



# TraiTel Account Management API

**v1.0**

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## About the API:

The TraiTel Account Management API allows you to query and alter account settings and logs. The API covers a wide range of operations, from retrieving messaging logs, to querying your account balance, to configuring Voice services, etc.

All requests are submitted to the following URL:

*<http://api.traitel.com/accountmanager.pl>*

An alternate URL is available should the primary API gateway fail to respond:

*<http://api2.traitel.com/accountmanager.pl>*

HTTPS is optional on both gateways.

Each API call requires at minimum, the following three parameters:

user	Your TraiTel username
pass	Your TraiTel password
mode	The desired action to perform. See below.

Each API call will respond with a standard HTTP header, followed by either an error message, or a positive indication and the queried information. All newlines in the body of HTTP responses are represented by the character: \n

All API errors will appear in the following manner:

*Error 012: Human-Readable Error Message*

All API successes will display on a single line:

*Ok*

followed by the query output.

There are two possible errors on a global scale:

*Error 001: Service Unavailable.*

Meaning: This API gateway cannot process your request at this time.

*Error 002: Authentication failed.*

Meaning: The provided credentials are invalid.

## **Modes of operation:**

The third required parameter for any request to this API is the 'mode' parameter. The 'Mode' Parameter must be one of the following:

### **Balance:**

*querybalance* Returns the current account credit balance

### **Sub-Account Management:**

*querysubaccounts* Returns a list of sub-accounts

*addsubaccount* Adds a sub-account to the account

*delsubaccount* Deletes a sub-account from the account

*updatesubaccount* Updates information about a sub-account

### **DID Management:**

*querynumbers* List available DID's registered to the account

*assignnumber* Assigns a DID to a specific service

*querydidcountries* Lists countries in which DID's are available for subscription

*querydidcities* Lists cities within a country in which DID's are available

*querydids* Offers a DID for registration

*subscribedid* Subscribes to a given DID

### **IVML Management:**

*listivr* Lists IVR menus

*listivml* Lists IVML configurations

*addivml* Adds a new IVML configuration

*updateivml* Updates an existing IVML configuration

*deleteivml* Deletes an IVML configuration

**Fax Activity Log:**

*logfaxin* List inbound fax activity  
*logfaxout* List outbound fax activity and costs

**Voice Activity Log:**

*logvoicein* List inbound voice activity and costs  
*logvoiceout* List outbound voice activity and costs

**SMS Activity Log:**

*logsmsin* List SMS inbound activity  
*logsmsout* List SMS outbound activity and costs

**Time-Zone Management:**

*settimezone* Set the account Time Zone  
*querytimezone* View the account Time Zone

**Service Item Cost Queries:**

*querysmscost* Query the cost of an SMS to a specified number  
*queryvoicecost* Query the cost of a call to a specific destination  
*queryfaxcost* Query the cost of a fax to a specific destination

**Balance:**

*querybalance*

Retrieves the account's current available credit balance. The credit balance is returned without formatting or currency symbols, as a decimal value. The credit balance returned is accurate in real-time for single accounts; however, it is only updated on regular intervals for accounts with shared credit balances.

**Parameters:**

*none*

**Errors:**

*none*

**Success:**

Ok

*credit\_balance*

## **Sub-Account Management:**

### *querysubaccounts*

Returns a list of sub-accounts registered to this account. The list returned is in CSV format.

#### **Parameters:**

*none*

#### **Errors:**

*none*

#### **Success:**

Ok

Sub-ID,Email,First Name,Last Name,Company,Fax Headline

*CSV Data...*

### *addsubaccount*

Adds a sub-account to the account.

#### **Parameters:**

<i>alias</i>	Required	An alias for this sub-account.
<i>email</i>	Optional	An email address associated to this sub-account.
<i>firstname</i>	Optional	The first name of the owner of this sub-account.
<i>lastname</i>	Optional	The last name of the owner of this sub-account.
<i>company</i>	Optional	The organization of the owner of this sub-account.
<i>faxheadline</i>	Optional	For outbound faxing, the fax headline displayed.



**Errors:**

*Error 101: Email address already registered elsewhere.*

Occurs if the email address provided is registered to another sub-account or account.

*Error 102: Alias already registered.*

Occurs if the alias given already exists on another sub-account.

*Error 104: Invalid email address.*

Occurs if the provided email address is invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

**Success:**

Ok

*subAccountID*

Returns the Sub-Account ID of the newly created sub-account.

## *delsubaccount*

Deletes a sub-account. This action cannot be undone. DID's associated with a sub-account are returned to the main account as unassigned numbers.

### **Parameters:**

subid          required      The sub-account ID to delete

### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the given Sub-Account ID is invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

## *updatesubaccount*

Updates information about a sub-account. All parameters but the sub-account ID are optional. Parameters not specified will retain their existing value. Only supplied parameters will overwrite existing account settings.

### **Parameters:**

<i>subid</i>	Required	The sub-account ID to update
<i>email</i>	Optional	An email address associated to this sub-account.
<i>alias</i>	Optional	An alias for this sub-account.
<i>firstname</i>	Optional	The first name of the owner of this sub-account.
<i>lastname</i>	Optional	The last name of the owner of this sub-account.
<i>company</i>	Optional	The organization of the owner of this sub-account.
<i>faxheadline</i>	Optional	For outbound faxing, the fax headline displayed.

### **Errors:**

*Error 101: Email address already registered elsewhere.*

Occurs if the email address provided is registered to another sub-account or account.

*Error 102: Alias already registered.*

Occurs if the alias given already exists on another sub-account.

*Error 104: Invalid email address.*

Occurs if the provided email address is invalid.

*Error 105: Invalid sub-account ID.*

Occurs if the requested sub-account does not exist.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

## ***DID Management:***

### ***querynumbers***

Lists all available DIDs registered to the account. The list may be filtered by service if requested. The list indicates any assignment the DID might presently occupy.

#### **Parameters:**

<i>subid</i>	Optional	Filters the list by the given sub-account ID
<i>service</i>	Optional	fax: Lists faxing DIDs voice: Lists voice DIDs sms: Lists SMS DIDs

#### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when an invalid sub-account ID is given.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

#### **Success:**

Ok

Number,Service,Assigned-Service,Assigned-ID

*CSV Data...*

Service: fax, voice, sms

Assigned-Service: IVR: Assigned-ID represents the IVR ID #

IVML: Assigned-ID represents the IVML ID #

SIP: Assigned-ID represents the Sub-Account, if any

## *assignnumber*

Assigns a DID to a specific service.

### **Parameters:**

<i>number</i>	Required	The DID to be assigned
<i>service</i>	Required	The destination service: fax, voice
<i>servicetype</i>	Required	For voice only, specify IVR, IVML, or SIP
<i>serviceid</i>	Required	For IVR, specify IVR menu ID # For IVML, specify IVML configuration ID # For SIP, specify 0, or a Sub-Account ID

### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when SIP is selected but an invalid Sub-Account ID was provided as *serviceid*.

*Error 107: Invalid service.*

Occurs when the service specified is invalid

*Error 108: Service not available.*

Occurs when the selected service is not available for the given DID

*Error 109: Invalid IVR ID.*

Occurs when IVR is selected but the given *serviceid* does not match an IVR ID

*Error 110: Invalid IVML ID.*

Occurs when IVML is selected but the given *serviceid* does not match an IVML ID

*Error 113: Invalid DID.*

Occurs when the specified number does not exist or does not belong to the account.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

**Success:**

Ok

***querydidcountries***

Lists countries in which DIDs are available for subscription. This request shall be used to automate the subscription of new DID's. Note that monthly charges may apply.

**Parameters:**

service                      Required      One of: fax,voice,.sms

**Errors:**

*Error 107: Invalid service.*

Occurs when the service parameter is invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

**Success:**

Ok

CountryName

*CSV Data...*

## *querydidcities*

Lists cities within a country in which DIDs are available. Should be used only after issuing a 'querydidcountries' request. Note that monthly charges may apply for the subscription of DIDs.

### **Parameters:**

*service*                      Required      One of: fax, voice, sms  
*country*                    Required      A Country Name received by “querydidcountries”

### **Errors:**

*Error 107: Invalid service.*

Occurs when the service parameter is invalid.

*Error 111: Invalid country.*

Occurs when the given country is not valid or not available.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

CountryName, CityName

CSV Data...

## *querydids*

Offers one or more DID for registration. Note that DIDs are not registered at this point. They are merely listed as available DIDs for registration. Registering DIDs may incur monthly charges. This query should only be called after successfully calling 'querydidcountries' and 'querydidcities'.

### **Parameters:**

<i>service</i>	Required	One of: fax, voice, sms
<i>country</i>	Required	A Country Name received by “querydidcountries”
<i>city</i>	Required	A City Name received by “querydidcities”
<i>quantity</i>	Optional	The amount of DIDs to retrieve. Default 1, Maximum 10

### **Errors:**

*Error 107: Invalid service.*

Occurs when the service parameter is invalid.

*Error 111: Invalid country.*

Occurs when the given country is not valid or not available.

*Error 112: Invalid city.*

Occurs when the given city name is invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

CountryName, CityName, DID

CSV Data...



## *subscribedid*

Subscribes to a given DID. Upon successful completion, this subscription may incur monthly charges to your account.

### **Parameters:**

<i>service</i>	Required	One of: fax, voice, sms
<i>country</i>	Required	A Country Name received by “querydidcountries”
<i>city</i>	Required	A City Name received by “querydidcities”
<i>did</i>	Required	A DID received by “querydids”

### **Errors:**

*Error 107: Invalid service*

Occurs when the service parameter is invalid.

*Error 111: Invalid country.*

Occurs when the given country is not valid or not available.

*Error 112: Invalid city.*

Occurs when the given city name is invalid.

*Error 113: Invalid DID.*

Occurs when the given DID is invalid

*Error 114: DID not available.*

Occurs when the given DID is not available.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

**IVML Management:**

*listivr*

Provides a list of current IVR menus. The results may be used to identify IVR ID #'s for DID assignment.

**Parameters:**

*none*

**Errors:**

*none*

**Success:**

Ok

ID,Name,DIDs

*CSV Data...*

The *DIDs* column will contain a space-delimited list of numbers assigned to the given IVR menu. The *DIDs* column will list 'outbound' for IVR Outbound service.

## *listivml*

Lists IVML configurations. IVML Configurations can be created, modified, deleted, and assigned via this API, or via WebMessaging.

### **Parameters:**

*none*

### **Errors:**

*none*

### **Success:**

Ok

ID,Name,LaunchURL,ResultURL,DIDs

*CSV Data...*

The *DIDs* column will contain a space-delimited list of numbers assigned to the given IVML Configuration. The *DIDs* column will list 'outbound' for IVML Outbound service.

## *addivml*

Creates a new IVML configuration.

### **Parameters:**

<i>name</i>	Required	A reference name for the IVML configuration
<i>launchurl</i>	Required	A URL from which IVML instructions will be fetched receiving an inbound call or placing an outbound call.
<i>resulturl</i>	Optional	A URL to which the IVML call result is delivered.
<i>type</i>	Required	One of the following: inbound, outbound

### **Errors:**

*Error 115: No subscription to IVR.*

Occurs when the account is not registered to receive the IVML / IVR service.

*Error 116: Duplicate name.*

Occurs if an IVML configuration already exists by the given name.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

*IVML-ID#*

## *updateivml*

Updates an existing IVML configuration

### **Parameters:**

<i>ivmlid</i>	Required	An existing IVML Configuration ID #
<i>name</i>	Optional	A reference name for the IVML configuration
<i>launchurl</i>	Optional	A URL from which IVML instructions will be fetched receiving an inbound call or placing an outbound call.
<i>resulturl</i>	Optional	A URL to which the IVML call result is delivered.
<i>type</i>	Optional	One of the following: inbound, outbound

### **Errors:**

*Error 110: Invalid IVML ID.*

Occurs when the given IVML ID # does not exist.

*Error 115: No subscription to IVR.*

Occurs when the account is not registered to receive the IVML / IVR service.

*Error 116: Duplicate name*

Occurs if an IVML configuration already exists by the given name.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

## *deleteivml*

Deletes an IVML configuration. This action cannot be undone. Any assigned DID will be returned to the main account as an unassigned DID.

### **Parameters:**

ivmlid      Required      The IVML Configuration ID # to delete

### **Errors:**

*Error 110: Invalid IVML ID.*

Occurs when the provided IMVL Configuration ID # does not exist.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

## **Fax Activity Log:**

### *logfaxin*

List inbound fax activity. Returns a CSV containing the inbound fax log for the given period and (optionally) sub-account.

#### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

#### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

#### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,FaxStationID,Pages,Speed,Duration

CSV Data...

## *logfaxout*

List outbound fax activity and costs. Returns a CSV of the log for the given period.

### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,Pages,Speed,Duration,Cost,Attempt,ErrorCode  
CSV Data...

The Cost value is pre-tax.

The ErrorCode value is 0 on success, or otherwise a positive value indicating a faxing error. The possible errors are listed in the Faxing Error Codes table appended to this document.



## **Voice Activity Log:**

### *logvoicein*

List inbound voice activity and costs. Returns a CSV of the log for the given period.

#### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

#### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

#### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,Duration,Result,Cost,IVMLID

*CSV Data...*

The Cost value is pre-tax.

The Result column will contain one of the following: answered, failed.

The Duration field represents the call duration in seconds. On a failed call, this value represents the duration of the call from initiation until failure. On a successful call, this value represents the time from the time the call was answered, to the end of the call.

## *logvoiceout*

List outbound voice activity and costs. Returns a CSV of the log for the given period.

### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,Duration,Result,Cost,IVMLID

*CSV Data...*

The Cost value is pre-tax.

The Result column will contain one of the following: answered, failed.

The Duration field represents the call duration in seconds. On a failed call, this value represents the duration of the call from initiation until failure. On a successful call, this value represents the time from the time the call was answered, to the end of the call.

## **SMS Activity Log:**

### *logsmsin*

Returns a CSV of inbound SMS traffic within the provided date range.

#### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

#### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

#### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,MessageType,Message

CSV Data...

MessageType values:

*ASCII:* The given Message is an ASCII Message. New Line characters are escaped with \

*U16:* The given Message is a hexadecimal string represented a Unicode-16bit encoded message.

## *logsmsout*

Returns a CSV of outbound SMS traffic within the provided date range.

### **Parameters:**

<i>startdate</i>	Required	The starting date of the returned log. Format must be: yyyy-mm-dd
<i>enddate</i>	Required	The ending date of the returned log, inclusive.
<i>limit</i>	Optional	The maximum number of records to return
<i>subid</i>	Optional	Filters the log to a given sub-account ID.

### **Errors:**

*Error 105: Invalid sub-account ID.*

Occurs when the provided Sub-Account ID does not exist

*Error 117: Invalid end date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 118: Invalid start date.*

Occurs if the date format is invalid, the date is invalid, or the date is in the future.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

ID,Sub-ID,Date,Time,From,To,Sent,Tracking,Cost

*CSV Data*

The "Cost" value is pre-tax.

## **Time-Zone Management:**

### *settimezone*

Sets the account timezone to the given value. Time Zone names are retrieved from the IANA Time Zone Database. Submitted Time Zones must match a valid IANA Time Zone name.

#### **Parameters:**

<i>tz</i>	Required	Name of the time-zone
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#### **Errors:**

*Error 119: Invalid timezone.*

Occurs if the given time zone name is not found in TraiTel's database.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

#### **Success:**

Ok

*time\_zone\_name*

## *querytimezone*

Retrieves the account timezone. Time Zone names are retrieved from the IANA Time Zone Database.

### **Parameters:**

*none*

### **Errors:**

*none*

### **Success:**

Ok

*time\_zone\_name*



## **Service Item Cost Queries:**

### **querysmcost**

Queries the cost of an SMS to a specified recipient number. This function provides a means to retrieve an estimated cost of delivery for an SMS to a specified destination number.

#### **Parameters:**

<i>number</i>	Required	The mobile destination number, in international format.
<i>type</i>	Required	replies: returns the cost of the SMS delivery using an automatically assigned Sender-ID
<i>masking</i> :		returns the cost of the SMS delivery using a supplied Sender-ID or Alphanumeric Sender-ID
<i>tracking</i> :		returns the cost of the SMS delivery including Delivery Tracking results, using an automatically assigned Sender-ID
<i>masktrack</i> :		returns the cost of the SMS delivery including Delivery Tracking results, and a user-supplied Sender-ID or Alphanumeric Sender-ID

#### **Errors:**

*Error 120: Invalid destination number.*

Occurs when the provided destination number is unroutable or invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

#### **Success:**

Ok

*item\_cost*

The *item\_cost* is returned as a decimal value, pre-tax, without currency symbol.

## *queryvoicecost*

Queries the cost of a voice call to a specified recipient number. This function provides an estimated cost for the termination of a voice call to a given destination.

### **Parameters:**

*number*      Required      The voice destination number, in international format.

### **Errors:**

*Error 120: Invalid destination number.*

Occurs when the provided destination number is unroutable or invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

FlagFall,PerSecond,PerMinute,BillingType,Cost

*CSV Data*

The result is returned in a CSV format where a single row under the header row indicates the cost breakdown for each call component. The *BillingType* column will list either “PerSecond” or “PerMinute” depending on how the call will be charged. The *Cost* is returned as a decimal value, pre-tax, without currency symbol.

## *queryfaxcost*

Queries the cost of a fax delivery to a specified recipient number. This function gives an estimated cost for the delivery of a fax document to a given destination. Note that some delivery discounts or promotional offers activated in your account may result in invalid results being returned here.

### **Parameters:**

*number*      Required      The fax destination number, in international format.

### **Errors:**

*Error 120: Invalid destination number.*

Occurs when the provided destination number is unroutable or invalid.

*Error 200: Incomplete request.*

Occurs if a required parameter is missing or a parameter is invalid.

### **Success:**

Ok

FlagFall,PerSecond,PerMinute,PerPage,BillingType,Cost

*CSV Data*

The result is returned in a CSV format where a single row under the header row indicates the cost breakdown for each call component. The *BillingType* column will list either “PerSecond”, “PerMinute”, “PerPage” or “Mixed” depending on how the call will be charged. The *Cost* is returned as a decimal value, pre-tax, without currency symbol.

## Faxing Error Codes

The faxing error code is a three digit code. The first digit of the code represents the state of the faxing call, while the other two digits represent the faxing error.

### State Code State Description

000	The fax was aborted before initialization.
100	Call establishment preparation: The number has not been dialed.
200	Call establishment: The number has been dialed.
300	Call answered: The call has been answered.
400	Call voice channel: The call is answered and in a voice channel
500	Fax negotiation preparation: The call is ready to begin fax negotiation
600	Fax call: The fax is in progress.

### Faxing Error Codes:

Code	Error	Description
00	General Error	An unknown error occurred
01	Line Error	An unspecified line error occurred.
02	Destination Busy	The destination returned a busy signal.
03	Destination Rejected	The call was remotely rejected.
04	No Answer	The call was not answered.
05	No Answer	The call was not answered.
06	Unknown Number	The destination number is invalid.
07	Invalid Number	The destination number is invalid.
08	Number Changed	The destination number no longer exists.
09	No Channel	There is no available line for this fax.
10	Line Error	An unspecified line error occurred.
11	No Channel	There is no available line for this fax.
12	Unspecified Error	An unspecified error occurred.

13 Unallocated Number The number dialed is not allocated.

**Faxing Error Codes:**

<b>Code</b>	<b>Error</b>	<b>Description</b>
14	Transferred	The call was transferred to another application.
15	Data Channel Failed	The fax data channel could not be established
16	No faxing device	There was no fax device at the destination.
17	Fax Training Failed	There was a failure establishing the fax channel.
18	Fax aborted remotely	The destination aborted the fax transmission. Possible causes are: out of paper, poor line quality, etc.
19	Fax aborted locally	The fax was aborted locally. This is normally due to a noisy or poor quality connection.
23	Incompatible Destination	The destination could not accept a voice or fax call.
27	Timed out	The fax transmission timed out.
99	Insufficient Funds/	Indicates the fax was cancelled by user request. Fax Canceled.

## API Error Codes

The following table lists all errors returned by this API:

### Global Errors:

*Error 001: Service Unavailable.*

Occurs when the API gateway is temporarily unable to process the request.

*Error 002: Authentication failed.*

Occurs when an invalid username or password is provided, or when an account is locked or disabled.

### Request Errors:

*Error 101: Email address already registered elsewhere.*

Occurs when a sub-account registration or modification is rejected due a matching email address already assigned on another sub-account or within another account entirely.

*Error 102: Alias already registered.*

Occurs when a sub-account registration or modification is rejected due to a matching alias assigned to another sub-account.

*Error 104: Invalid email address.*

Occurs when a provided email address is technically invalid.

*Error 105: Invalid sub-account ID.*

Occurs when a provided sub-account ID does not exist.

*Error 107: Invalid service.*

Occurs when the specified service-type is invalid or does not exist.

*Error 108: Service not available.*

Occurs when the specified service-type is not available for the given DID.

*Error 109: Invalid IVR ID.*

Occurs when a provided IVR ID does not exist.

*Error 110: Invalid IVML ID.*

Occurs when a provided IVML Configuration ID does not exist.

*Error 111: Invalid country.*

Occurs when a provided country name does not exist or, does not match any existing country within our database or, does not match any country where a given service is queried.

*Error 112: Invalid city.*

Occurs when a provided city name does not exist when registering a DID.

*Error 113: Invalid DID.*

Occurs when a provided DID does not exist or is not formatted properly.

*Error 114: DID not available.*

Occurs when a DID registration fails due to a provided DID number becoming unavailable for registration.

*Error 115: No subscription to IVR.*

Occurs when an IVR or IVML operation is attempted on an account where the IVR service is not subscribed.

*Error 116: Duplicate name.*

Occurs when an IVML Configuration is created using a name already assigned to another IVML Configuration within the same account.

*Error 117: Invalid end date.*

Occurs when a provided date is not formatted properly or is in the future.

*Error 118: Invalid start date.*

Occurs when a provided date is not formatted properly or is in the future.

*Error 119: Invalid timezone.*

Occurs when a provided time-zone name is not valid or not within our database of time-zones.

*Error 120: Invalid destination number.*

Occurs when a destination number is provided for a service cost query, where the given number is either invalid, not formatted properly, or not routable by the given service.

*Error 200: Incomplete request.*

Occurs when any required field is not provided, or when a field value is

provided outside of the options offered for that field.