



Wholesale Connect API Gateway

Network Inventory API User
Guide

Version 1.0

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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** has been designed to enable 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 Inventory API.**

This API will give you access to your account details and circuit information, in addition to advance notifications of any planned network works and outages that may impact your sites and service.

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.

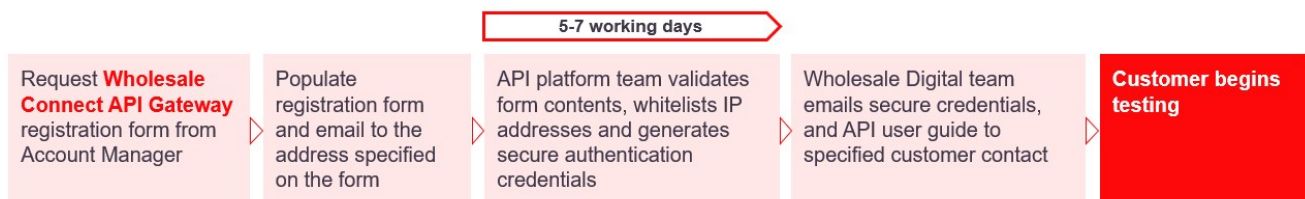
2. Getting connected

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 Inventory API overview

Our Network Inventory API provides access to four services, each of which has a unique endpoint. Each of the services listed, will provide you with the data required to:

- serve your account inventory building purposes; or
- (in relation to the GetAccountsList, GetContacts and GetCircuits services) raise a new fault incident ticket request, or update an existing fault incident ticket, via our RaiseUpdateFault API service, contained within our **Network Fault Management API Fault API**

Accounts API Service	Description
Get Accounts List	This service will retrieve a list of all your network accounts registered in our internal network account and fault management system. This will enable you to select a specific account, in your user interface, for which to retrieve a list of outage notifications, circuits (and information), registered contacts and registered faults.
Get Outage Details	This service will retrieve a list of all planned works and outages that may impact your circuits and sites
Get Contacts	This service will retrieve the list of contacts registered under a specified account.
Get Circuits	This API will retrieve a list of all active circuits (including key corresponding site and circuit identifying information) registered under a specified account.

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** Network Fault Management API service. For more information about this service, please reference the **VMB Wholesale Connect Network Fault Management 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
---------	------------------	---------------	-------------	---------

- Retrieve outage notifications - Retrieve list of accounts - Retrieve inventory list - Retrieve contact list	Staging (pre-production)	exp-ws-account/v1/stg/api/accounts	POST	V1
	Production (live)	exp-ws-account/v1/api/accounts	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 transaction	String	No	M4981522-bfc5-4b04- 8004-4b21dc06e389
MWH-ClientSecret	This is the secret key authentication	String	Yes	3c1fE3AA48CB46789D45Acc22c2601dB

	credential issued to you during registration			
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. Get Accounts List

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

GetAccountsList API retrieves all the customer accounts in our backend applications. We have noticed that some customers have multiple accounts, all these accounts have been linked to the same customerID. The Account name that is returned in this API response must be used as an input to other APIs where relevant, please refer to individual API spec for further details.

4.1 Endpoint details

This table displays the endpoint details required to integrate the Get Accounts List service.

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

4.2 Request input

Attribute description table

Attribute name	Type	Mandatory	Description	Sample value
startRecord	Numeric (non-zero and positive numbers only)	Yes	The minimum number of records you would like to retrieve. Default value should be "1".	1
maxLimit			The maximum number of records you would like to retrieve.	100

Request JSON structure

```
{
  "startRecord": 1,
  "maxLimit": 100
}
```

4.3 Response output

Attribute description table

Object name	Attribute name	Type	Mandatory	Description	Sample value
accountslist	networkAccountName	String	Yes	Name of the network account as displayed in our internal network and fault management system	VMB - North
	engageCustomerID	String	Yes	Your Engage customer ID	2461

Response JSON structure

```
{
  "accountslist": [
    {
      "networkAccountName": "VIRGIN MEDIA BUSINESS - DIRECT",
      "engageCustomerID": "12345"
    },
    {

```

```
    "networkAccountName": "VIRGIN MEDIA BUSINESS - WHOLESALE",  
    "engageCustomerID": "12345"  
  }  
]
```

5. Get Outage Details

This section contains the information required to integrate the Get Outage Details 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 Get Outage Details service.

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

5.2 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 - WHOLESALE
startRecord	Numeric	Yes	The minimum number of records you would like to retrieve. Default value should be "1".	1
maxLimit			The maximum number of records you would like to retrieve. Please set this limit to a high value, in order to retrieve all records available.	1000

JSON structure

```
{
  "networkAccountName": "VIRGIN MEDIA BUSINESS - WHOLESALE",
  "startRecord": 1,
  "maxLimit": 100
}
```

5.3 Response output

Attribute description table

Attribute name	Type	Mandatory	Description	Sample value/list of possible values
outageID	String	Yes	Internal reference number for this outage	000000002858863
outageType	String	Yes	Type of outage or planned works	Planned
customerName	Number	No	Name of customer account	VIRGIN MEDIA BUSINESS - WHOLESALE
reference	String	Yes	Internal change reference number, corresponding to this outage notification	C01239427
circuitReference	String	Yes	CAL reference for the circuit impacted by this outage	CAL0172511
status	String	No	Status of outage or planned works	Scheduled; Completed
customerImpact	String	Yes	Brief description of the impact to your circuits or sites	There will be a loss of service during the stated timeframe whilst we complete this maintenance work.
summary	String	Yes	Summary of the works to be undertaken	We need to let you know about some maintenance work that will be taking place on our network, as detailed below...
startDateTime	Number	No	Start date and time of the outage	2022-05-25T09:00:00+01:00
endDateTime	Number	No	End date and time of the outage	2022-05-25T11:00:00+01:00
aEndSiteName	Number	No	Name of the impacted circuit's A-End site	VMB WHOLESALE – RG2 6UU
aEndSitePostCode	Boolean	No	Postcode of the impacted circuit's A-End site	RG2 6UU

bEndSiteName	String	Yes	Name of the impacted circuit's B-End site	VMB WHOLESale – W6 8BS
bEndSitePostcode	String	Yes	Postcode of the impacted circuit's B-End site	W6 8BS
impactOnCircuit	String	No	Type of impact to the circuit	Loss of Service; Loss of Redundancy At Risk
product	String	No	Name of the product attached to this circuit	National Ethernet

JSON structure

```
[
  {
    "outageID": "000000002858863",
    "outageType": "Planned",
    "customerName": " VIRGIN MEDIA BUSINESS - WHOLESale ",
    "reference": "C01239427",
    "circuitReference": "CAL0172511",
    "status": "Scheduled",
    "customerImpact": "There will be a loss of service at some point during the stated
timeframe whilst we complete the maintenance work.",
    "summary": "We need to let you know about some maintenance work that will be taking
place on our network, as detailed below... ",
    "startDateTime": "2022-05-25T09:00:00+01:00",
    "endDateTime": "2022-05-25T10:00:00+01:00",
    "AendSiteName": " VMB WHOLESale - RG2 6UU ",
    "AendSitePostcode": " RG2 6UU ",
    "BendSiteName": " VMB WHOLESale - W6 8BS ",
    "BendSitePostcode": " W6 8BS ",
    "impactOnCircuit": "Loss of Service",
    "product": "National Ethernet"
  },
  {
    "outageID": "000000002858863",
    "outageType": "Planned",
    "customerName": " VIRGIN MEDIA BUSINESS - DIRECT ",
    "reference": "C01239427",
    "circuitReference": "CAL0325381",
    "status": "Scheduled",
    "customerImpact": "There will be a loss of service at some point during the stated
timeframe whilst we complete the maintenance work.",
    "summary": "We need to let you know about some maintenance work that will be taking
place on our network, as detailed below. ",
    "startDateTime": "2022-05-25T09:00:00+01:00",
    "endDateTime": "2022-05-25T10:00:00+01:00",
    "AendSiteName": "VM02 - WYTHENSHAW",
    "AendSitePostcode": " M22 0EY ",
    "BendSiteName": "VIRGIN MEDIA - EAGLE COURT",
    "BendSitePostcode": "B26 3RZ",
    "impactOnCircuit": "Loss of Service",
    "product": "National Ethernet"
  }
]
```

```
}
]
```

6. Get Contacts

6.1 Endpoint details

This table displays the endpoint details required to integrate the Get Contacts service.

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

6.2 Request input

Attribute description table

Attribute name	Type	Mandatory	Description	Sample value
contactType	String	No	The contact category you would like to retrieve records for. In order to raise/update an incident ticket with our <i>RaiseUpdateFault</i> Network Fault Management API service, you will need the ENGAGE contact type. Please see the <i>List of contactType categories</i> below.	ENGAGE
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
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	500

			like to retrieve. Please set this limit to a high value, in order to retrieve all records available.	
--	--	--	--	--

List of contactType categories

contactType values	Description
ENGAGE	You MUST have at least one ENGAGE type contact registered, in order to be able to raise/update a fault with our <i>RaiseUpdateFault</i> Network Fault Management API service. If you have not been able to retrieve any 'ENGAGE' records from this API service, please ask your Service Manager, to add an ENGAGE contact type to our backend system, so you can raise a fault.
IT Manager	
Planned Works Contact	
OOH Faults Contact	
Daytime Faults Contact	
Escalation Contact	
24 Hour Contact	
1 st Contact	
2 nd Contact	
3 rd Contact	
MSS Change user	
Alarm Out of Hours	
Alarm In Hours	
Reseller	
Project Manager	
Site Access	
Change Management Contact	
Change Management Letter	
NPM Credentials	
Request Fulfilment	
Commercial	
Supplier	
NOC Contact	
System	

JSON structure

--

```

{
  "contactType": "",
  "networkAccountName": " VIRGIN MEDIA BUSINESS - DIRECT ",
  "startRecord": 1,
  "maxLimit": 1000
}

```

6.3 Response output

Attribute description table

Object name	Attribute name	Type	Description	Sample value
getListValues	contactID	String	Unique contact reference number, as registered in our internal network and fault management system	CNTC00000415275
	foreName	String	Contact's forename	Bob
	surName	String	Contact's surname	Moore
	emailAddress	String	Contact's email address	bobm@virginmediabusiness.co.uk
	telephoneNumber	String	Contact's telephone number	07123456789

Response JSON structure

```

{
  "getListValues": [
    {
      "contactID": "CNTC00000415275",
      "foreName": "Provisioning",
      "surName": "Department",
      "emailAddress": "nobody@telewest.co.uk",
      "telephoneNumber": "03301242704"
    },
    {
      "contactID": "CNTC00000121999",
      "foreName": "Service Desk",
      "surName": "3",
      "emailAddress": "nobody@telewest.co.uk",
      "telephoneNumber": "0845 643 9201"
    },
    {
      "contactID": "CNTC00000488312",
      "foreName": "Lauren",
      "surName": "Etherington.",
      "emailAddress": "nobody@telewest.co.uk",
      "telephoneNumber": "03301242704"
    },
    {
      "contactID": "CNTC00000488494",
      "foreName": "Any",
      "surName": "Hellens..",

```

```

    "emailAddress": "nobody@telewest.co.uk",
    "telephoneNumber": "03301242701"
  },
  {
    "contactID": "CNTC00000459199",
    "foreName": "Ben",
    "surName": "Upton",
    "emailAddress": "nobody@telewest.co.uk",
    "telephoneNumber": "07918 857020"
  }
]

```

7. Get Circuits

7.1 Endpoint details

This table displays the endpoint details required to integrate the Get Contacts service.

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

7.2 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)	VMB - Novated
postCode	String	No	Site postcode	RG2 6UU
accountNumber	String	No	Virgin Media customer account number	132480301
circuitReference	String	No	CAL reference	CAL0172511
serialNumber	String	No	NTU/device serial number	
hostName	String	No	NTU/device hostname	ntu-118600
lanNetworkIP	String	No	LAN network IP address	
lineNumber	Numeric	No	To retrieve records pertaining to both voice products and data products the input for	null OR

			this attribute must be 'null'. To retrieve records pertaining to voice products only, please input '1'.	1
siteID	String	No	Unique identifier for each registered customer site	SITE00000213924
siteName	String	No	Site name as registered in our internal systems	VIRGIN MEDIA RETAIL - READING
startRecord	Numeric	Yes	The minimum number of records you would like to retrieve. Default value should be "1".	1
maxLimit	Numeric	Yes	The maximum number of records you would like to retrieve. Please set this limit to a high value, in order to retrieve all records available.	10000

JSON structure

```
{
  "networkAccountName": " VIRGIN MEDIA BUSINESS - WHOLESALE ",
  "postCode": " RG2 6UU ",
  "accountNumber": "",
  "circuitReference": " CAL0172234",
  "serialNumber": "",
  "hostName": "",
  "lanNetworkIP": "",
  "lineNumber": 1,
  "siteID": "SITE00000123456",
  "siteName": " VIRGIN MEDIA RETAIL - READING ",
  "startRecord": 1,
  "maxLimit": 10000
}
```

7.3 Response output

Attribute description table

Object name	Attribute name	Type	Description	Sample value
customer	customerName	String	Name of customer	VIRGIN MEDIA BUSINESS
customer.site	siteID	String	Unique identifier for each registered	SITE00000213924

			customer site	
	siteName	String	Site name as registered in our internal systems	VIRGIN MEDIA STORE - HARROW
	postcode	String	Site postcode (A or B end)	RG2 6UU
customer.site.products.data.dataProduct	productName	String	Name of product utilised by this site	National Ethernet
	productID	String	Unique ID of product utilised by this site	PDCT00001234567
customer.site.products.data.dataProduct.component <u>N.B</u> Component attributes are non-mandatory	componentName	String	The name of the component, for which identifying attributes will be displayed.	Circuit Info
	attribute	String	Identifies/contains a single component field	bearerSize
customer.site.products.data.dataProduct.component.componentName.attribute	Where componentName = Circuit Info			
	circuitReference	String	CAL reference	CAL345678
	bandwidth	String	Circuit bandwidth	200Mbps
	bearerSize	String	Access circuit/bearer bandwidth capacity	1GB
	Where componentName = Layer 2 Device			
	hostname	String	NTU/device hostname	ntu-112345
customer.site.products.voice.voiceProduct	productName	String	Name of product utilised by this site	ADSL
	productID	String	Unique ID of product utilised by this site	PDCT00001234322
	siteAccountUID	String	TBC	TBC
customer.site.products.voice.voiceProduct.custCircuit	lineNumber	String	The null value in this field indicates that both data and voice products must be returned. A numeric value indicates only voice products must be returned	1
	accountNumber	String	Virgin Media customer account number	132480301

JSON structure

```

{
  "customer": [
    {
      "customerName": "VIRGIN MEDIA BUSINESS - WHOLESALE",
      "site": [
        {
          "siteID": " SITE00000123456",
          "siteName": " VIRGIN MEDIA STORE - HARROW ",
          "postcode": "HA1 1AT",
          "products": {
            "data": {
              "dataProduct": {
                "productName": "National Ethernet",
                "productID": " PDCT0000123",
                "component": [
                  {
                    "componentName": "Circuit Info",
                    "attribute": {
                      "circuitReference": "CAL0123456"
                    }
                  },
                  {
                    "attribute": {
                      "bandwidth": "200Mbps "
                    }
                  },
                  {
                    "attribute": {
                      "bearerSize": "1Gbps"
                    }
                  }
                ],
                {
                  "componentName": "Layer 2 Device",
                  "attribute": {
                    "hostname": "ntu-112345"
                  }
                }
              }
            },
            "voice": {
              "voiceProduct": {
                "productName": "Voice",
                "productID": "01914203546",
                "siteAccountUID": "NE132480301",
                "custCircuit": {
                  "lineNumber": "01914203546",
                  "accountNumber": "132480301"
                }
              }
            }
          ]
        }
      ]
    }
  ]
}

```

8. RAML

The RAML 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.

9. 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.

The following business error responses will be returned if no records are available in the business system:

API Service	Business error code	Error message
GetAccountsList	PCERR-302	The query returned no records
GetContacts		
GetOutageDetails	Empty response body containing no details	
GetCircuits		

10. 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.

10.1 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 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.

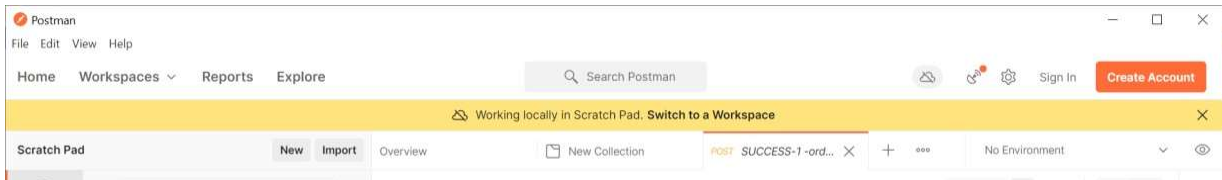
10.2 Postman instructions

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 credentials supplied 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@virginmediaio2.co.uk*

11. Incident and change management

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

11.1 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@virginmediaio2.co.uk**](mailto:WholesaleDigital@virginmediaio2.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 [insert telephone number]

11.2 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.

12. 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@virginmediao2.co.uk .