FailureResponse>  
</OsirisResponse>
```