DO NOT CALL REGISTER
REAL TIME WASHING SERVICE FACT SHEET

This fact sheet provides instructions on how Access-seekers can utilise the Do Not Call Register's real-time access washing service. **Please note that no support will be provided on third-party tools/utilities.**

Connecting via SOAP protocol

The following are needed by Access-seekers who would like to use the Real Time Access service:

- **Account ID** (*AccountId*) and **password**
- **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

Check account balance

This function allows Access-seekers 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

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Washing numbers

This function allows Access-seekers 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:

```xml
<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:

```xml
<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

Retrieve washed numbers

This function allows Access-seekers 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

Recommendations

The following are our recommendations when invoking the Real-Time Access Web 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 10 ~ 20 such concurrent accesses and still respond in time and not have a timeout.

2. **A payload of 500 numbers should be the maximum payload size**. At this payload the user may not get a timeout if the total work load on the register is low, but the user is likely

to get one if the work load 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 timeout, please do not call straight after the timeout; wait for more than 30 seconds. If this call times out or gets back an error code indicating "client reference ID not found", call after another 30 seconds or more. If the same thing happens, either wait a longer time (at least 30 minutes), or give up.

4. If a user gets a timeout frequently, it is recommended that the user implements a time-out handling logic that is more advanced than repeatedly retrying, for example postpone the wash to off-peak hours or shifting to other wash channels.

5. **Limit the average number of numbers sent to the web service.** Sending too much work in a short time to the register not only subjects you to longer waiting time and more timeouts, it also slows down other users. Note this average is not an hourly or daily average: sending a whole hour's wash quota in the first 10 seconds is still too large. Loads should be spread as evenly as possible, across the seconds.

6. **Limit the total monthly wash using the Real Time Access** service to below 5 million numbers.

Transport Layer Security (TLS) Requirements

What is TLS?

TLS stands for Transport Layer Security - it is the next generation of SSL which is used to encrypt data transmitted between two systems.

How does TLS affect my application?

TLS keeps connections between your application and our SOAP services secure. Over time, ciphers become vulnerable to attack, which is why we will will constantly upgrade to later versions to remain secure and keep your data safe.

Current TLS Requirements

Currently we require the use of TLS 1.1 to successfully connect and use the SOAP Services.

Future Requirements (From July 2023)

In July 2023 we will disable access to version of TLS older than TLS 1.2 to connect and use the SOAP Services. You may need to configure your application to force the use of TLS 1.2 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.