DO NOT CALL REGISTER
REAL-TIME WASHING SERVICE FACT SHEET

This fact sheet provides instructions on how Admin and Wash-only account holders can utilise the Do Not Call Register's real-time access washing service via the Simple Object Access Protocol (SOAP). **Please note that no support will be provided on third-party tools or utilities.**

Connecting via SOAP

Account holders who would like to use the real-time access service require the following:

- **Account ID** (*AccountId*) and **passphrase**
- **Access-seeker ID** (*access-seekerId*) – *optional*
- Access to the **WSDL**: http://donotcall.gov.au/dncrtelem/rtw/washing.cfc?wsdl
- **SOAP endpoint** URL: http://donotcall.gov.au/dncrtelem/rtw/washing.cfc

The real-time access washing service does not require multi-factor authentication (MFA). However, the passphrase used for the real-time access service must match the passphrase that you have used when setting up MFA on your account.

Checking account balance

This function allows account holders to check account balances.

Request

Method:

- ***GetAccountBalance***

Input parameters:

- ***TelemarketerId***
- ***WashOnlyUserId***
- ***TelemarketerPassword***

WashOnlyUserId should be provided only if the washing is done under a wash-only user sub-account under the main account.

Request example:

```
<soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http:/
   <soapenv:Header/>
   <soapenv:Body>
      <rtw:GetAccountBalance soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encod
         <TelemarketerId xsi:type="xsd:string">30767</TelemarketerId>
         <WashOnlyUserId xsi:type="xsd:string">11182</WashOnlyUserId>
         <TelemarketerPassword xsi:type="xsd:string">Salmat123</TelemarketerPassword>
      </rtw:GetAccountBalance>
   </soapenv:Body>
</soapenv:Envelope>
```

Response

The response will be the **available wash credits**.

Response example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http:
   <soapenv:Body>
      <ns1:GetAccountBalanceResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1="http://rtw.dncrtelem">
         <GetAccountBalanceReturn xsi:type="ns2:Document" xmlns:ns2="http://xml.apache.org/xml-soap">
            <AccountBalance ErrorCode="0" TelemarketerId="30773" WashOnlyUserId="11182">998484</AccountBalance>
         </GetAccountBalanceReturn>
      </ns1:GetAccountBalanceResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

System codes

Error code	Description
0	Successful
1	Missing Telemarketer ID, password, numbers to wash, or Telemarketer ID not numeric
3	Admin or wash-only user account does not exist

Washing numbers

This function allows account holders to submit numbers to be washed and receive wash results.

Request

Method:

- ***WashNumbers***

Input Parameters:

- ***TelemarketerId***
- ***WashOnlyUserId***
- ***TelemarketerPassword***
- ***ClientReferenceId***
- ***Numbers*** (to be washed)

ClientReferenceId needs to be a number that is unique within the user's organisation that a user can later use to retrieve the wash result later if this request times out.

Numbers can only contain brackets ("(" and ")"), hyphens ("-") and spaces (" "), such as "(03) 9999-8888".

Request example:

```
<soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.o
   <soapenv:Header/>
   <soapenv:Body>
      <rtw:WashNumbers soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
         <TelemarketerId xsi:type="xsd:string">30767</TelemarketerId>
         <WashOnlyUserId xsi:type="xsd:string">11182</WashOnlyUserId>
         <TelemarketerPassword xsi:type="xsd:string">Salmat123</TelemarketerPassword>
         <ClientReferenceId xsi:type="xsd:string">XYZ1</ClientReferenceId>
         <NumbersToWash xsi:type="rtw:ArrayOf_xsd_anyType" soapenc:arrayType="xsd:anyType[]">
          <Number xsi:type="xsd:string">0297361045</Number>
          <Number xsi:type="xsd:string">0420268365</Number>
          <Number xsi:type="xsd:string">0451254581</Number>
          <Number xsi:type="xsd:string">045125459</Number>
      </NumbersToWash>
     </rtw:WashNumbers>
   </soapenv:Body>
</soapenv:Envelope>
```

Response

The **Client Reference ID** will be returned with the results. The possible returns are:

- ”Y” = Yes, this number is on the register
- ”N” = No, this number is NOT on the register
- “I” = Invalid phone number

Response example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XML
   <soapenv:Body>
      <ns1:WashNumbersResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1="http:
         <WashNumbersReturn xsi:type="ns2:Document" xmlns:ns2="http://xml.apache.org/xml-soap">
            <NumbersSubmitted AccountBalance="998471" ClientReferenceId="XYZ1" ErrorCode="0" FinishDate="2015-07-
               <Number Result="Y">0297361045</Number>
               <Number Result="Y">0420268365</Number>
               <Number Result="N">0451254581</Number>
               <Number Result="I">045125459</Number>
            </NumbersSubmitted>
         </WashNumbersReturn>
      </ns1:WashNumbersResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

System codes

Error code	Description
0	Successful
1	Missing Telemarketer ID, password or numbers to wash or telemarketer Id not numeric
3	Admin or wash-only user account does not exist or not active or suspended by ACMA
4	Current subscription does not exist or expired
5	Insufficient account balance left to do the wash

Retrieving washed numbers

This function allows account holders to retrieve previous wash results.

Request

Method:

- ***GetWashResults***

Input Parameters:

- ***TelemarketerId***
- ***WashOnlyUserId***
- ***TelemarketerPassword***
- ***ClientReferenceId***

Request example:

```
<soapenv:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3
   <soapenv:Header/>
   <soapenv:Body>
      <rtw:GetWashResult soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/">
         <TelemarketerId xsi:type="xsd:string">30767</TelemarketerId>
         <WashOnlyUserId xsi:type="xsd:string">11176</WashOnlyUserId>
         <TelemarketerPassword xsi:type="xsd:string">Salmat123</TelemarketerPassword>
         <ClientReferenceId xsi:type="xsd:string">XYZ1</ClientReferenceId>
      </rtw:GetWashResult>
   </soapenv:Body>
</soapenv:Envelope>
```

Response

The response will contain the **Client Reference ID** and the **wash result**, which may be one of the following:

- ”Y” = Yes, this number is on the register
- ”N” = No, this number is NOT on the register
- “I” = Invalid phone number

Response example:

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/X
   <soapenv:Body>
      <ns1:GetWashResultResponse soapenv:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:ns1="h
         <GetWashResultReturn xsi:type="ns2:Document" xmlns:ns2="http://xml.apache.org/xml-soap">
            <NumbersSubmitted AccountBalance="472" ClientReferenceId="XYZ1" ErrorCode="0" FinishDate="2015-07-2
               <Number Result="Y">0297361045</Number>
               <Number Result="Y">0420268365</Number>
               <Number Result="N">0451254581</Number>
               <Number Result="I">045125459</Number>
            </NumbersSubmitted>
         </GetWashResultReturn>
      </ns1:GetWashResultResponse>
   </soapenv:Body>
</soapenv:Envelope>
```

System codes

Error code	Description
0	Successful
2	Client Reference ID does not exist
3	Admin or wash-only user account does not exist
4	Washing started but not yet finished

Optimising real-time access

The following are our recommendations when invoking the real-time access washing service:

1. **Try to put as many numbers as possible (up to 200) into one web method call. This is an optimum payload size**. When the overall per-request overhead is spread across 100 numbers, it is still noticeable but no longer significant; meanwhile, the database and web server can handle between 10 and 20 such concurrent accesses and still respond in time without a timeout.
2. **The maximum payload size should be 500 numbers**. At this payload, the user may not get a timeout if the total workload on the register is low, but the user is likely to get one if the workload is high, for example, if there are 10 or 20 concurrent users or another user washing a large file on the other channels.
3. Under all payloads, even a payload of 10 or less, **it is essential that the client code is written to catch timeout exceptions and handle them gracefully**. If choosing to call the "GetWashResult" method after a timeout, please do not call straight after the timeout; wait for at least 30 seconds. If this subsequent call times out or gets back an error code indicating "Client Reference ID not found", call again after waiting at least another 30 seconds. If the same thing happens, either wait a longer time (at least 30 minutes), or give up.

4. **If you get a timeout frequently, implement a timeout handling logic** that is more advanced than repeatedly retrying, for example, postpone the wash to off-peak hours or shift to other wash channels.
5. **Limit the average number of numbers that you send to the web service.** Sending too much work to the register in a short time will subject you to longer wait times and more timeouts, and will also slow down other users. Loads should be spread as evenly as possible, across seconds (not hours or daily).
6. **Limit the total monthly wash** using the real-time access service to fewer than 5 million numbers.

Transport Layer Security requirements

What is Transport Layer Security?

Transport Layer Security (TLS) is the next generation of Secure Socket Layer (SSL) and is used to encrypt data transmitted between two systems.

How does TLS affect my application?

TLS provides secure connections between your application and our SOAP services. Over time, ciphers become vulnerable to attack, which is why we constantly upgrade to newer versions for robust security and data safety.

Current TLS requirements

Users are required to have TLS 1.2 to successfully connect and use our SOAP services. You will need to configure your application to force the use of TLS 1.2 or above for connections to function correctly.

Technical Support for TLS Issues

Please contact DNCR Support via **DNCRSupport@ivegroup.com.au** and provide the platform name, technology, cipher versions and any other specifics related to your integration.

Account balance acknowledgement

A Web Service call is able to return synchronously any data structure at the end of the call. The system can return the account balance when the service call returns, so that the users can implement appropriate logic on their end to check the account balance.