Consolidated/Synchronoss Exchange Link Connectivity Guide

System Documentation

Connectivity Guide

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Target audience: Consolidated/Synchronoss Application End Users

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Consolidated/Synchronoss Exchange Link Connectivity Guide

1.1 Introduction

This document aids the Consolidated Wholesale Customers in choosing connectivity options based on the transaction type. This document also provides information on the connectivity process.

> 1.1.1.1. In order to gain access to Synchronoss, the Wholesale Customer must be assigned a user ID and Password by their Synchronoss (VFO) Admin.

1.2 Supported Transaction Types

The following transaction types are supported:

- Local Preorder transactions (based on LSOG).
- Local Order transactions (based on LSOG).
- ASR Preorder transactions (based on ASOG).
- ASR Order transactions (based on ASOG).
- Trouble Administration transactions for POTS, designed and non-designed circuits.

1.3 Connectivity Options

Two modes of connectivity options are supported: Wholesale Customer

1. Business-to-business (B-B) electronic transport.
2. Online end user interface – Virtual Front Office (VFO).

In B-B electronic transfer Wholesale Customers can use their front end and electronic exchange data with Consolidated/Synchronoss Exchange Link Service Bureau using industry supported transport protocols. Consolidated/Synchronoss Exchange Link also provide online web based front office interface, which provides Wholesale Customers the ability to send and receive transactions mentioned in section 1.2.

1.3.1 Business-to-Business Electronic Transport

For business-to-business electronic transport the following connectivity options are supported:
- VPN over internet
- SOAP/HTTPS over internet (conditions apply)

1.3.1.2 VPN Over Internet Connection

Synchronoss Exchange Link facilitates establishing a VPN tunnel between the Wholesale Customer facility and Synchronoss Exchange Link data center. Synchronoss Exchange Link data center uses a Palo Alto Firewall to terminate the VPN connection.   It is the Wholesale Customer's responsibility to set up and maintain an Internet connection and VPN peer device on the Wholesale Customer's side. There is no additional cost involved with the VPN connectivity. Wholesale Customers should contact the OSS manager for additional information and related connectivity documents.

1.3.1.3 SOAP/HTTPS over Internet

Wholesale Customers can send and receive transactions over the Internet using SOAP/HTTPS.   Not all the transaction types listed in 1.2, are supported in this interface. Synchronoss supports one way or two way SSL. Synchronoss Exchange Link bureau uses Digicert sha256 x.509 digital certificate that will be provided to the Wholesale Customer customers. Wholesale Customers will provide a digital certificate obtained by a recognized certificate authority. There is no additional cost involved with SOAP/HTTPS over the internet connectivity. Wholesale Customers should contact the OSS manager for additional information and related connectivity documents.

Note: Digital Certificates are required for Electronic Transport SOAP/HTTPS only.

1.3.2 Online End-User Interface – Virtual Front Office (VFO)

Virtual Front Office (VFO) is an online application provided by Synchronoss data center that allows Wholesale Customers to send and receive transactions (as indicated in section 1.2) using a web browser.

VFO is accessible via the Internet using HTTPS. The Wholesale Customer must have access to the Internet. It is the Wholesale Customer's responsibility to set up and maintain an Internet connection. VFO supports Microsoft Edge and Google Chrome. The browser must be configured to allow cookies. Wholesale Customers will be provided with an ADMIN Account to manage users. Wholesale Customers should contact the OSS manager for additional information and related connectivity documents.

1.4 Connectivity Options – for each Transaction Types

1.4.1 Local Order and Preorder Transactions

Wholesale Customers can send and receive Local Service Request (LSR) transactions (order and preorder) using Virtual Front Office – online GUI or tML/XML over SOAP HTTP/HTTPS.

Virtual Front Office – online GUI access via a VPN or over the internet using https (tls1.2).

tML/XML (SOAP/HTTPS) is available via a VPN or over the internet using https (tls1.2). Please refer to the XML interface API documentation for security header requirements, etc.

1.4.2 Access Order and Preorder transactions

Wholesale Customers can send and receive Access Service Request (ASR) transactions (order and preorder) using Virtual Front Office – online GUI or UOM XML via tML (SOAP/HTTPS) Web Service (for business-to-business).

Virtual Front Office – online GUI access is via a VPN or over the internet using https (tls1.2).

tML (SOAP/HTTPS) Web Service transport is available via a VPN or over the internet using https (tls1.2). tML specification documents can be purchased by Wholesale Customers from ATIS.

1.4.3 Trouble Administration Transactions

Wholesale Customers can send and receive trouble administration request transactions using Virtual Front Office – online GUI or UOM XML via tML (SOAP/HTTPS) Web Service (for business-to-business).

Virtual Front Office – online GUI access is via a VPN or over the internet using https (tls1.2).

tML (SOAP/HTTPS) Web Service transport is available via a VPN or over the internet using https (tls1.2). tML specification documents can be purchased by Wholesale Customers from ATIS.