



Universal Deactivation Manager User Guide

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Revision History

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1 Introduction

The MSISDNs in your subscriber lists are constantly changing. Subscribers change numbers, subscribers switch mobile operators and other events occur that impact the accuracy of your lists. Operators and industry groups have mandated that content providers maintain up-to-date subscriber lists.

Digital Interconnect's Universal Deactivation Manager (UDM) service provides you with an aggregate view of changed or deactivated subscriber MSISDNs on a daily basis. The UDM service combines deactivation feeds from mobile operators and combines them into country specific files for use as you update and manage your subscriber lists.

Maintaining accurate subscriber lists is a critical part of ensuring operator guideline compliance.



2 What is Universal Deactivation Manager and why is it important?

Content Providers (CPs) are mandated by some U.S. carriers to keep an active list of deactivated subscriber number files. To ensure compliance, Digital Interconnect implemented the Universal Deactivation Manager (UDM) process. Subscribers constantly changing telephone numbers and/or switching mobile operators leads to lists of deactivated numbers. UDM is a secure way to access these deactivated number files on a daily basis. By utilizing UDM, CPs not only get an aggregate view of changed and deactivated subscriber telephone numbers but also the capability to download them. The UDM service combines deactivation feeds from U.S. carriers into country specific files that allow CPs to update and manage subscriber changes efficiently.

2.1 How do I access the UDM files acquired?

You will need to provide Digital Interconnect with the IP address(es) of your sFTP connection server. Digital Interconnect will then whitelist the IP address(es) provided and generate a login and password for you to access and retrieve the deactivate files.

Whitelisting the IP address(es) and providing login credentials takes about a week.

Once the deactivated files are ready for download, Digital Interconnect will start sending daily email notifications. A sample email notification to retrieve UDM files is shown below:

Subject line: US Digital Interconnect Deactivation Carrier file(s) are now ready for download

Dear Customer,

The Digital Interconnect Deactivation Carrier file(s) are now uploaded to our secure FTP server for today. You can obtain these files using your login and password previously provided to you.

The numbers with a "C" are designated as Changes/Updates.

The first column is the original phone number; the second column is the new phone number.

The numbers with a "D" are designated as a Deactivation.

Here is what you need to do:

- 1.) Parse this list and determine which of these numbers pertain to your service.*
- 2.) Either remove the MSISDN (telephone number) from your service and/or update the number.*



To achieve these action items you will need at the very least a script that does the following:

- 1.) Process the list that identifies records that pertain to your service.*
- 2.) Handles the phone number according to the legend within the file (deactivate or update the number, etc.) within your service.*

If you have any questions, please contact your Account Manager.

Best Regards, Digital Interconnect

2.2 How often are the UDM files updated?

The UDM server generates country specific files on a daily basis and automatically emails you to let you know that new UDM content is available. Upon receiving a notification email, use your sFTP credentials to login and download the files corresponding to the countries of interest to you.

UDM files will be available by sFTP for a period of eight weeks. Files older than eight weeks are purged from the sFTP server.

The UDM file will be available at the latest around 01.00 GMT everyday.



2.3 What does a UDM file contain?

The UDM file has pipe (|) delimited data and carriage-return delimited rows. There are four columns of data: **Action**, **CarrierID**, **MSISDN**, **NEW MSISDN**:

Column	ACTION	CARRIER ID	MSISDN	NEW MSISDN
Sample 1:	d	50002	19255551212	
Sample 2:	c	50002	12165551212	13305551212
Description:	The purpose of the row is to specify a MSISDN deactivation or MSISDN change	This column indicates which mobile operator the UDM row applies to	This is the affected MSISDN	In the case of 'c' (changed) MSISDNs, this is the NEW subscriber MSISDN
Notes:	Value will be: 'c' for a MSISDN change 'd' for a MSISDN deactivation	In this UDM release, the CarrierID value will only be '50002' (only Verizon data). In future UDM releases we will have data for additional carriers.		Will be blank when 'Action' = 'd'

This data can be easily imported into Microsoft Excel or processed by scripts or tools commonly used to process CSV (comma separated value) files. The end of a UDM file is indicated by a row of 0s: **0|0|0|0**.

2.3.1 UDM File Names

The UDM files are named in the following format:

SYBASE365_DEACTIVATION_US_20091210.TXT

The file names have the following attributes to help you identify relevant files:

- The 2 digit country code (US per above example)
- The date in YYYYMMDD format (20091210 per above example).



3 Frequently Asked Questions

3.1 Why is whitelisting necessary?

Whitelisting combined with secure FTP ensures greater security of our UDM data.

3.2 Where is the sFTP server located?

The Digital Interconnect sFTP server is located at the following URL:

`<sftp://us2ftp01.bd.dmz/>`

3.3 Do Digital Interconnect customers have updated access to the sFTP website to remove files as they are pulled off the server?

Customers only have read access on the sFTP server so they are not be able to modify anything on it. The newest file would have the previous day's date appended to the filename. Below is a sample file:

Oct 15 00:27 SYBASE365_DEACTIVATION_US_20141015.TXT

3.4 Who should we contact if we are having trouble accessing the udm portal?

Contact ESsupport.digitalinterconnect@sinch.com.

3.5 What time is the UDM file typically available?

The file will be available at the latest around 01.00 GMT every day.

3.6 How many rows (phone numbers) are there in the average UDM file?

The file would have variable rows depending on the input file received from carriers. From our archives, one of the files has rows as high as 938 098. On average, there are around 250,000 rows.



3.7 How many UDM files can we expect to receive a day?

One file with all short codes that have deactivated mobile numbers (the file will include all deac numbers for all of the carriers that participate in the UDM process).

3.8 Will we have update access to the sFTP website to remove files as we pull them off the server?

You only have read access on our SFTP server so you would not be able to modify anything on it. The newest file would have the previous day's date appended to the filename. A sample file is shown below:

Oct 15 00:27 SYBASE365_DEACTIVATION_US_20101014.TXT

3.9 In the UDM file, will we see blacklisted numbers for only customers to whom we have sent a message or for all blacklisted numbers for the carrier in the last 24 hours?

It will be a list of all customers that need to be blacklisted (not just your customers).



4 Appendix A – UDM Deactivation file format specification

The purpose of the UDM Deactivation File is to take the various deactivation files from the carriers that Digital Interconnect handles and to normalize the data and publish it in a single deactivation list. This list is published for our content providers (CPs) and it conveys the various deactivation and change states for mobile subscribers. The current process for handling this data is neither normalized nor automated so this will reduce manual effort involved and simplify managing the data.

Supported Requirements	Details
File Naming	<p>The output file shall be named with the following convention: SYBASE365_DEACTIVATION_<countrycode>_<date>_<time>.TXT</p> <p>The country code will follow the 2 letter ISO country code standard. Ex: US, ES, SE, MX, etc...</p> <p>The date will be in the following format: YYYYMMDD</p> <p>The time will be in 24 hour format as follows: HHMMSS</p> <p>For example: SYBASE365_DEACTIVATION_US_20090707_131415.TXT</p>
Column format	See table below detailing each column
Field Delimiter	The pipe is used as afield delimiter
Row Delimiter	A carriage return is used as the row delimiter
Empty Fields	<p>Empty fields will appear as consecutive delimiters</p> <p>For example: BC GHij JKL</p> <p>For example: BC DEF GHij </p>
End of file	<p>To indicate 'end of file' we will have a single row of delimited 0s</p> <p>For example: 0 0 0 0</p>
Additional columns	Additional columns may be added in the future to the right of the existing columns.
Transmission	The output files of this process will be available for 8 weeks on a publicly accessible SFTP server.