

Service Lifecycle Actions – Suspend / Resume

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

Suspension and resumption are controlled lifecycle actions used to enforce policy (non-payment, misuse, temporary hold) without full termination. These actions must be consistent across customer/account/service/subscriber states.

When to Suspend

- Billing/collection policy trigger (as approved)
- Security/abuse policy trigger (as approved)
- Customer-requested temporary hold (if supported)

When NOT to Suspend

- When service must be permanently disconnected (use termination workflow)
- When entity ownership is unclear (verify customer/account first)

Operational Workflow

1. Open the service → verify current status and active subscriber identity.
2. Trigger Suspend → confirm reason code/notes (if required).
3. Validate downstream: AAA should deny/limit session as per policy.
4. For Resume: confirm approvals/collection closure → resume → validate sessions.

Validation

- Confirm the correct service and subscriber mapping before action.
- Confirm the expected downstream enforcement behavior (AAA state).
- Record action reason for audit trail.

Troubleshooting

- Service suspended but user still online → verify AAA session handling and session termination policy.
 - Service resumed but cannot authenticate → verify subscriber status and mapping.
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Screenshots

Screenshots not yet added.

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