

## 999 emergency service access API

### Introduction

This API is designed to allow holders of aql numbers to update their subscriber details with BT's 999 system. This will provide an easy method for the update of BT's 999 record details for our customers.

It is essential that all partners provide accurate and complete customer data. Failure to provide full and accurate information will delay the emergency services response to emergency situations.

### Interface

#### *Interface protocols*

The protocol presented is HTTPS. All the API methods will be executed by a standard POST request of the HTTPS protocol. The gateway URL for all calls is located at: <https://gw.aql.com/telecoms/999.api.php>

#### *Interface methods*

The interface methods will be as follows:

- Activate Customer
- Cease Customer
- Modify Customer
- Export Number
- Import Number
- Get Record IDs By Number
- Get Record By ID

### Return codes

Return codes used will be the standard meanings for 200 OK, 404 Unauthorised and 500 INTERNAL ERROR.

### Activate a customer

#### *Request*

**Description:** Used to activate a number with associated customer details at BT's TDM system.

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "activate"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
postcode	Alphanumeric	Yes	8	Customer's postcode. This must be sent in the format of Out-code space In-code i.e.: LS11 5DF, S9 5AD, S60 3ML
effective_date	Alphanumeric	Yes	Required	Date on which the command associated with the listing is to be executed. Format used must be YYYY-MM-DD (where Y = Year, M = Month & D = Day)
surname	Alphanumeric	Yes	50	Name of the customer (if residential) or business name
title	Alphanumeric	No	20	Title of the customer
forename	Alphanumeric	No	20	Forename of the customer
honours	Alphanumeric	No	30	Honours of the customer
business_suffix	Alphanumeric	No	50	Business suffix
line_type	Alphanumeric	No	30	Line type. This is for DDI/VoIP type number ranges or it basically will add a flag to show that the record which is being sent may not reflect the actual location of the caller. Options for the population of this field are EXT, DDI, FNET, or VOIP any of these possible mnemonic's will flag to the Operator as well as an Emergency Authority who has the EISEC service. (This allows the Emergency Authority to see the name and address details we have for a customer at the time of a 999 call)
premises	Alphanumeric	No	60	Identifies premises on a thoroughfare i.e. house name and/or number. Examples "24", "Bleak House". Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use

				must be made of other address fields
thoroughfare	Alphanumeric	No	55	The thoroughfare name and type Examples: Byron Close, Suffolk Lane, and High Street. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
locality	Alphanumeric	No	30	Village or an area within a town and Town if possible. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
notify-email	Alphanumeric	No		The email address to notify when a status change occurs. Optional, but will reduce functionality if omitted.
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	Yes		See separate return-mode parameter document

### *Output parameters*

Return format of FAILED command:

```
<status_code>: <text_description>
```

Return format of SUCCESS command:

```
<status_code>: <text_description>
id: <id>
```

## **Cease a customer**

## Request

**Method:** POST

**Description:** Used to remove the requested number at BT's TDM system.

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "cease"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
effective_date	Alphanumeric	Yes		Date on which the command associated with the listing is to be executed. Format used must be YYYY-MM-DD (where Y = Year, M = Month & D = Day)
notify-email	Alphanumeric	No		The email address to notify when a status change occurs. Optional, but will reduce functionality if omitted.
return-mode	Blank	No		<a href="#">return-mode parameter</a>
return-format	Blank	No		<a href="#">return-mode parameter</a>

## Output parameters

Return format of FAILED command:

```
<status_code>: <text_description>
```

Return format of SUCCESS command:

```
<status_code>: <text_description>
id: <id>
```

## Modify a customer

### Request

**Method:** POST

**Description:** Used to modify the requested number's customer details at BT's TDM system

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "modify"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password

number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
postcode	Alphanumeric	Yes	8	Customer's postcode. This must be sent in the format of Out-code space In-code i.e.: LS11 5DF, S9 5AD, S60 3ML.
effective_date	Alphanumeric	Yes		Date on which the command associated with the listing is to be executed. Format used must be YYYY-MM-DD (where Y = Year, M = Month & D = Day)
surname	Alphanumeric	Yes	50	Name of the customer (if residential) or business name
title	Alphanumeric	No	20	Title of the customer
forename	Alphanumeric	No	20	Forename of the customer
honours	Alphanumeric	No	30	Honours of the customer
business_suffix	Alphanumeric	No	50	Business suffix
line_type	Alphanumeric	No	30	Line type. This is for DDI/VoIP type number ranges or it basically will add a flag to show that the record which is being sent may not reflect the actual location of the caller. Options for the population of this field are EXT, DDI, FNET, or VOIP any of these possible mnemonic's will flag to the Operator as well as an Emergency Authority who has the EISEC service. (This allows the Emergency Authority to see the name and address details we have for a customer at the time of a 999 call)
premises	Alphanumeric	No	60	Identifies premises on a thoroughfare i.e. house name and/or number. Example 24 and/or Bleak House. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
thoroughfare	Alphanumeric	No	55	The thoroughfare name and type Examples: Byron Close, Suffolk Lane, and High Street. Although

				this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
locality	Alphanumeric	No	30	Village or an area within a town and Town if possible. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
notify-email	Alphanumeric	No		The email address to notify when a status change occurs. Optional, but will reduce functionality if omitted.
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	No		See separate return-mode parameter document

### Output parameters

Return format of FAILED command:

```
<status_code>: <text_description>
```

Return format of SUCCESS command:

```
<status_code>: <text_description>  
id: <id>
```

### Export number

#### Request

Used to initiate an export to another carrier at BT's TDM system.

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "export"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222

postcode	Alphanumeric	Yes	8	Customer's postcode. This must be sent in the format of Out-code space In-code i.e.: LS11 5DF, S9 5AD, S60 3ML.
effective_date	Alphanumeric	Yes		Date on which the command associated with the listing is to be executed. Format used must be YYYY-MM-DD (where Y = Year, M = Month & D = Day)
cp_identifier	Numeric	Yes		CUPID of importing CP
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	No		See separate return-mode parameter document

### Output parameters

Return format of FAILED command:

<status\_code>: <text\_description>

Return format of SUCCESS command:

<status\_code>: <text\_description>  
id: <id>

## Import number

### Request

Used to confirm the import of a number from other carrier at BT's TDM system.

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "import"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
cp_identifier	Numeric	Yes		CUPID of exporting CP
postcode	Alphanumeric	Yes	8	Customer's postcode. This must be sent in the format of Out-code space In-code i.e.: LS11 5DF, S9 5AD, S60 3ML
effective_date	Alphanumeric	Yes		Date on which the command associated with the listing is to be executed. Format used must be

				YYYY-MM-DD (where Y = Year, M = Month & D = Day)
surname	Alphanumeric	Yes	50	Name of the customer (if residential) or business name
title	Alphanumeric	No	20	Title of the customer
forename	Alphanumeric	No	20	Forename of the customer
honours	Alphanumeric	No	30	Honours of the customer
business_suffix	Alphanumeric	Yes	50	Business suffix
line_type	Alphanumeric	Yes	30	Line type. This is for DDI/VoIP type number ranges or it basically will add a flag to show that the record which is being sent may not reflect the actual location of the caller. Options for the population of this field are EXT, DDI, FNET, or VOIP any of these possible mnemonic's will flag to the Operator as well as an Emergency Authority who has the EISEC service. (This allows the Emergency Authority to see the name and address details we have for a customer at the time of a 999 call)
premises	Alphanumeric	Yes	60	Identifies premises on a thoroughfare i.e. house name and/or number. Example 24 and/or Bleak House. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
thoroughfare	Alphanumeric	Yes	55	The thoroughfare name and type Examples: Byron Close, Suffolk Lane, and High Street. Although this field is optional, partners should send a complete and accurate address. If this field is not populated, then full use must be made of other address fields.
locality	Alphanumeric	Yes	30	Village or an area within a town and Town if possible. Although this field is optional, partners should send a complete and



				accurate address. If this field is not populated, then full use must be made of other address fields.
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	No		See separate return-mode parameter document

### Output parameters

Return format of FAILED command:

<status\_code>: <text\_description>

Return format of SUCCESS command:

<status\_code>: <text\_description>  
id: <id>

## Get last ID by number

### Request

Returns the last ID associated with the requested phone number

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "getlastidbynumber"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	No		See separate return-mode parameter document

### Output parameters

Return format of FAILED command:

<status\_code>: <text\_description>

Return format of SUCCESS command:

<status\_code>: <text\_description>

id: <id>

## Get record by ID

### Request

Returns all attributes of requested record

Parameter	Type	Required	Length	Description
command	Alphanumeric	Yes		Value must be "getrecordbyid"
username	Alphanumeric	Yes		aql username
password	Alphanumeric	Yes		aql password
number	Numeric	Yes	15	Telephone number. Must start with 0 e.g. 01242111222
id	Numeric	Yes		Record ID number
return-mode	Blank	No		See separate return-mode parameter document
return-format	Blank	No		See separate return-mode parameter document

### Request

```

<status_code>: <text_description>
id: <id>
created: <created> command: <command>
record_status: <record_status>
postcode: <postcode>
effective_date: <effective_date>
surname: <surname>
title: <title>
forename: <forename>
honours: <honours>
business_suffix: <business_suffix>
line_type: <line_type>
thoroughfare: <thoroughfare>
locality: <locality>
cp_identifier: <cp_identifier>
ret_code: <ret_code>
err_msg: <err_msg>

```

### Record status

Status	Description
READY	Data captured and ready to send. All 999 update requests are collated and sent in batches periodically
PENDING	Data submitted
COMPLETE	Request completed
FAILED	Request failed

## Responses

### *Return codes*

You can see all possible return codes in our 999 API return codes reference.

### *Status codes*

Status	Description
200	OK
400	BAD REQUEST
401	AUTHENTICATION ERROR
500	INTERNAL SYSTEM ERROR
600	INVALID COMMAND
67001	NUMBER NOT VALID OR PROVIDED
67013	NUMBER NOT ON ACCOUNT
67008	PREVIOUS COMMAND STILL PENDING
67009	NUMBER ALREADY ACTIVE. CANNOT ACTIVATE AGAIN
67010	NUMBER MUST FIRST BE ACTIVATED USING THE ACTIVATE COMMAND
67004	SURNAME NOT PROVIDED
67002	POSTCODE NOT PROVIDED
67003	EFFECTIVE_DATE NOT PROVIDED
67005	LINE_TYPE NOT PROVIDED
67006	CP_IDENTIFIER NOT PROVIDED
67011	NUMBER CANNOT BE CEASED BECAUSE IT IS NOT ALREADY ACTIVE
67007	ID NOT PROVIDED
67012	INVALID ID FOR THAT NUMBER