

Service Termination / Disconnection & Data Retention

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

Termination is the permanent lifecycle closure of a service/subscriber relationship. Termination must ensure charging is closed correctly, AAA access is revoked, and records are retained according to policy.

Pre-termination Checks

- Confirm customer/account ownership and correct service selection.
- Confirm billing closure or final invoice policy (as applicable).
- Confirm provisioning rollback policy (if applicable).

Operational Workflow

1. Open service → validate active state and dependencies.
2. Trigger Termination/Disconnection → select reason and effective date if used.
3. Validate downstream: AAA access revoked, sessions terminated as per policy.
4. Confirm billing closure behavior and data retention flags.

Retention & Audit

- Operational records should remain queryable for audit for defined retention period.
- Do not hard-delete production entities unless explicitly approved and supported by policy.

Common Issues

- Residual sessions after termination → check AAA session termination enforcement.
 - Final invoice mismatch → check effective date and billing cycle alignment.
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Screenshots

Screenshots not yet added.

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