



Wholesale Connect API Gateway

Network Fault Management
API User Guide

Version 1.0

Change Log

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1. Hello and welcome

Welcome to our Wholesale Connect API Gateway service. This service will give you access to API capabilities of your choice, giving you the data you need to automate your quote-to-order-in-life journey.

Our next generation API portfolio consists of a suite of RESTful APIs, written in JSON – a more modern, readable language that will make life that much easier for your developers.

Our network inventory and fault management API suite, consists of two APIs: the **Network Inventory API** and the **Network Fault Management API**.

Our **Network Inventory API** has been designed specifically to support you in automating the management of your inventory with Virgin Media Business, as registered within our internal network account and fault management system.

Our **Network Fault Management API** enables you to self-serve and automate your network fault management, by giving you visibility of your fault incident cases as they progress, and enabling you to raise a new fault incident ticket or update an existing ticket with more information.

Each API package contains a number of services (each with its own unique endpoint), which will enable you to self-serve and automate the management of your network inventory with us in addition to your network fault incident cases.

The purpose of this guide is to give you the information you need to successfully integrate and activate our **Network Fault Management API.**

This guide will also provide instructions on how to troubleshoot error responses you may experience during, and post-integration of this API.

The business rules and validations that are provided in this document should be carefully considered while developing your own interface for use of our API.

You'll probably want to keep this document somewhere handy for future reference.

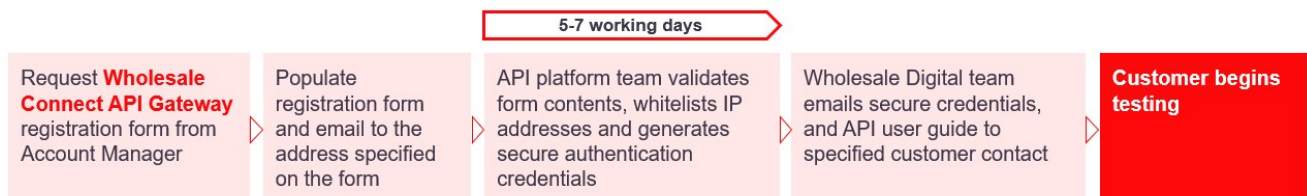
2. Getting connected

This section of the user guide will outline how to register for our API service and a description of how your access to our service will be authenticated.

2.1 Customer registration

To access any of our Virgin Media Business API services, you must be registered within our **Wholesale Connect API Gateway** and in our business systems. Our gateway plays a vital role in ensuring connectivity between your systems and Virgin Media Business systems is secured to the appropriate level.

To register for our API Gateway, you'll need to complete this [registration form](#) and return it to the email address at the bottom of the form. The diagram below outlines this process.



Using the details provided on your registration form, our API platform team will create a unique client application for you within our API Gateway, to which they will progressively assign the API service(s) you wish to consume presently, and in the future. The team will also generate and share access credentials for our API Gateway, in the form of a unique **client ID and secret key**. The registration process will also include the whitelisting of your IP addresses, as a mandatory security measure.

2.2 API Gateway authentication

Our RESTful APIs have been developed with connectivity being authenticated and secured via our Wholesale Connect API Gateway.

The client ID and secret key credentials issued to you, during registration, will be essential to accessing our APIs, as our API Gateway will authenticate all your API requests, to ensure they have been sent with your unique credentials.

You will need to pass the client ID and secret key in the http request headers for your API request, as shown in [Section 3.2](#) of this document. Both headers are mandatory for all your API requests.

This table displays the header name and sample values of your client ID and secret credentials:

Header name	Sample values
MWH-AppID	VMB_07645
MWH-ClientSecret	3c1fE3AA48CB46789D45Acc22c2601dB

Your credentials will be renewed at set intervals as per Virgin Media's security guidelines. You will be notified one month in advance to refresh the new credentials in your server.

In case you need any additional details related to API credentials, please contact our Digital team at **WholesaleDigital@virginmediao2.co.uk**.

3. Network Fault Management API overview

Our Network Fault Management API provides access to **three services**, each of which has a unique endpoint:

Accounts API Service	Description
RaiseUpdateFault	This service will enable you to raise a new network fault incident ticket into our fault management system, and to update an existing, open incident ticket, with more information to aid speedier resolution. You will be able to send attachments through the API for both raising and updating an incident ticket.
GetFaultList	This service will retrieve a list of all open fault incident tickets against your account, including the resolution status of each ticket
GetFaultNotes	This service will retrieve a log of fault handler notes about the resolution or progress of a selected fault incident ticket

The GetAccountsList, GetCircuits and GetContacts services all provide data values which correspond to mandatory request input fields, required to raise or update a network fault incident case, via the **RaiseUpdateFault** API service. For more information about these services, please reference the **VMB Wholesale Connect Network Inventory API User Guide**.

3.1 Environment details

We currently operate two instances of our API services: Staging (pre-production) and Production (live) environments.

We operate our Staging environment to enable prospective users to develop application code to integrate with our APIs, whilst avoiding any impact to our Live environment. Please note that response times may be notably longer in our Staging environment than in our Live environment.

Once you are happy with your application code in the Staging environment, please notify us before you deploy the changes to the Live environment, so we can ensure proactive support is in place.

Actions	Environment type	Resource path	REST method	Version
- Raise a new fault incident ticket - Update an existing open fault incident ticket - Track the status of your fault incident resolution	Staging (pre-production)	exp-ws-fault/v1/stg/api/faults	POST	V1
	Production (live)	exp-ws-fault/v1/api/faults	POST	V1

3.2 HTTP Headers

This table lists the http headers that should be passed in your Accounts API request. Values for non-mandatory attributes can be omitted. Please ensure that the spelling and letter casing of all mandatory attribute names, is exact, to avoid receiving an error response.

Header name	Description	Data type	Mandatory	Example value
MWH-AppID	This is the client ID authentication credential issued to you during registration	String	Yes	VMB_07645
MWH-RequestID	An identifier, unique to each request/response message, which will be used to map log and error messages against a user's request. Recommendation is to use GUID.	String	Yes	b1321522-bfc5-4b04- 8004-4b21dc06e389
MWH-RequestTimestamp	Specifies the date and time a request was created	DateTime	Yes	2021-01-17T09:30:47Z
MWH-ChannelID	Identifies the channel which is making the request. Please use the example value input to populate this header.	String	Yes	WHOLESALE
MWH-CorrelationID	A unique identifier value that is attached to request/response message, referencing a particular request	String	No	M4981522-bfc5-4b04- 8004-4b21dc06e389
MWH-ClientSecret	This is the secret key authentication credential issued to you during registration	String	Yes	3c1fE3AA48CB46789D45Acc22c2601dB

MWH-UserId	This is the ID which authorises your request within our pricing system and will be identical to an active username from your Engage portal customer account. This value will be emailed to you in addition to your clientID credential, during registration.	String	Yes	307451WConnectAPI
MWH-OriginatorID	This is the API customer reference used to identify the request source. Please use your company name to populate this value as demonstrated in the example	String	Yes	VIRGIN_MEDIA_BUSINESS

4. RaiseUpdateFault

This section contains the information required to integrate the RaiseUpdateFault service into your interface, including the environment and endpoint details; the request and response attribute tables; and request and response JSON structures.

4.1 Endpoint details

This table displays the endpoint details required to integrate the RaiseUpdateFault service.

Environment type	Host name	Purpose
Staging (pre-production)	https://gw-vip-n.ms-vmb.virginmedia.com/exp-ws-fault/v1/stg/api/faults/creation	Development & testing
Production (live)	https://gw-vip.ms-vmb.virginmedia.com/exp-ws-fault/v1/api/faults/creation	Production usage only

4.2 Request input – Create mode

Attribute description table

Attribute name	Type	Mandatory	Description	List of possible values	Sample values
networkAccountName		Yes	Name of the account you would like to retrieve outage notifications for (as displayed in the Get Accounts List service response)	N/A	VIRGIN MEDIA BUSINESS - DIRECT
recordType		Yes	Record type being created. Default value for raising a new ticket, must be 'Business Customer Fault'.	Business Customer Fault	Business Customer Fault
action		Yes	Action being executed upon submission. Default value for raising a new ticket, must be 'Create'.	Create	Create
faultNumber		No	Virgin Media Business fault	N/A	F009234567

			ticket reference number		
raisedDate		Yes	The date and time the ticket is being raised	N/A	2022-06-02 10:58:20
Contact Details: The values for these attributes can be retrieved from the <i>GetContacts</i> Network Inventory API service					
surname		Yes	Surname of contact used to raise the ticket	N/A	Jones
forename		Yes	Forename of contact used to raise the ticket		Lauren
contactEmail		Yes	Email address of contact used to raise the ticket	N/A	I.jones@virginmediabusiness.co.uk
contactPhone		No	01612451345	N/A	01612451345
contactId		*Yes if <i>contactPhone</i> is left blank	Unique Virgin Media Business reference number for this contact	N/A	CNTC00000415275
customerTicketReference		No	Option to provide a customer generated ticket reference, for your own internal tracking or reporting purposes		INC0683719
faultDetails		Yes	Detailed description of the incident or request. Please see the <i>faultDetails Attribute Descriptions</i> table for a breakdown of the attributes contained within the faultDetails object.	N/A	Refer to the faultDetails table. Also, see JSON example below
siteId		Yes	Unique Virgin Media Business ID for this site		SITE00000837362
shortDescription		Yes	A short description/title to summarise the incident/request	N/A	NE SERVICE OUTAGE – NORTH LONDON
ticketType		Yes	The type of ticket you would like to raise.	Incident; Request	Incident

			Input <i>Incident</i> if you would like to raise a fault incidents ticket Input <i>Request</i> if you would like to raise a request for information e.g. RFOs, reports etc.		
productId		Yes	Unique Virgin Media Business ID for the product utilised at the site corresponding with this fault incident/request This value can be obtained from the output of our <i>GetMyCircuits Network Inventory API</i> service	N/A	PDCT00001234567
contactMobile		No			07123456789
contactPrefMethod		No	Reflects the contact method through which you would like to receive updates		None, Email, SMS, Phone, Mobile
attachmentFileContent		No	Content of the file you would like to attach to this ticket. File must be converted into Base64 encoded string. Supported file types include xlsx, jpeg, png, pdf . Maximum file size per API request is 1 MB	N/A	See JSON sample below
attachmentFileNameWithType		No	Name of the file you would like to attach to this ticket.		Additional_Information.docx

faultDetails Attribute Descriptions

The below list of attributes must be supplied under faultDetails element in the original request, see the request JSON below for more details.

Attribute name	Description	Mandatory ?
problemDescription	Please provide a detailed description of the issue/request	Yes
issueSeverity	What severity rating would you assign this issue? High, Medium, Low	Yes
whenFirstNoticed	When did you first identify this issue	Yes
siteDetails	Please provide the site details (postcode and first line of address) for any other sites that impacted by this issue	Yes
changesToNetwork	Have there been any recent changes to your network?	Yes
siteRackPowerChecks	Have full power checks been completed on site?	Yes
powerCheckLedLit	Is there power going to the Virgin Media Business device?	Yes
rebootCheck	Has the Virgin Media Business device been rebooted?	Yes
anyRedLights	Are any red lights showing on the Virgin Media Business device?	Yes
otherEquipmentReboot	Has any customer kit connected to the Virgin Media Business device been rebooted?	Yes
anyOtherInfo	Is there any additional information you would like the fault handling agent to know?	Yes
alternateSiteContact	Is your on-site contact different to the contact provided in the API request body? Yes/No	Yes
alternateSiteContactName	If 'Yes', for alternateSiteContact please provide the full name of your on-site contact	Yes
alternateSiteContactNumber	If 'Yes' for alternateSiteContact, please provide the telephone number for your on-site contact	Yes
siteAccessTimes	Please specify the site access days and times	Yes
preferredSiteAccessDays	Are there any preferred days/times when you would like us to access your site?	Yes
prearrangedSiteAccess	Must access to the site be pre-arranged?	Yes
siteBookingProcess	If 'Yes', please provide details of the site access booking process	Yes
nteType	Please detail the type of network terminating equipment at the relevant site(s) <i>Population of this field is only required for products that involve point-to-point circuit connectivity e.g. Ethernet products and High Capacity Service products</i>	Yes
Please populate the attributes below if the product corresponding with the incident is Managed Internet Access		
noAccessWebsites	Please list the website address(es) you are unable to access	No
priorWebsiteAccess	Were you able to access these websites prior to this issue being identified?	No
emailIssue	Is this issue email related?	No

affectedEmailAddresses	If 'Yes', please list the impacted email addresses	No
Please populate the attribute below if the product corresponding with the incident is IPVPN		
vlanDetails	Please provide relevant vLAN details	No

Request JSON structure

```

{
  "networkAccountName": "ABC TECHNOLOGY SOLUTIONS",
  "recordType": "Business Customer Fault",
  "action": "Create",
  "faultNumber": "",
  "raisedDate": "2017-10-31T09:30:10",
  "attachmentFileNameWithType": "testAttachment.pdf",
  "attachmentFileContent": "SGkgLCB0aGlzIGlzIHRLc3QgYXR0YWN0ZWQgZmlsZQ==",
  "surname": "Department",
  "contactEmail": "nobody@telewest.co.uk",
  "contactPhone": "03301242704",
  "contactId": "CNTC00000415275",
  "customerTicketReference": "test cust ref",
  "faultDetails": {
    "problemDescription": "Reduction in bandwidth",
    "issueSeverity": "High",
    "whenFirstNoticed": "22/Jun/2022",
    "siteDetails": "string",
    "changesToNetwork": "string",
    "siteRackPowerChecks": "Y",
    "powerCheckLedLit": "give example",
    "rebootCheck": "string",
    "anyRedLights": "string",
    "otherEquipmentReboot": "Y",
    "anyOtherInfo": "string",
    "updateContactMethod": "string",
    "alternateSiteContact": "give example",
    "alternateSiteContactName": "give example",
    "alternateSiteContactNumber": "string",
    "siteAccessTimes": "string",
    "preferredSiteAccessDays": "string",
    "prearrangedSiteAccess": "string",
    "siteBookingProcess": "string",
    "nteType": "string",
    "noAccessWebsites": "string",
    "priorWebsiteAccess": "string",
    "emailIssue": "string",
    "affectedEmailAddresses": "string",
    "vlanDetails": "string"
  },
  "siteId": "SITE00000023213",
  "shortDescription": "No connection- Test attachement by karuna",
  "ticketType": "Incident",
  "productId": "PDCT00000135784",
  "forename": "Provisioning",
  "contactMobile": "",
  "contactPrefMethod": "Email",
  "updateMessage": ""
}

```

4.3 Response output

Attribute description table

Object name	Attribute name	Type	Mandatory	Description	Sample value
	Response	String	Yes	Contains the fault number	F009235012

Response JSON structure

```
{
  "response": "F009235012"
}
```

4.4 Request input – Update mode

Attribute description table

Attribute name	Type	Mandatory	Description	List of possible values	Sample values
networkAccountName		Yes	Name of the account you would like to retrieve outage notifications for (as displayed in the Get Accounts List service response)	N/A	VIRGIN MEDIA BUSINESS - DIRECT
recordType		Yes	If the API is used in update mode the value must be "Fault Log Entry"	Fault Log Entry	Fault Log Entry
action		Yes	Action being executed upon submission. Default value for raising a new ticket, must be 'Create'.	Create	Create
faultNumber		No	Virgin Media Business fault ticket reference number	N/A	F009234567
raisedDate		No	The date and	N/A	2022-06-02

			time the ticket is being raised		10:58:20
Contact Details: The values for these attributes can be retrieved from the <i>GetContacts</i> Network Inventory API service					
surname		Yes	Surname of contact used to raise the ticket	N/A	Jones
forename		Yes	Forename of contact used to raise the ticket		Lauren
updateMessage		Yes	Detailed fault update you wish to provide	N/A	
attachmentFileContent		No	Content of the file you would like to attach to this ticket. File must be converted into Base64 encoded string. Supported file types include xlsx, jpeg, png, pdf. Maximum file size per API request is 1 MB	N/A	See JSON sample below
attachmentFileNameWithType		No	Name of the file you would like to attach to this ticket.		Additional_Information.docx

Request JSON structure

```
{
  "networkAccountName": "VIRGIN MEDIA TECHNOLOGY",
  "recordType": "Fault Log Entry",
  "action": "Create",
  "faultNumber": "F009234516",
  "raisedDate": "2022-06-03T12:45:10",
  "attachmentFileNameWithType": "testAttachment.pdf",
  "attachmentFileContent": "SGkgLCB0aG1zIGlzIHRLc3QgYXR0YWN0ZWQgZmlsZQ==",
  "surname": "John",
  "forename": "Mick",
  "updateMessage": "Attached the latest speed test report"
}
```

4.5 Response output

Attribute description table

Object name	Attribute name	Type	Mandatory	Description	Sample
-------------	----------------	------	-----------	-------------	--------

					value
	Response	String	Yes	Contains the fault update reference	000000043125416

Response JSON structure

```
{
  "response": " 000000043125416"
}
```

5. GetFaultList

This section contains the information required to integrate the GetFaultList service into your interface, including the environment and endpoint details; the request and response attribute tables; and request and response JSON structures.

5.1 Endpoint details

This table displays the endpoint details required to integrate the GetFaultList service.

Environment type	Host name	Purpose
Staging (pre-production)	https://gw-vip-n.ms-vmv.virginmedia.com/exp-ws-fault/v1/stg/api/faults/tracking/status	Development & testing
Production (live)	https://gw-vip.ms-vmv.virginmedia.com/exp-ws-fault/v1/api/faults/tracking/status	Production usage only

5.2 Request input

Attribute description table

Attribute name	Type	Mandatory	Description	List of possible values	Sample values
networkAccountName	String	Yes	Name of the account you would like to retrieve outage notifications for (as displayed in the Get Accounts List service response)	N/A	VIRGIN MEDIA BUSINESS - DIRECT
faultNumber	String	No	Virgin Media Business fault ticket reference number	N/A	F009234567
ticketType	String	No	The type of ticket you would like to receive records for. <i>Incident</i> will return a list of fault incident tickets <i>Request</i> will return a list of tickets raised to request more information e.g. for RFOs, reports etc.	Incident; Request	Incident

site	String	No	Name of the site corresponding with/impacted by the incident	N/A	TEESVILLE INFANTS SCHOOL
product	String	No	Name of product	N/A	HCS (High Capacity Service)
customerRef	String	No	Fault reference in customer's application systems	N/A	CUST0004876 or INC00123
startDateTime	String	No	Start date and time filter, for the records you would to receive. Use this field to filter the records being received. <i>startDateTime</i> cannot be greater than <i>endDateTime</i> .		2016-05-12T06:53:37.000+01:00
endDateTime	String	No	End date and time filter, for the records you would to receive. Use this field to filter the records being received.		2016-05-14T09:53:01.000+01:00
postCode	String	No	Postcode for the site impacted by a given network fault incident	N/A	M4 1EY
ticketStatus	String	No	Use this field to filter records for a given incident ticket status type.	See <i>Ticket Status Description</i> table, in Section 5.4	
startRecord	Numeric	Yes	The minimum number of records you would like to retrieve. Default value should be "1".	N/A	1
maxLimit	Numeric	Yes	The maximum number of records you would like to retrieve.	N/A	10000

JSON structure

```
{
  "networkAccountName": " VIRGIN MEDIA BUSINESS - DIRECT ",
  "faultNumber": "F009234567",
  "ticketType": "Incident",
  "site": "",
  "product": "",
  "customerRef": "",
  "startDateTime": "",
```

```

"endTime": "",
"postCode": "",
"ticketStatus": "Open",
"startRecord": 1,
"maxLimit": 1000
}

```

5.3 Response output

Attribute description table

Attribute name	Type	Description	List of possible values	Sample value
faultNumber	String	Virgin Media Business fault ticket reference number	N/A	F009234567
customerName	String	Name of customer account	N/A	VIRGIN MEDIA BUSINESS - DIRECT
postCode	String	Postcode for the site impacted by a given network fault incident	N/A	M4 1EY
contactSurname	String	Surname of contact used to raise the ticket	N/A	Jones
contactForename	String	Forename of contact used to raise the ticket	N/A	Lauren
identifiedBy	String	Describes whether the incident was customer-generated or alarm-generated	Customer; Alarm	Customer
shortDescription	String	The short description/title given to the incident when the ticket was raised	N/A	NE SERVICE OUTAGE

site	String	Name of the site corresponding with/impacted by the incident	N/A	SG PETCH
status	String	Resolution status of the ticket	<i>See Ticket Status Description table below, in Section 5.4</i>	Assigned
ticketType	String	The type of ticket raised. <i>Incident</i> relates to fault incidents tickets <i>Request</i> relates to tickets raised to request more information e.g. for RFOs, reports etc.	Incident; Request	Incident
raisedDateTime	String	The date and time the ticket was raised	N/A	2022-06-02 10:58:20
enteredBy	String	The name of the agent that submitted the ticket. Tickets raised via this API will have 'API User' as the value for this attribute	N/A	MCKEE, James
productID	String	Unique ID of the product utilised by the corresponding site	N/A	PDCT00001216234

5.4 Ticket status descriptions

This table provides a description of the ticket resolution status values. Entering 'Open' in this field, will return all the corresponding statuses with the 'Open' category. Entering 'Closed' in this field, will return all the corresponding 'Closed' category statuses. Entering a specific status name, e.g.

'Assigned' or 'Rejected', will return results exclusive to that status.

Status category	Status name	Status description
Open	New	New ticket raised, but yet to be assigned to a Technical Support Analyst
Open	Assigned	The ticket has been assigned to a fault handler.
Closed	Rejected	Ticket has been reviewed and rejected by the Technical Support Analyst
Open	Accepted	Ticket has been reviewed and accepted by the Technical Support Analyst (Is this where the SLA clock begins?)
Open	External	The fault has been assigned to external/3 rd party suppliers to do some tasks towards the resolution
Open	Pending	This status will be used when awaiting information from the customer e.g. site access details. This status stops the SLA clock, to prevent the SLA from failing during the waiting period.
Open	Restored	The ticket has been actioned and the service is restored.
Open	Linked	When multiple customers log an issue due to one equipment failure or if there is an outage, then a Master Fault is created and all other faults are linked to this master. The child faults are then set to Linked status
Open	Fix Verification Required	If there is an Open Outage for the fault then when the network team sets it to Fixed, it will automatically go to a status of Fix Verification Required. It will stay on this status until the CNMC have completed callbacks and closed the outage, at which point the ticket is also set to closed
Open	Fixed	The fault has now been resolved. The incident ticket will automatically close 24hrs after the status is set to this value.
Closed	Closed	This incident ticket is now closed

JSON structure

```
{
  "getListValues": [
    {
      "faultNumber": " F009234567",
      "customerName": " VIRGIN MEDIA BUSINESS - DIRECT ",
      "postCode": "SR3 3XN",
      "contactSurname": "Jones",
      "contactForename": "Lauren",
      "identifiedBy": "Customer",
      "shortDescription": "NE SERVICE OUTAGE",
      "site": "2 GARRETT WAY",
      "status": "Assigned",
      "ticketType": "Incident",
      "raisedDateTime": "2022-06-02 10:58:20",
      "enteredBy": "MCKEE, James",
      "productID": "PDCT00001216234"
    }
  ]
}
```

```
}  
  ]  
}
```

6. GetFaultNotes

6.1 Endpoint details

This table displays the endpoint details required to integrate the GetFaultNotes service.

Environment type	Host name	Purpose
Staging (pre-production)	https://gw-vip-n.ms-vmc.virginmedia.com/exp-ws-fault/v1/stg/api/faults/tracking/notes	Development & testing
Production (live)	https://gw-vip.ms-vmc.virginmedia.com/exp-ws-fault/v1/api/faults/tracking/notes	Production usage only

6.2 Request input

Attribute description table

Attribute name	Type	Mandatory	Description	Sample value
networkAccountName	String	Yes	Name of the account you would like to retrieve outage notifications for (as displayed in the Get Accounts List service response)	VIRGIN MEDIA BUSINESS - DIRECT
faultNumber	String		Virgin Media Business fault ticket reference number	F009234567
startRecord	Numeric		The minimum number of records you would like to retrieve. Default value should be "1".	1
maxLimit	Numeric		The maximum number of records you would like to retrieve.	500

JSON structure

```
{
  "networkAccountName": "ABC TECHNOLOGY SOLUTIONS",
  "faultNumber": "F009231505",
  "startRecord": 1,
  "maxLimit": 100
}
```

6.3 Response output

Attribute description table

Attribute name	Type	Description	Sample value
faultNumber	String	Unique contact reference number, as registered in our internal network and fault management system	CNTC00000415275
agentNotes	String	Notes entered by the fault handling agent	See JSON example below
enteredByForename	String	Forename of the agent that submitted the ticket	James
enteredBySurname	String	Surname of the agent that submitted the ticket	MCKEE
createdDate	String	The date and time the ticket was raised	2022-06-02 10:58:20

Response JSON structure

```
{
  "getListValues": [
    {
      "faultNumber": "F009231505",
      "agentNotes": "Please Describe the Fault You Have? loss\nAre there any other Problem sites that are affected too?\nConfirm the following checks:\n-Is there power going to the device (are there LED's lit on the device)?\n-has the device been rebooted?\n-has any customer kit connected directly to our device been rebooted? \n\nDTE cct termination equipment if this uses a circuit for connectivity:\n-What Kind of a NTE do they have? \n-Is there power going to the device (are there LED's lit on the device)?\n-Is there any red lights on it? \n-Has this been rebooted?\n\nWhen did the problem start?\nIs there any other information you would like to provide?\nPlease provide the following:\n-Onsite Contact Name?\n-Onsite Contact Number?\n-Onsite Access Times?\n\nHow would the customer like to be updated SMS, email or phone?\n",
      "enteredByForeName": "James",
      "enteredBySurName": "MCKEE",
      "createdDate": "2022-04-13 10:57:39"
    }
  ]
}
```

7. RAML

The RAML contained in **this API documentation folder** will help you integrate your application with our Inventory API. Please note that this link will re-direct you to our Virgin Media file sharing service - Kiteworks (Accellion) – which hosts the folder. You will be given access to this API folder in this file sharing service, as part of the registration process.

8. Response codes

API responses are classified into various HTTP status codes. The industry standard definitions for all HTTP codes can be found [in this section](#) of the World Wide Web Consortium website.

The important status code categories for our Wholesale Connect API services, are described in this table:

HTTP code	Description
200	You will receive HTTP200 for all success scenarios
400	All business errors have been mapped to the HTTP400 error code, for ease.
401	Invalid credentials. This error code indicates that the supplied MWH-AppID and MWH-ClientSecret authentication credentials are either incorrect or have expired
500	Any system error or connectivity issues have been classified under HTTP 500.

9. Using our Postman collections

We have made it easier for you to start testing with our Staging server by pre-compiling a set of sample test cases, in the form of a Postman collection.

9.1 Sample test cases

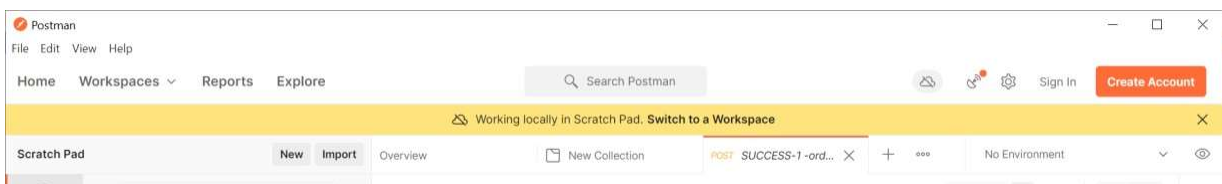
Our Quote API Postman collection has a variety of positive and negative test case scenarios, to help you interpret different API responses. [This link](#) will re-direct you to our **Network Inventory & Fault Management** API Documentation folder which contains a Postman collection of test cases. This folder is hosted within our Virgin Media file sharing service - Kiteworks (Accellion). You will be given access to this folder via this file sharing service, as part of your registration process.

10.2 Postman instructions

Follow the steps below to set-up your Postman application for use of our sample Postman collections. These can be used to fire sample API requests and responses:

Step 1: If you don't already have the Postman application, please [download](#), and install the free tool onto your desktop/laptop device.

Step 2: Import *exp-ws-account.postman_collection* by clicking the **'Import'** button on the Postman tool, shown in the bottom, centre-left section of the image below.



Step 3: Replace the MWH-AppID and MWH-ClientSecret header values with your authentication credentialssupplied to you during registration (see [Section 3.2](#) of this user guide).

*If you have any questions, please get in touch with our **Wholesale Digital** team at WholesaleDigital@virginmediao2.co.uk*

10. Incident and change management

This section outlines the API incident and change management processes associated with our Wholesale Connect Quote API service.

10.1 Incident management process

It's crucial that we work together to resolve issues as quickly as possible when they arise.

When raising an issue with your API service, it's important that we receive:

- the input request data (contained within the JSON structure);
- the output response data (contained within the JSON structure);
- your Engage customer ID;
- your customer name registered on the service; and
- any other associated detail relating to a specific order(s).

This information can be sent by email to WholesaleDigital@virginmediao2.co.uk.

Having this information available to analyse, will speed up the troubleshooting process and help us get to the root cause quicker.

Although our API support team has a **5 working day SLA for incident resolution**, we will aim to resolve your issue as quickly as we can.

To minimise the impact to your business - while awaiting the resolution of your issue - please contact your **Service Relationship Manager** via email or call our **Fault Management Helpline** at **08000520800 opt 6**

10.2 Change management process

Should you be planning any changes to your IP network configuration, please do notify us in advance so that we can whitelist any new IP addresses on our authorisation and authentication platform. We don't want you to lose connectivity, but it will not be possible to gain connectivity to any API service for which the corresponding IP addresses haven't been whitelisted by us.

11. Frequently asked questions

Based on feedback from our prospective and current API users, we have collated some frequently asked questions and answers, you may find helpful:

Q. My account details appear to be out of date or inaccurate. How can I request that they be updated in your systems?

A. Virgin Media Business is continuously and intentionally working towards improving our customer and business network data accuracy. We understand that sharing customer and network inventory data, in parallel with on-going data cleansing activities, will mean that there will be times when the data shared through our APIs is not always accurate and up to date. As such, we'll welcome your requests to update your account and network details in our internal systems, if you discover that any data being shared with you is not quite accurate. **To update your account details with us, please raise a request via email to your Service Manager or Account Manager, detailing the information you would like updated.**

Q. I've integrated your Get Outage Details service. Why am I still receiving email notifications?

A. Email notifications are not automatically turned off, once you integrate the API – as some partners may still wish to receive email notifications, in parallel with notifications received through our API. If you'd like to turn off email notifications, please contact your Service Relationship Manager or Account Manager, who will be able to arrange this.

Q. I've already registered for one of your API services. Do I need to register again for these services?

A. No. One of the benefits of our Wholesale Connect API Gateway, is the one-time registration process. Once you've been registered for a Wholesale Connect API service, the same authentication credentials generated for that service, can be used to access all subsequent Wholesale Connect API services. That said, please notify us once you are ready to integrate any additional API services, so we can add the relevant service to your client account on our API platform and whitelist your IP addresses for access to this service. Without this step, you won't be able to access the API environments for that service.

Q. Will VMB provide support to develop or maintain an external user interface?

A. Our support team is always ready to help, if there are any queries relating to our Wholesale Connect API services or JSON code. As every user interface is unique, we do not offer a specific service around development and maintenance of external interfaces.

Q. I'd like to give some feedback about my API experience and/or future improvements I'd like made to a certain API

A. We actively encourage feedback from our partners and are committed to driving improvements to our digital capabilities, using your feedback. To provide feedback, please reach out to our Customer Experience and Insights Team at WholesaleInsight@virginmedia.co.uk.

We also have a [public API roadmap on Trello](#), which shows the API features and improvements we're currently investigating. We'd love your input, to help us prioritise, so please create a free account on Trello to vote, comment on, or watch any of our API feature/feature improvement cards, for updates!

We're always open to **feedback about our user guides**. Whether we've missed out information you think would be useful to know, whether something doesn't make sense, or something simply doesn't look right, please do let us know by contacting WholesaleDigital@virginmedia.co.uk.