

SURESWITCH · INTEGRATION GUIDE

Webhook Integration Guide

Integrating SureSwitch with your own systems via the customer matching webhook and the switching event publisher, with HMAC verification.

VERSION

0.26

ISSUED

17 Apr 2026

CLASSIFICATION

Public

OWNER

Zentive Ltd

Version History

VERSION	DESCRIPTION	DATE
0.1	Initial draft	10-Apr-24
0.2	Updated API Spec	03-May-24
0.3	Addition of out-of-the-box integrations and updates to switching event webhook	13-May-24
0.4	Updated switching event examples	16-May-24
0.5	First version published	16-May-24
0.6	Updated Switch Management API	29-May-24
0.7	Document Review	30-May-24
0.8	Updated Customer Matching Webhook	06-Jun-24
0.9	Added additional explanation for matching scenarios	18-Jun-24
0.10	Removed Splynx webhook and Switching API details	19-Jun-24
0.11	Added additional options for switching implications	26-Jul-24
0.12	Internal review	10-Sep-24
0.13	Added some clarifications around address line	10-Sep-24
	Added no customer match response	18-Sep-24
0.14	Added webhook events for timeouts and losing events, updated event examples	12-Oct-24
0.15	Corrected typo	16-Oct-24
0.16	Updated webhooks following new losing events, and addition of correlationId	17-Oct-24
0.17	Updates after internal review	21-Oct-24
0.18	Corrected typo	31-Oct-24
0.19	Added bcc implications email and added address details to LosingOrderRequest and LosingOrderTrigger events	04-Nov-24

VERSION	DESCRIPTION	DATE
0.20	Added gaining and losing message delivery failure events	21-Nov-24
0.21	Dark mode images	10-Jan-25
0.22	Added HMAC Key details	10-Mar-25
	Added placeholders for implication email header and footer	19-Mar-25
0.23	Updated implication sent methods	07-Apr-25
0.24	Updated LosingOrderCancellationConfirmationRequest to LosingOrderCancellationConfirmation	09-Apr-25
0.25	Corrected contractEndDate format inconsistencies	02-May-25
0.26	Added document classification	17-Apr-26

Glossary

TERM	DESCRIPTION
RCP	A retail communications provider that sells IAS or NBICS to residential customers.
SureSwitch RCP	An RCP that makes use of SureSwitch as their managed access solution.
Subscriber	An end-user consumer of broadband or telephony services.
IAS	Internet Access Service.
NBICS	Number Based Interpersonal Communications Service Telephone Number.
Switch	The process of one RCP taking over the provision of services for a subscriber, from another RCP.
Event	Events are requests carried out by a Gaining RCP. These could be Match, Order, Update, Trigger, or Cancel.
Gaining RCP	The RCP that is gaining a subscriber from another provider in a switch.
Losing RCP	The RCP that is losing a subscriber in a switch.
Implications	Consequences for the customer switching from their provider. They could incur a charge for early exit of a contract, may lose other services, etc. These implications are sent by the Losing RCP on receipt of a match request. The method and date of the implications being sent is provided to the Gaining RCP during match confirmation.
Match	The process of one RCP asking another RCP if the details provided to them by a prospective subscriber match details they already hold.
Order	When a match has been confirmed, and the subscriber agrees to switch, the Gaining RCP submits an Order to the Losing RCP to proceed with a switch on a Planned Switch Date.
Update	A request from the Gaining RCP to the Losing RCP to change the Planned Switch Date.
Trigger	After the Switch has been processed and new service started by the Gaining RCP, a Trigger is sent to the Losing RCP to disconnect services and cease billing.
Cancel	Cancel event instruction can be sent by the Gaining RCP, instructing the Losing RCP that the subscriber no longer wishes to switch. This is possible at any point from the initial Match being confirmed, up until a trigger is confirmed as received. After a Trigger has been confirmed as received, a cancellation cannot be carried out.

TERM	DESCRIPTION
<code>{Event}</code> Request	A Request submitted by the Gaining RCP to the Losing RCP. This could be a Match, Order, Update, Trigger, or Cancel Request.
<code>{Event}</code> Confirmation	A Response, sent by a Losing RCP to a Gaining RCP, following a Request. Confirmation indicates the request has been successful.
<code>{Event}</code> Failure	A Response, sent by a Losing RCP to a Gaining RCP, following a Request. Failure indicates the request has been unsuccessful. A reason for failure will be returned in the response.
Switch Order Reference	Provided by the Losing RCP to the Gaining RCP with a Match Confirmation or Alternative Match Confirmation.
Alternative Match Confirmation	Provided to a Gaining RCP, by a Losing RCP, when a match has been requested and either fully or partially confirmed, and alternatives to the requested match are possible. For example, a Gaining RCP may request the cease of Broadband and Telephony. The Losing RCP will confirm this as a Match Result, but they may also provide an Alternative Match Result when the subscriber can port their telephone number.
Correlation Id	An identification number used to align requests with responses.

Table of Contents

Version History	2
Glossary	4
Introduction	7
Swagger Documentation	7
Match Providers	8
Event Publishers	8
Webhook Match Provider	9
Configuration	10
Webhook Request	11
Webhook Response	12
Webhook Event Publisher	23
Configuration	23
Webhook Specification	24
HMAC Verification	27
Additional Information	27
Appendix A	28

Introduction

SureSwitch is the leading managed access platform for One Touch Switch, enabling service providers to easily adopt the industry process, while providing the opportunity to streamline sales journeys for new customers.

Multiple integration options are available, from light-touch and minimal, to full support for existing sales journeys. The level of integration will vary according to customer requirements and existing systems.

As well as out-of-the-box integrations with popular network management platforms, SureSwitch provides APIs to allow easy integration of any existing system. Integration in SureSwitch is provided via three separate features: Match Providers, Event Publishers, and the Switching API. It is mandatory to configure a match provider as this is required to allow SureSwitch to respond to switching requests on your behalf.

The available integration interfaces are shown below:

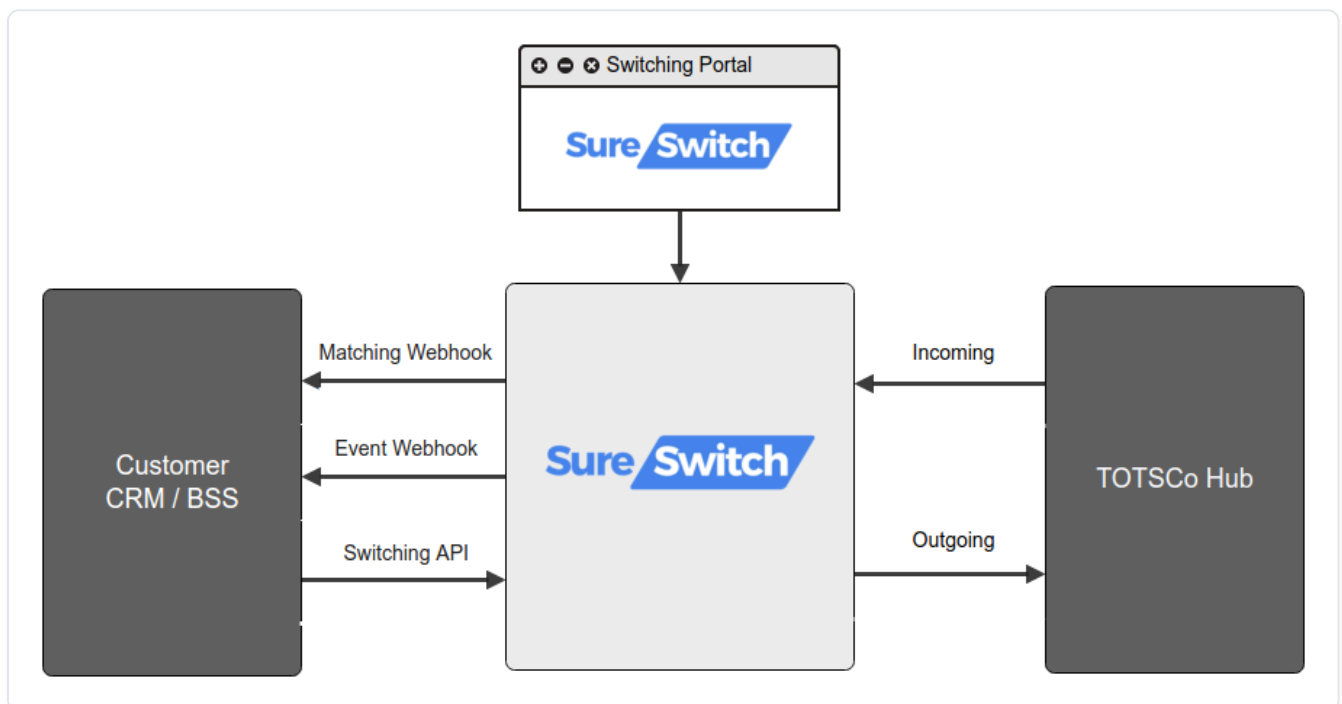


Figure 1. SureSwitch integration interfaces between your CRM/BSS, SureSwitch and the TOTSCo Hub.

Swagger Documentation

The SureSwitch webhook definitions are available on SwaggerHub where you can generate sample server code and make test calls.

SWAGGERHUB

<https://app.swaggerhub.com/apis/zentive-group/sureswitch-webhooks/1.3>

Match Providers

SureSwitch does not store customer data for the purpose of matching against incoming switching requests. This removes the need to upload and synchronise large customer datasets and increases platform security.

When a request is received, SureSwitch uses the configured match provider (in this case your webhook) to query customer data in real-time, retrieving only the data necessary to fulfil the request.

This document covers the Http Webhook match provider. For alternative match provider options including Splynx, and bespoke integrations see the relevant integration guides. This match provider allows SureSwitch to retrieve customer matching data via an Http Webhook. Customers with technical capabilities will be able to consume this webhook with little effort. Alternatively, Zentive can provide a bespoke integration.

Event Publishers

When a switching event occurs, either triggered by you, or by a message received from a gaining provider, SureSwitch can publish a switching event via one of the available event publishers. Switching events are published asynchronously and automatically retried in the event of a failure.

The Http Webhook event publisher sends switching event details to the configured Http endpoint as a JSON payload. This document covers the Http Webhook event publisher. For alternative event publisher options including Splynx, and bespoke integrations see the relevant integration guides.

Webhook Match Provider

When SureSwitch receives a match request from a gaining provider, an http request is sent to the configured endpoint to retrieve one or more candidate customers.

SureSwitch uses Ordnance Survey data to cleanse the supplied address fields. If no UPRN was supplied, SureSwitch will attempt to resolve the UPRN so that it is available in the matching webhook.

SureSwitch calls your defined endpoint and passes the available matching fields. Using the supplied fields, you search for matching customers. Depending on the information supplied by the losing provider, there may be multiple candidates. SureSwitch then performs detailed matching against each candidate to ensure a single exact match.

Your response to this webhook will include information about each candidate customer, as well as their services. If a single exact match is found, SureSwitch compares the requested services against your customer's services, generating one or more possible switches. These are then sent to the gaining provider in the form of a match confirmation. The matching process is illustrated below:

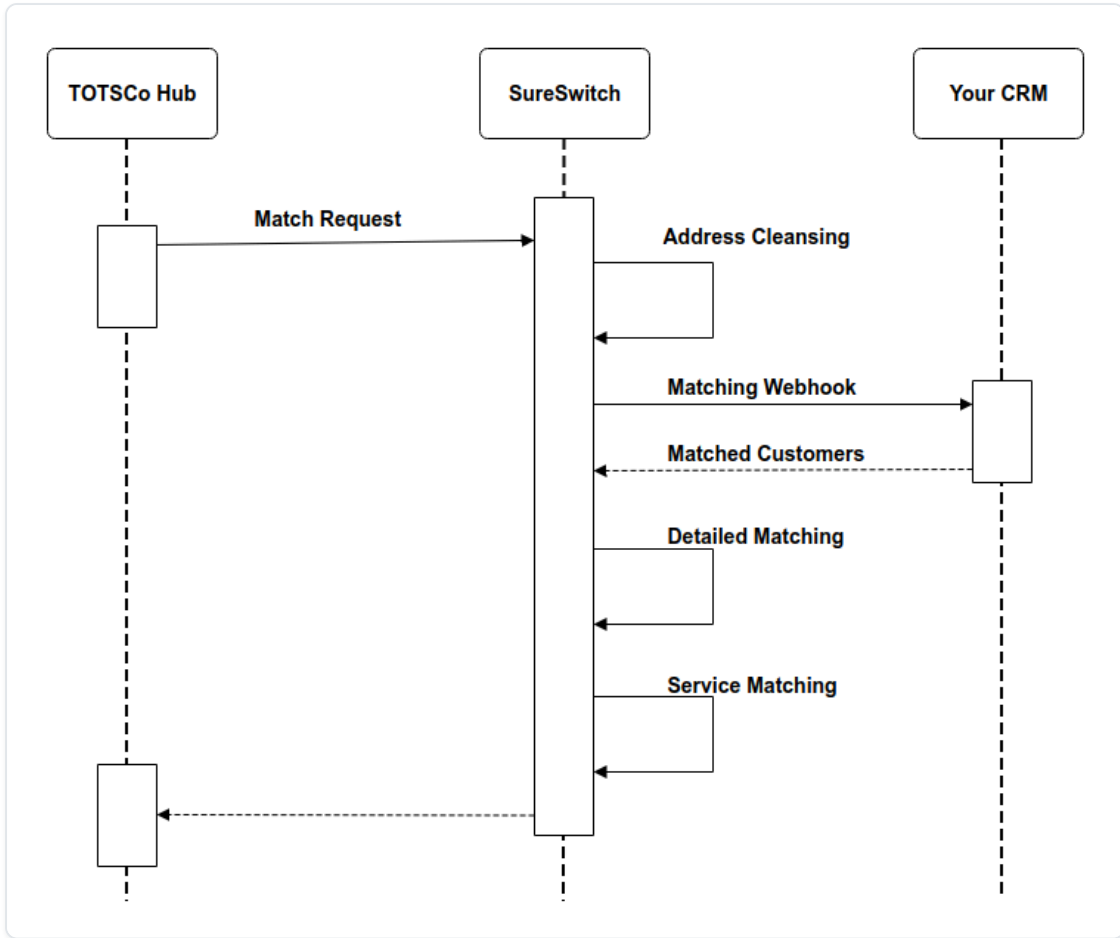
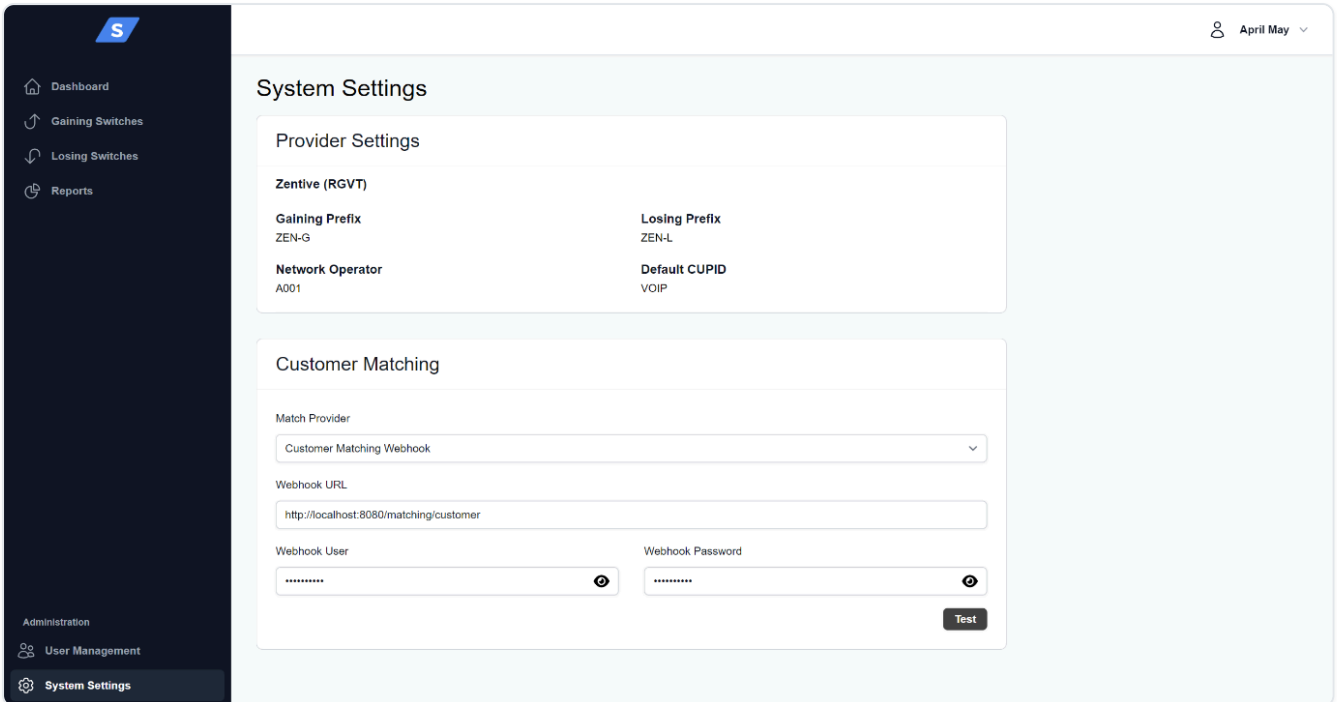


Figure 2. The customer matching process – address cleansing, the matching webhook to your CRM, then detailed and service matching.

Configuration

The customer matching webhook is configured via the SureSwitch portal within System Settings. Enable the webhook by selecting Customer Matching as the match provider and providing the required fields.



The screenshot shows the 'System Settings' page in the SureSwitch application. The left sidebar contains navigation options: Dashboard, Gaining Switches, Losing Switches, Reports, Administration, User Management, and System Settings (highlighted). The main content area is titled 'System Settings' and contains two sections: 'Provider Settings' and 'Customer Matching'. The 'Provider Settings' section includes fields for 'Zentive (RGVT)', 'Gaining Prefix' (ZEN-G), 'Losing Prefix' (ZEN-L), 'Network Operator' (A001), and 'Default CUPID' (VOIP). The 'Customer Matching' section includes a 'Match Provider' dropdown menu set to 'Customer Matching Webhook', a 'Webhook URL' field with the value 'http://localhost:8080/matching/customer', 'Webhook User' and 'Webhook Password' fields with masked input and eye icons, and a 'Test' button.

Figure 3. Configuring the Customer Matching Webhook in System Settings.

FIELD	DESCRIPTION
Webhook URL	The URL endpoint that SureSwitch will call to retrieve subscriber information.
Webhook User	The basic authentication key (ID) that SureSwitch will use to authenticate with your endpoint.
Webhook Password	The basic authentication secret (password) that SureSwitch will use to authenticate with your endpoint.

Webhook Request

POST `{webhook_url}`

SureSwitch will provide the following JSON body which should be used to query your customer records for one or more possible matches. Only 'name' and 'postcode' are mandatory, so it is possible that there will be more than one matching customer. The optional fields 'account', 'uprn', and 'serviceIdentifier' can be used as additional qualifiers if provided.

REQUEST BODY

```
{
  "name": "Anderson",
  "postcode": "WV6 7SG",
  "account": "135792846",
  "uprn": "100031827458",
  "serviceIdentifier": "01902445445"
}
```

FIELD SPECIFICATION

NAME	DESCRIPTION	REQUIRED
name	Last name of the service account holder	Yes
postcode	Service address postcode	Yes
account	Customer account identifier	No
uprn	Service address Unique Property Reference Number	No
serviceIdentifier	For telephony this would be the telephone number. For internet services this would be a unique subscription ID.	No

The following request headers are only present when an HMAC (Hash-based Message Authentication Code) Key is set within the SureSwitch Portal Account Settings.

REQUEST HEADERS

```
"X-Request-Signature": "70ba5fba2a18fa...",
"X-Request-Timestamp": "1741184992",
```

HEADER SPECIFICATION

NAME	DESCRIPTION	REQUIRED
X-Request-Signature	HMAC signature generated by the server	No
X-Request-Timestamp	Time of the request in epoch seconds	No

Webhook Response

To perform both customer and service matching, SureSwitch requires certain information to be provided about each candidate customer and their services. To identify a customer uniquely, account identifier, name, and service address must be returned for each candidate customer. The address UPRN field is optional, although recommended.

EXAMPLE RESPONSE

The following example illustrates a simple response where there is a single candidate customer with a single Internet service.

```
Status: 200
{
  "customers": [
    {
      "account": "A660524303",
      "name": "Williams",
      "implicationsEmail": "jwilliams@email.com",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
      "services": [
        { "serviceType": "IAS" }
      ]
    }
  ]
}
```

MULTIPLE SERVICES

This example illustrates a single candidate customer with both Internet and voice services. Where available the directory number should be supplied for voice services, and in the case of customers with multiple voice services, DN is mandatory.

```
Status: 200
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "mrjones@email.com",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
      "services": [
        { "serviceType": "IAS" },
        {
          "serviceType": "NBICS",
          "serviceIdentifiers": { "DN": "01489000001" }
        }
      ]
    }
  ]
}
```

MULTIPLE INTERNET SERVICES

Where a customer has multiple Internet services, a unique subscription ID differentiates the connections:

```
Status: 200
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "mrjones@email.co.uk",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
    },
    "services": [
      {
        "serviceType": "IAS",
        "serviceIdentifiers": { "SubscriptionId": "11182" }
      },
      {
        "serviceType": "IAS",
        "serviceIdentifiers": { "SubscriptionId": "11299" }
      }
    ]
  }
}
```

SERVICE RETENTION

By default, services may be retained individually. For example, consider a customer with an Internet service + Voice service. When ceasing the Internet service, it is possible to retain the voice service. Conversely, when ceasing the voice service, it is possible to retain the Internet service:

```
Status: 200
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "jamesjones@email.co.uk",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
    },
    {
      "services": [
        { "serviceType": "IAS" },
        {
          "serviceType": "NBICS",
          "serviceIdentifiers": { "DN": "01489000001" }
        }
      ]
    }
  ]
}
```

In many scenarios, ceasing the Internet service must also cease the Voice service.

This is achieved by modifying this customer to mark the voice service as non-retainable by setting the 'canRetain' field to 'false'. By default, all services can be retained.

```
Status: 200
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "jjones@email.co.uk",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
    },
    {
      "services": [
        { "serviceType": "IAS" },
        {
          "serviceType": "NBICS",
          "canRetain": false,
          "serviceIdentifiers": { "DN": "01489000001" }
        }
      ]
    }
  ]
}
```

SERVICE BUNDLES

Support for related services is provided by way of service bundles. If any service in a bundle is ceased / ported, all services in the bundle must be ceased. For example, the following customer has a single voice service, as well as a voice service bundled with an Internet service. The single voice service (001) may be ceased independently. If either the bundled voice (002), or Internet service are ceased, both will be ceased.

```
Status: 200
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "jones@email.co.uk",
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
    },
    "services": [
      {
        "serviceType": "NBICS",
        "serviceIdentifiers": { "DN": "01489000001" }
      }
    ],
    "bundles": [
      {
        "services": [
          { "serviceType": "IAS" },
          {
            "serviceType": "NBICS",
            "serviceIdentifiers": { "DN": "01489000002" }
          }
        ]
      }
    ]
  }
}
```

SERVICE IDENTIFIERS

Depending on the type of service, identifiers are required to perform service matching, and to enable the gaining provider to provision. Identifiers for each service type are listed below:

IDENTIFIER NAME	SERVICE TYPE	DESCRIPTION
DN	Voice	Directory number including trunk code, e.g. 01489000002
CUPID	Voice	Voice communication provider ID - or VOIP
NetworkOperator	Voice/Internet	An identifier for the operator of the network on which the service is provided (if different from default). If VoIP service, 'VOIP'.
SubscriptionId	Internet	Unique subscription ID if the customer has multiple Internet services

IMPLICATIONS OF SWITCHING

When a customer is successfully matched, you are required to send them implications of switching. Typically, this is an email that outlines the services that are available to switch, as well as any termination terms.

SureSwitch can send an implications email to the customer on your behalf. Simply set the 'sendImplicationsEmail' field. The implications email can be customised with additional information both globally and at service level. This includes service descriptions, termination costs, and header and footer text. The header and footer text allow placeholders for today's date and the gaining provider name:

```
{
  "customers": [
    {
      "account": "A123456789",
      "name": "Jones",
      "implicationsEmail": "mark.jones@zentive.com",
      "implicationsEmailBCCList": [
        "bcc@myprovider.com",
        "retentions@myprovider.com"
      ],
      "sendImplicationsEmail": true,
      "address": {
        "uprn": "10091527035",
        "postcode": "BH21 4FA",
        "addressLines": [
          "1 BLUEBELL CRESCENT",
          "WIMBORNE MINSTER"
        ]
      },
      "services": [
        {
          "serviceType": "IAS",
          "implications": {
            "serviceName": "Broadband 200",
            "serviceDescription": "200Mb full fibre",
            "contractEndDate": "2024-07-27",
            "terminationCharge": 50.95
          }
        }
      ],
      "implications": {
        "implicationsHeaderText": "Here is your switching information including termination charge",
        "implicationsFooterText": "You are required to return your equipment on termination of you",
        "totalTerminationCharge": 50.95
      }
    }
  ]
}
```

FIELD SPECIFICATION

NAME	DESCRIPTION
Customers	List of customers matching the search criteria. Normally this will be a single match but could be more with the same postcode
Account	Service customer account number
Name	Service customer last name
implicationsEmail	Email address where the implications of switching will be delivered
implicationsEmailBCCList	Losing provider email address where a copy of the implications of switching will be delivered. Maximum 5 email addresses
sendImplicationsEmail	Boolean flag, true = SureSwitch sends implications email
Address	Service address details
Upn	Service address Unique Property Reference Number
Postcode	Service address postcode
addressLines	Service address excluding post town and postcode
Bundles	Container for multiple related services
Services	List of services found against the customer record
serviceType	Possible values: IAS, Internet Service (Internet Access Service); NBICS, Telephony Service (Number Based Interpersonal Communications Service)
canRetain	Indicates whether the service can be retained
Implications	Switching implications for this service
serviceName	Name of the service to be shown in implications email
serviceDescription	Service description to be shown in implications email
contractEndDate	Contract end date to be shown in implications email
terminationCharge	Termination charge for the service
serviceIdentifiers	List of service identifiers
DN	Voice service identifier

NAME	DESCRIPTION
CUPID	Voice service identifier
NetworkOperator	Voice / Internet service identifier
SubscriptionId	Internet service identifier
Implications	Global implications information to be shown in implications email
implicationsHeaderText	Header text to be shown at the top of the implications email
implicationsFooterText	Footer text to be shown at the bottom of the implications email
totalTerminationCharge	Total termination charge to be displayed at the bottom of the implications email

ALLOWED PLACEHOLDERS

PLACEHOLDER	PURPOSE
<code>\${todaysDate}</code>	Uses today's date in the format dd/mm/yyyy
<code>\${gainingProvider}</code>	Uses the gaining provider brand name

NO MATCHING CUSTOMERS

The following example illustrates the response when a matching customer has not been found.

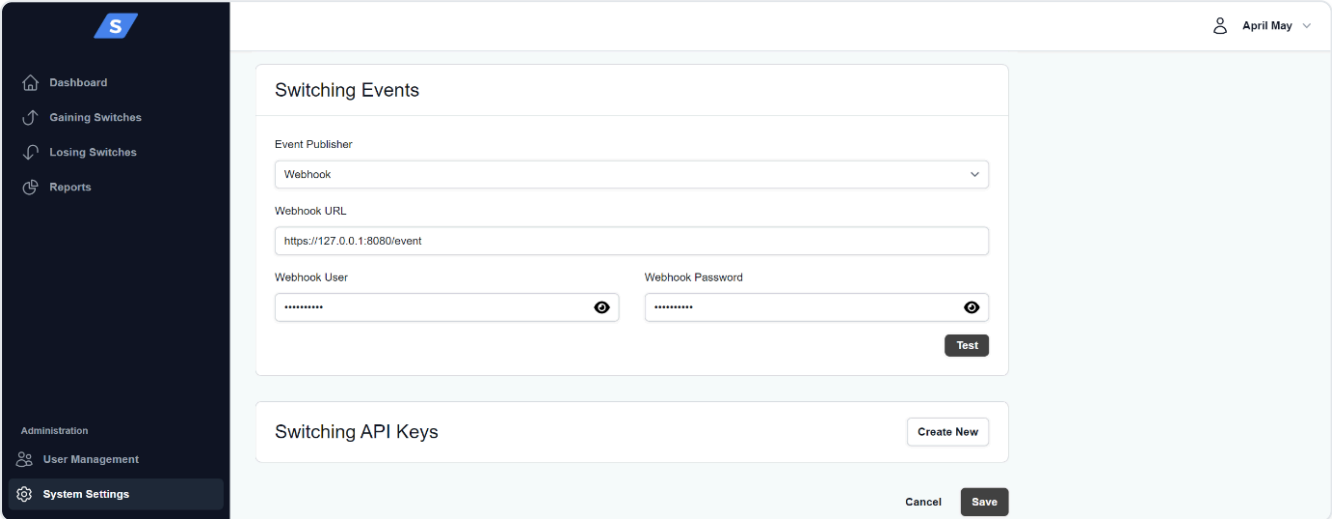
```
Status: 200
{
  "customers": []
}
```

Webhook Event Publisher

Configurable via the SureSwitch portal, the switching events webhook provides notification of switching events such as orders, updates, and cancellations. Switching events are asynchronously queued and delivered to the supplied endpoint. Event notifications are retried for up to 3 days with an exponential backoff policy.

Configuration

Switching event notifications are configured via the SureSwitch portal via System Settings.



The screenshot shows the 'Switching Events' configuration page in the SureSwitch portal. The page is titled 'Switching Events' and features a sidebar on the left with navigation options: Dashboard, Gaining Switches, Losing Switches, Reports, Administration, User Management, and System Settings. The main content area contains the following fields and controls:

- Event Publisher:** A dropdown menu set to 'Webhook'.
- Webhook URL:** A text input field containing 'https://127.0.0.1:8080/event'.
- Webhook User:** A text input field with masked characters and a visibility toggle.
- Webhook Password:** A text input field with masked characters and a visibility toggle.
- Test:** A button to test the configuration.
- Switching API Keys:** A section with a 'Create New' button.
- Cancel** and **Save** buttons at the bottom right.

Figure 4. Configuring the switching event webhook in System Settings.

The switching event webhook requires the following configuration to be set:

FIELD	DESCRIPTION
Webhook URL	The URL endpoint that SureSwitch will call.
Webhook User	The basic authentication key (ID) that SureSwitch will use to authenticate with your endpoint.
Webhook Password	The basic authentication secret (password) that SureSwitch will use to authenticate with your endpoint.

Webhook Specification

POST /{webhook_url}

REQUEST BODY

```
{
  "eventType": "GainingSwitchCreated",
  "dateTime": "2024-05-01 09:55:10",
  "notes": "notes go here"
  ...event specific fields
}
```

The following request headers are only present when an HMAC (Hash-based Message Authentication Code) Key is set within the SureSwitch Portal Account Settings.

REQUEST HEADERS

```
"X-Request-Signature": "70ba5fba2a18fa...",
"X-Request-Timestamp": "1741184992",
```

HEADER SPECIFICATION

NAME	DESCRIPTION	REQUIRED
X-Request-Signature	HMAC (Hash-based Message Authentication Code) signature	No
X-Request-Timestamp	Time of the request in epoch seconds	No

RESPONSE

STATUS - 200 / 202

PUBLISHABLE EVENTS

The following switching events are published to the configured endpoint.

EVENT TYPE	DESCRIPTION
GainingSwitchCreated	Occurs on creation of a new gaining switch
GainingSwitchMatchConfirmation	Occurs on receipt of a match confirmation message to signify a successful match
GainingSwitchMatchFailure	Occurs on receipt of a match failure message to signify a failed match
GainingSwitchMatchRetry	Occurs when match request is retried following a GainingSwitchMatchFailure
GainingSwitchMatchTimeout	Occurs when a match request response is not received within 60 seconds
GainingSwitchOrderSent	Occurs when a gaining switch order is sent
GainingSwitchOrderConfirmation	Occurs on receipt of an order confirmation in response to a GainingSwitchOrderSent
GainingSwitchOrderFailure	Occurs on receipt of an order failure in response to a GainingSwitchOrderSent
GainingSwitchUpdateSent	Occurs when a gaining switch order update is sent
GainingSwitchUpdateConfirmation	Occurs on receipt of an order update confirmation in response to a GainingSwitchUpdateSent
GainingSwitchUpdateFailure	Occurs on receipt of an order update failure in response to a GainingSwitchUpdateSent
GainingSwitchTriggerSent	Occurs when a gaining switch trigger is sent
GainingSwitchTriggerConfirmation	Occurs on receipt of an order trigger confirmation in response to a GainingSwitchTriggerSent
GainingSwitchTriggerFailure	Occurs on receipt of an order trigger failure in response to a GainingSwitchTriggerSent
GainingSwitchCancellationSent	Occurs when a gaining switch cancellation is sent
GainingSwitchCancellationConfirmation	Occurs on receipt of an order cancellation confirmation in response to a GainingSwitchCancellationSent
GainingSwitchCancellationFailure	Occurs on receipt of an order cancellation failure in response to a GainingSwitchCancellationSent

EVENT TYPE	DESCRIPTION
GainingSwitchPendingTimeout	Occurs when a response is not received for update, order, trigger or cancel requests within 12 days
GainingSwitchAbandoned	Occurs when a gaining switch is abandoned due to inactivity
GainingDeliveryFailure	Occurs when TOTSCo is unable to deliver a message to the losing provider
LosingMatchRequest	Occurs on receipt of a losing match request
LosingMatchConfirmation	Occurs on submission of a match confirmation
LosingMatchFailure	Occurs when a match fails
LosingOrderRequest	Occurs on receipt of a losing switch order request
LosingOrderConfirmation	Occurs on receipt of a successful order
LosingOrderFailure	Occurs when an order request fails
LosingOrderUpdateRequest	Occurs on receipt of a losing switch order update request
LosingOrderUpdateConfirmation	Occurs on receipt of a successful order update
LosingOrderUpdateFailure	Occurs when an order update fails
LosingOrderTriggerRequest	Occurs on receipt of a losing switch order trigger request
LosingOrderTriggerConfirmation	Occurs on receipt of a success order trigger
LosingOrderTriggerFailure	Occurs when an order trigger fails
LosingOrderCancellationRequest	Occurs on receipt of a losing switch order cancellation request
LosingOrderCancellationConfirmation	Occurs on receipt of a successful order cancellation
LosingOrderCancellationFailure	Occurs when an order cancellation fails
LosingSwitchAbandoned	Occurs when a losing order is abandoned due to inactivity
LosingDeliveryFailure	Occurs when TOTSCo is unable to deliver a message to the gaining provider

See Appendix A for examples of each notification event type.

HMAC Verification

This section explains how to implement HMAC verification on the client-side. HMAC provides a mechanism to verify that the message was created by a known sender and has not been altered during transmission.

Client-side verification

Obtain the following:

- Request method e.g. GET, POST, PUT
- Request path e.g. /customer/match
- Request body as a UTF-8 encoded string
- Timestamp from the X-Request-Timestamp header

Recreate the signature string

WITH REQUEST BODY

```
requestMethod:requestPath:requestBody:timestamp
```

WITHOUT REQUEST BODY

```
requestMethod:requestPath:timestamp
```

Generate HMAC signature

Using the secret HMAC Key configured in SureSwitch generate an HMAC-SHA256 signature.

Compare signatures

Compare the generated signature with the one received from the server. If they match, the request is verified.

Additional Information

NEED A HAND?

For more information or technical help please speak to your Zentive account manager.

Appendix A

Event webhook full field example

```
{
  "switchId": 67,
  "eventType": "[Event Name]",
  "dateTime": "2024-10-10 07:47:04",
  "account": "A11920144",
  "externalCustomerReference": "A11920144",
  "externalWorkOrderReference": "1401",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "services": [
    {
      "type": "NBICS",
      "action": "cease",
      "identifier": "01489000000"
    }
  ],
  "matchResultSwitchOrderReference": "f27cce1f-b5a4-4762-aab3-a22971c652ac",
  "orderedSwitchOrderReference": "f27cce1f-b5a4-4762-aab3-a22971c652ac",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "ZENTIVE CABLE LIMITED",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0066",
  "externalSwitchReference": "ORD-002",
  "plannedSwitchDate": "2024-10-11",
  "activationDate": "2024-10-10",
  "cancellationDate": "2024-10-10",
  "confirmationServices": [
    {
      "type": "NBICS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "implicationsSent": [
    {
      "method": "EMAIL",
      "sentTo": "s*****n@zentive.com",
      "sentBy": "2024-10-10 07:47:03"
    }
  ],
}
```

... CONTINUED

```
"alternativeSwitchOrders": [
  {
    "matchResult": {
      "switchOrderReference": "3abff415-01c0-4615-a340-6694f97b6b66",
      "services": [
        {
          "type": "NBICS",
          "switchAction": "ServiceFound",
          "serviceFoundAction": "cease",
          "identifiers": [
            { "type": "NetworkOperator", "identifier": "A001" },
            { "type": "DN", "identifier": "01489000002" }
          ]
        },
        {
          "type": "IAS",
          "switchAction": "OptionToCease",
          "identifiers": [
            { "type": "NetworkOperator", "identifier": "A001" }
          ]
        }
      ]
    },
    "totalTerminationCharge": "34.50",
    "switchingInformationServices": [
      {
        "name": "Broadband Basic 50 Mbps",
        "contractEnd": "2024-12-31",
        "terminationCharge": "34.50"
      }
    ],
    "faultInformation": {
      "faultCode": "1203",
      "faultText": "Invalid or missing planned switch date"
    },
    "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5",
    "originalFailureMessage": "residentialSwitchOrderConfirmation"
  }
]
}
```

FULL FIELD SPECIFICATION

NAME	DESCRIPTION
switchId	The id of the gaining or losing switch
eventType	The name of the event to be consumed by gaining and losing providers
dateTime	Date and time the event was triggered in UTC
account	Service customer account number
externalCustomerReference	Customer reference from the losing provider account
externalWorkOrderReference	Splynx ticket reference for Splynx published events
uprn	Service address Unique Property Reference Number
postTown	Service address post town
postcode	Service address postcode
addressString	Service address including house name and excluding post town and postcode
services	List of services to be matched
type	IAS, Internet Service (Internet Access Service); NBICS, Telephony Service (Number Based Interpersonal Communications Service)
action	The action to be taken
identifier	A free-text value to identify the service, for telephony this will usually be the full or partial telephone number
gainingRcpid	Gaining provider id
gainingBrandName	Gaining provider brand name
losingRcpid	Losing provider id
losingBrandName	Losing provider brand name
customerName	Service customer last name
generatedSwitchReference	SureSwitch generated reference for this switch
externalSwitchReference	Switch reference used by Customer BSS

NAME	DESCRIPTION
matchResultSwitchOrderReference	Switch order reference provided by the losing provider for a successful match
orderedSwitchOrderReference	The switch order reference of the gaining switch as placed with the losing provider
plannedSwitchDate	Requested switch date or updated switch date
activationDate	Date the switch was made
canellationDate	Date the switch was cancelled
confirmationServices	List of services confirmed by the losing provider against the match request
type	IAS, Internet Service (Internet Access Service); NBICS, Telephony Service (Number Based Interpersonal Communications Service)
switchAction	Information to the gaining provider about whether the service is matched or not
serviceFoundAction	The action the losing provider will take when the switch is performed
identifiers	List of identifier type and value pairs
type	Type as determined by the losing provider. Possible values: ONTReference, ONTPortNumber, NetworkOperator, ServiceInformation, CUPID, DN, PartialDN
identifier	A free-text value to identify the service, for telephony this will usually be the full or partial telephone number
implicationsSent	Implications of switching services sent to the customer
method	Communication method implications of switching services were notified to the customer
sentTo	Masked email address or masked mobile number
sentBy	The date and time the notification was or will be sent to the customer in the format CCYY-MM-DD hh:mm:ss
alternativeSwitchOrders	Details of alternative switch orders
matchResult	Primary and any secondary match options
switchingInformationServices	Services being switched for Splynx customer

NAME	DESCRIPTION
name	Service name
contractEnd	Contract end for the service being switched
terminationCharge	Termination charge returned for Splynx customer service
totalTerminationCharge	Total termination charge returned for Splynx customer switches
faultInformation	Fault details
faultCode	Fault code defining the nature of the fault during processing
faultText	Human readable description of the fault code
correlationId	CorrelationId for the message to match gaining and losing
originalFailureMessage	The message that failed to be delivered

Event Examples

GAININGSWITCHCREATED

```
{
  "switchId": 62,
  "eventType": "GainingSwitchCreated",
  "dateTime": "2024-10-10 06:43:05",
  "account": "A11920150",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "services": [
    { "type": "NBICS", "action": "cease", "identifier": "01489000000" }
  ],
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0061",
  "externalSwitchReference": "ORD-001",
  "correlationId": "969e2bc3-bbb0-4d14-aa4d-8389c8c0ed97"
}
```

GAININGSWITCHMATCHCONFIRMATION

```
{
  "switchId": 67,
  "eventType": "GainingSwitchMatchConfirmation",
  "dateTime": "2024-10-10 07:47:04",
  "account": "A11920150",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "matchResultSwitchOrderReference": "f27cce1f-b5a4-4762-aab3-a22971c652ac",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "ZENTIVE CABLE LIMITED",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0066",
  "externalSwitchReference": "ORD-002",
  "confirmationServices": [
    {
      "type": "NBICS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" },
        { "type": "DN", "identifier": "01489000000" }
      ]
    }
  ],
  "implicationsSent": [
    { "method": "EMAIL", "sentTo": "s*****n@zentive.com", "sentBy": "2024-10-10 07:47:03" }
  ],
  "alternativeSwitchOrders": [],
  "correlationId": "cd9ead26-1242-4153-b9c1-bd1250907558"
}
```

GAININGSWITCHMATCHFAILURE

```
{
  "switchId": 68,
  "eventType": "GainingSwitchMatchFailure",
  "account": "A11920150",
  "dateTime": "2024-10-10 08:18:10",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Anderson",
  "generatedSwitchReference": "BBPG-0067",
  "externalSwitchReference": "ORD-002",
  "faultInformation": {
    "faultCode": "1107",
    "faultText": "Response from Zentive-Test: No customers found with service at that location"
  },
  "correlationId": "346d814b-580a-484e-95c2-7a50c878c163"
}
```

GAININGSWITCHMATCHRETRY

```
{
  "switchId": 86,
  "eventType": "GainingSwitchMatchRetry",
  "dateTime": "2024-10-10 14:17:04",
  "account": "A11920144",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "services": [
    { "type": "NBICS", "action": "cease", "identifier": "01489000000" }
  ],
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0085",
  "externalSwitchReference": "ORD-001",
  "correlationId": "844d2a04-2069-46eb-a648-c3edcd8cd3cc"
}
```

GAININGSWITCHMATCHTIMEOUT

```
{
  "switchId": 62,
  "eventType": "GainingSwitchMatchTimeout",
  "dateTime": "2024-10-10 06:44:10",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0061",
  "externalSwitchReference": "ORD-001",
  "faultInformation": {
    "faultCode": "9200",
    "faultText": "Match request discarded due to timeout"
  },
  "correlationId": "844d2a04-2069-46eb-a648-c3edcd8cd3cc"
}
```

GAININGSWITCHORDERSENT

```
{
  "switchId": 69,
  "eventType": "GainingSwitchOrderSent",
  "dateTime": "2024-10-10 08:50:42",
  "account": "A11920150",
  "uprn": "1775076956",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "83 STUBBINGTON AVENUE",
  "services": [
    { "type": "NBICS", "action": "cease", "identifier": "01489000000" }
  ],
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0068",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "f41d8061-ffcd-43b3-927f-0ad5a5bb9990",
  "plannedSwitchDate": "2024-10-11",
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHORDERCONFIRMATION

```
{
  "switchId": 69,
  "eventType": "GainingSwitchOrderConfirmation",
  "dateTime": "2024-10-10 08:50:44",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0068",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "f41d8061-ffcd-43b3-927f-0ad5a5bb9990",
  "plannedSwitchDate": "2024-10-11",
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHORDERFAILURE

```
{
  "switchId": 70,
  "eventType": "GainingSwitchOrderFailure",
  "dateTime": "2024-10-10 11:39:06",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0069",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "2ae27d2e-809b-4cc9-98fe-af0d59d0b477",
  "faultInformation": {
    "faultCode": "1203",
    "faultText": "Response from Zentive-Test: Invalid or missing planned switch date"
  },
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHUPDATESENT

```
{
  "switchId": 72,
  "eventType": "GainingSwitchUpdateSent",
  "dateTime": "2024-10-10 12:04:48",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0071",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "5eebf1c5-ba9d-4bc4-b49c-6a762adde518",
  "plannedSwitchDate": "2024-10-11",
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHUPDATECONFIRMATION

```
{
  "switchId": 72,
  "eventType": "GainingSwitchUpdateConfirmation",
  "dateTime": "2024-10-10 12:04:50",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0071",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "5eebf1c5-ba9d-4bc4-b49c-6a762adde518",
  "plannedSwitchDate": "2024-10-21",
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHUPDATEFAILURE

```
{
  "switchId": 73,
  "eventType": "GainingSwitchUpdateFailure",
  "dateTime": "2024-10-10 12:21:28",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0072",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "aac4010b-3e6a-40e5-a7aa-fd44944c395f",
  "faultInformation": {
    "faultCode": "1301",
    "faultText": "Response from Zentive-Test: Invalid or missing switch order reference"
  },
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHCANCELSENT

```
{
  "switchId": 80,
  "eventType": "GainingSwitchCancelSent",
  "dateTime": "2024-10-10 13:16:55",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0079",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "86a68f91-76a2-4213-bcc9-cece3aa4ebaf",
  "correlationId": "dc71ee41-46c3-426f-b188-7fdbd05879f6"
}
```

GAININGSWITCHCANCELLATIONCONFIRMATION

```
{
  "switchId": 80,
  "eventType": "GainingSwitchCancellationConfirmation",
  "dateTime": "2024-10-10 13:16:56",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0079",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "86a68f91-76a2-4213-bcc9-cece3aa4ebaf",
  "cancellationDate": "2024-10-10",
  "correlationId": "502574f8-6836-490a-9ec6-56def243b212"
}
```

GAININGSWITCHCANCELLATIONFAILURE

```
{
  "switchId": 82,
  "eventType": "GainingSwitchCancellationFailure",
  "dateTime": "2024-10-10 13:32:08",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0081",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "59be3bb5-3b30-4a52-ae41-400bf2d25c79",
  "faultInformation": {
    "faultCode": "1501",
    "faultText": "Response from Zentive-Test: Invalid or missing switch order reference"
  },
  "correlationId": "502574f8-6836-490a-9ec6-56def243b212"
}
```

GAININGSWITCHTRIGGERSENT

```
{
  "switchId": 77,
  "eventType": "GainingSwitchTriggerSent",
  "dateTime": "2024-10-10 12:42:59",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0076",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "8ccf6734-fa66-49cf-ad3e-28dccaabe194",
  "activationDate": "2024-10-10",
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

GAININGSWITCHTRIGGERCONFIRMATION

```
{
  "switchId": 77,
  "eventType": "GainingSwitchTriggerConfirmation",
  "dateTime": "2024-10-10 12:43:00",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0076",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "8ccf6734-fa66-49cf-ad3e-28dccaabe194",
  "activationDate": "2024-10-10",
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

GAININGSWITCHTRIGGERFAILURE

```
{
  "switchId": 78,
  "eventType": "GainingSwitchTriggerFailure",
  "dateTime": "2024-10-10 13:02:24",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0077",
  "externalSwitchReference": "BUDDY-001",
  "orderedSwitchOrderReference": "dcde1409-8b26-4b34-925a-87155cddc63h",
  "faultInformation": {
    "faultCode": "1401",
    "faultText": "Response from Zentive-Test: Invalid or missing switch order reference"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

GAININGSWITCHPENDINGTIMEOUT

```
{
  "switchId": 87,
  "eventType": "GainingSwitchPendingTimeout",
  "dateTime": "2024-10-10 14:28:30",
  "account": "A11920150",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Brown",
  "generatedSwitchReference": "BBPG-0086",
  "externalSwitchReference": "BUDDY-001",
  "faultInformation": {
    "faultCode": "9200",
    "faultText": "Order request discarded due to timeout"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

GAININGSWITCHABANDONED

```
{
  "switchId": 28,
  "eventType": "GainingSwitchAbandoned",
  "dateTime": "2024-10-04 05:40:00",
  "account": "31",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Anderson",
  "generatedSwitchReference": "BBPG-0027",
  "externalSwitchReference": "BUDDY-001",
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

GAININGDELIVERYFAILURE

```
{
  "switchId": 307,
  "eventType": "GainingDeliveryFailure",
  "dateTime": "2024-11-18 14:43:11",
  "account": "A11920144",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Zentive-Test",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPG-0306",
  "externalSwitchReference": "ORD-001",
  "faultInformation": {
    "faultCode": "9008",
    "faultText": "Response from TOTSCO: Unable to deliver the match request message to the destination"
  },
  "correlationId": "7bc03fc0-d1fb-44b3-a04a-e819ed6afcc8",
  "originalFailureMessage": "residentialSwitchMatchRequest"
}
```

LOSINGMATCHREQUEST

```
{
  "switchId": 95,
  "eventType": "LosingMatchRequest",
  "dateTime": "2024-10-10 07:09:54",
  "account": "A11920144",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "services": [
    { "type": "NBICS", "action": "cease", "identifier": "01489000000" }
  ],
  "gainingRcpid": "RGTV",
  "gainingBrandName": "ZENTIVE CABLE LIMITED",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Andersons",
  "generatedSwitchReference": "GCPL-0086",
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGMATCHCONFIRMATION

```
{
  "switchId": 98,
  "eventType": "LosingMatchConfirmation",
  "dateTime": "2024-10-10 07:47:03",
  "account": "A11920144",
  "externalCustomerReference": "A11920144",
  "uprn": "1775076954",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "matchResultSwitchOrderReference": "f27cce1f-b5a4-4762-aab3-a22971c652ac",
  "services": [
    { "type": "NBICS", "action": "cease", "identifier": "01489000000" }
  ],
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Andersons",
  "generatedSwitchReference": "BBPL-0012",
  "confirmationServices": [
    {
      "type": "NBICS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" },
        { "type": "DN", "identifier": "01489000000" }
      ]
    }
  ],
  "implicationsSent": [
    { "method": "EMAIL", "sentTo": "s*****n@zentive.com", "sentBy": "2024-10-10 07:47:03" }
  ],
  "alternativeSwitchOrders": [],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGMATCHFAILURE

```
{
  "switchId": 99,
  "eventType": "LosingMatchFailure",
  "dateTime": "2024-10-10 08:18:10",
  "account": "A11920144",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Anderson",
  "generatedSwitchReference": "GCPL-0087",
  "faultInformation": {
    "faultCode": "1108",
    "faultText": "One or more customers found, but no match on surname"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERREQUEST

```
{
  "switchId": 100,
  "eventType": "LosingOrderRequest",
  "dateTime": "2024-10-10 08:50:42",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "uprn": "1775076956",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0088",
  "orderedSwitchOrderReference": "f41d8061-ffcd-43b3-927f-0ad5a5bb9990",
  "plannedSwitchDate": "2024-10-11",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERCONFIRMATION

```
{
  "switchId": 100,
  "eventType": "LosingOrderConfirmation",
  "dateTime": "2024-10-10 08:50:43",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0088",
  "orderedSwitchOrderReference": "f41d8061-ffcd-43b3-927f-0ad5a5bb9990",
  "plannedSwitchDate": "2024-10-11",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERFAILURE

```
{
  "switchId": 101,
  "eventType": "LosingOrderFailure",
  "dateTime": "2024-10-10 11:39:05",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0089",
  "orderedSwitchOrderReference": "77fa91a0-3058-4172-927a-7520fcb41c5e",
  "faultInformation": {
    "faultCode": "1203",
    "faultText": "Invalid or missing planned switch date"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERUPDATEREQUEST

```
{
  "switchId": 103,
  "eventType": "LosingOrderUpdateRequest",
  "dateTime": "2024-10-10 12:04:49",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0091",
  "orderedSwitchOrderReference": "5eebf1c5-ba9d-4bc4-b49c-6a762adde518",
  "plannedSwitchDate": "2024-10-21",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERUPDATECONFIRMATION

```
{
  "switchId": 103,
  "eventType": "LosingOrderUpdateConfirmation",
  "dateTime": "2024-10-10 12:04:50",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0091",
  "orderedSwitchOrderReference": "5eebf1c5-ba9d-4bc4-b49c-6a762adde518",
  "plannedSwitchDate": "2024-10-21",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERUPDATEFAILURE

```
{
  "switchId": 107,
  "eventType": "LosingOrderUpdateFailure",
  "dateTime": "2024-10-10 12:31:30",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0095",
  "orderedSwitchOrderReference": "7eaebdf9-d3e4-4301-9f0f-cc20938c07bb",
  "faultInformation": {
    "faultCode": "1306",
    "faultText": "Switch order was never raised"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERTRIGGERREQUEST

```
{
  "switchId": 108,
  "eventType": "LosingOrderTriggerRequest",
  "dateTime": "2024-10-10 12:42:59",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "uprn": "1775076956",
  "postTown": "PORTSMOUTH",
  "postcode": "PO2 0JD",
  "addressString": "81 STUBBINGTON AVENUE",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0096",
  "orderedSwitchOrderReference": "8ccf6734-fa66-49cf-ad3e-28dcca1be194",
  "plannedSwitchDate": "2024-10-30",
  "activationDate": "2024-10-10",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERTRIGGERCONFIRMATION

```
{
  "switchId": 108,
  "eventType": "LosingOrderTriggerConfirmation",
  "dateTime": "2024-10-10 12:43:00",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0096",
  "orderedSwitchOrderReference": "8ccf6734-fa66-49cf-ad3e-28dccaabe194",
  "activationDate": "2024-10-10",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERTRIGGERFAILURE

```
{
  "switchId": 110,
  "eventType": "LosingOrderTriggerFailure",
  "dateTime": "2024-10-10 13:06:40",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0098",
  "orderedSwitchOrderReference": "157d870e-207d-4899-b832-4206f8404d0d",
  "faultInformation": {
    "faultCode": "1406",
    "faultText": "Switch order was never raised"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERCANCELLATIONREQUEST

```
{
  "switchId": 111,
  "eventType": "LosingOrderCancellationRequest",
  "dateTime": "2024-10-10 13:16:55",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0099",
  "orderedSwitchOrderReference": "86a68f91-76a2-4213-bcc9-cece3aa4ebaf",
  "plannedSwitchDate": "2024-10-30",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    },
    {
      "type": "NBICS",
      "switchAction": "ForcedCease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" },
        { "type": "PartialDN", "identifier": "05" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERCANCELLATIONCONFIRMATION

```
{
  "switchId": 111,
  "eventType": "LosingOrderCancellationConfirmation",
  "dateTime": "2024-10-10 13:16:56",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0099",
  "orderedSwitchOrderReference": "86a68f91-76a2-4213-bcc9-cece3aa4ebaf",
  "cancellationDate": "2024-10-10",
  "confirmationServices": [
    {
      "type": "IAS",
      "switchAction": "ServiceFound",
      "serviceFoundAction": "cease",
      "identifiers": [
        { "type": "NetworkOperator", "identifier": "A001" }
      ]
    }
  ],
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGORDERCANCELLATIONFAILURE

```
{
  "switchId": 114,
  "eventType": "LosingOrderCancellationFailure",
  "dateTime": "2024-10-10 13:37:13",
  "account": "A11920144",
  "externalCustomerReference": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "Buddy Broadband",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0102",
  "orderedSwitchOrderReference": "0d5fb0b6-3881-4316-ae1d-5a87b9d5ef1e",
  "faultInformation": {
    "faultCode": "1506",
    "faultText": "Switch order was never raised"
  },
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGSWITCHABANDONED

```
{
  "switchId": 66,
  "eventType": "LosingSwitchAbandoned",
  "dateTime": "2024-10-03 14:00:00",
  "account": "A11920144",
  "externalCustomerReference": "A11920144",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "ZENTIVE CABLE LIMITED",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Andersons",
  "generatedSwitchReference": "GCPL-0057",
  "correlationId": "7727e62d-490a-42d3-a042-13f0cdf293e5"
}
```

LOSINGDELIVERYFAILURE

```
{
  "switchId": 369,
  "eventType": "LosingDeliveryFailure",
  "dateTime": "2024-11-19 14:17:47",
  "account": "A11920145",
  "gainingRcpid": "RGTV",
  "gainingBrandName": "ZENTIVE CABLE LIMITED",
  "losingRcpid": "RLGF",
  "losingBrandName": "Grapevine Communications Provider",
  "customerName": "Brown",
  "generatedSwitchReference": "GCPL-0316",
  "externalCustomerReference": "A11920145",
  "orderedSwitchOrderReference": "b9598664-0211-4bef-b29a-39e77e7d7c7f",
  "faultInformation": {
    "faultCode": "9008",
    "faultText": "Response from TOTSCO: Unable to deliver the order update confirmation message to"
  },
  "plannedSwitchDate": "2024-11-26",
  "correlationId": "0c2adc95-ae9a-4c36-8199-0cc88fc2e411",
  "originalFailureMessage": "residentialSwitchOrderUpdateConfirmation"
}
```