**GSMA Root Discovery Service**

**Service Application Form DSA.6**

|  |  |  |
| --- | --- | --- |
| Account | Application Reference & Revision | Received date |
| *GSMA to complete* | *GSMA to complete* | *GSMA to complete* |

*Instructions:*

*This document is to be completed by the nominated Authorised Single Point Of Contact (SPOC) for the contract. To avoid any surprises in the live service, all changes to this DSA form need to be validated by the SPOC with the organisation’s own operations teams.*

*If this application is an update to an existing account, please highlight all changes in yellow.*

*This information is provided under the auspices of the GSMA mutual non-disclosure agreement and will be shared with the Root DS supplier. If it is deemed that additional confidentiality is required, please mark the appropriate fields as confidential for GSMA only.*

*It is understood that additional, bi-lateral, non-disclosure agreements may be necessary for these items.*

|  |  |
| --- | --- |
| Contracting Organisation: |  |

|  |  |
| --- | --- |
| Address and Country of Operations: |  |

|  |
| --- |
| **Authorised Single Point of Contact (SPOC) for the Account** |

*This person will be nominated by the commercial representative for the organisation.*

*The SPOC is responsible for checking and approving this application and any future amendments.*

*GSMA will use the SPOC’s details ONLY, to agree implementation dates, send notification of impending changes and updates about the general heath of the GSMA Root DS.*

*We advise the SPOC has a deputy in case of holiday or sickness.*

SPOC

|  |  |
| --- | --- |
| Name: |  |

|  |  |
| --- | --- |
| Telephone: |  |

|  |  |
| --- | --- |
| Email: |  |

Deputy to SPOC (DPOC)

|  |  |
| --- | --- |
| Name: |  |

|  |  |
| --- | --- |
| Telephone: |  |

|  |  |
| --- | --- |
| Email: |  |

|  |
| --- |
| **Primary Technical Contact Person** |

*This person may be copied into any communications to the SPOC to assist the SPOC in addressing any technical points*

|  |  |
| --- | --- |
| Name: |  |

|  |  |
| --- | --- |
| Telephone: |  |

|  |  |
| --- | --- |
| Email: |  |

|  |
| --- |
| **Account Details** |

|  |  |
| --- | --- |
| Desired Account Name: | *If left blank, the Organisation’s Name will be used* |

*The applicant may choose any name for the account they wish.*

*The Account Name will be shared with GSMA’s Root DS supplier. The Account Name is use on the Root DS to link traffic from all the Organisation’s OIDs, to the account, to verify permission to use the DS, and also for any reporting produced.*

|  |  |
| --- | --- |
| Description Optional | *You may wish to provide meaningful description of the account for reporting materials.* |

**Before connection to the Live Service is permitted, it is necessary to demonstrate safe operation by connecting the applicant’s Operational Support Test Environment, or Pre-Production Environment, to the DS Customer Test Environment (CTE).**

**The connection to the CTE must be maintained for the life of the contract, as it will be used to validate any Root DS updates, bug fixes or other changes. In the event that the applicant reports an issue in the live production environment, GSMA may request the circumstances are replicated in the CTE, to assist the analysis and resolution by the support teams.**

**The following section collates the necessary technical information to establish a Test Account on the CTE.**

**Please note the CTE uses GSMA Test Certificates which available from GSMA Root CI (Digicert). Contact details for the GSMA Root CI are available on GSMA’s eSIM web site** <https://www.gsma.com/esim/certificate-issuer/>

|  |
| --- |
| **Test Connection (TC) 1. Details of Test infrastructure linked to the GSMA CTE** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Infrastructure Type: | SM-DP+ (ES12) | ⌧ | Alternative SM-DS (ES15) | ☐ |

|  |  |
| --- | --- |
| Test Account Name | *If left blank, the ‘Desired Account Name’ will be used* |

|  |  |
| --- | --- |
| Test OID (digit representation): | *Mandatory - Format as defined in SGP.22 Technical Specification* |

*This is the unique Object Identifier for the Organisation’s SM-DP+ service wanting to connect to the Root DS (e.g. “1.3.6.1.4.27”)*

|  |  |
| --- | --- |
| Test Environment Description: | *(Optional)* |

*You may also wish to provide a meaningful description of the entity, which may also appear on any reporting materials.*

|  |  |  |
| --- | --- | --- |
| Test Function Requester | ID | Name |
| Function Requester ID 1: | ***(Mandatory)*** |  |
| Function Requester ID 2: |  |  |
| Function Requester ID 3: |  |  |
| Function Requester ID 4: | Add more lines if needed |  |

*The Function-Requester-ID is a* ***mandatory*** *field that has to be entered in the DS. The Function-Requestor-ID is used in the DP+ to DS transaction to identify traffic permitted to use the DS.*

*The Function-Requester-ID may be any code or any name the applicant wishes to use.*

*Misspelt or missing Function-Requester-IDs will cause traffic to be rejected by the Root DS.*

*For the Production Root-DS the ‘Name’ field must clearly identify the Operator that wishes to send traffic to the Root DS. On the CTE the applicant may choose any name.*

*The applicant should indicate if the ‘Name’ field should not be shared with GSMA’s Root DS supplier.*

Any connection between the applicant’s Test or Pre-Production DP+ Platform and the GSMA Root DS is authorised for the purpose of testing the applicant’s compatibility with GSMA’s DS only. The applicant acknowledges and agrees that they proceed at your own risk with no liability for GSMA and its suppliers. This permission is provided free of charge and is subject to prior termination at GSMA’s discretion. **Condition accepted Yes/No**

It is the SPOCs responsibility to ensure adequate testing is successfully completed before proceeding with connection to the Live Production Root DS. GSMA reserves the right to refuse, to not support or to disconnect Live connections if found to have been inadequately tested.

To assist with an applicant’s progress towards ‘Production Readiness’, on successful completion of CTE testing, the GSMA may at its discretion permit a connection to the live Production SM-DS for a short period of live service commissioning.

***Remember to highlight any changes from your previous application in yellow.***

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| --- |
| **TA2. Test infrastructure linked to the GSMA CTE** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Infrastructure Type: | SM-DP+ (ES12) | ⌧ | Alternative SM-DS (ES15) | ☐ |

|  |  |
| --- | --- |
| Test Entity Reference Name: | *If left blank, the ‘Desired Account Name’ will be used* |

|  |  |
| --- | --- |
| Test OID (digit representation): | *Mandatory - Format as defined in SGP.22 Technical Specification* |

|  |  |
| --- | --- |
| Test Environment Description: | *(Optional)* |

|  |  |  |
| --- | --- | --- |
| Test Function Requester | ID | Name |
| Function Requester ID 1: | *(Mandatory)* |  |
| Function Requester ID 2: |  |  |
| Function Requester ID 3: |  |  |
| Function Requester ID 4: | *Add more lines if needed* |  |

***Please duplicate this page as required to record each TEST RSP infrastructure you would like linked to the CTE. Remember to mark all changes highlighted in yellow.***

|  |
| --- |
| 1. **Production (LIVE) RSP Infrastructure Linked to this Account** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Infrastructure Type: | SM-DP+ | ☐ | Alternative SM-DS | ☐ |

*Please either tick one type to match the service:*

|  |  |  |
| --- | --- | --- |
| OID (digit representation): | *Mandatory - Format as defined in SGP.22 Technical Specification* |  |

|  |  |
| --- | --- |
| Entity (SM-DP+) Reference Name: | *(Optional)* |

*This name will appear on any reporting materials.*

|  |  |
| --- | --- |
| Description: | *(Optional to provide additional reference information for support teams)* |

*This is the unique Object Identifier for the entity (e.g. “1.3.6.1.4.27”) as defined in SGP.22.*

|  |  |  |  |
| --- | --- | --- | --- |
| Function Requester | ID | | NAME |
| Function Requester ID 1: | *(Mandatory)* |  | |
| Function Requester ID 2: |  |  | |
| Function Requester ID 3: |  |  | |
| Function Requester ID 4: | Add more lines if needed |  | |

*The Function-Requester-ID is a* ***mandatory*** *field that has to be entered in the DS. The Function-Requestor-ID must be present in the SM-DP+’s transactions with the Root DS and is used by the Root DS to identify traffic permitted to use the DS.*

*The Function-Requester-ID may be any code or name the applicant wishes to use.*

*Misspelt or missing Function-Requester-IDs will cause traffic to be rejected by the Root DS.*

*The ‘Name’ field must clearly identify the Operator that wishes to send traffic to the Root DS in accordance with the service contract. The applicant should indicate if the ‘Name’ field should not be shared with GSMA’s Root DS supplier.*

|  |  |
| --- | --- |
| Operational Support Contact: |  |
| Organisation: |  |
| Telephone: | |  |  | | --- | --- | |  |  | |
| Email: |  |

*The SPOC may nominate a single operational point of contact for this particular connection, who will be contacted in case of any issues relating to the entity by the 24/7 Root DS support teams*

***Remember: highlight all additions and corrections in yellow.***

|  |
| --- |
| 1. **Production (LIVE) RSP Infrastructure Linked to this Account** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Infrastructure Type: | SM-DP+ | ☐ | Alternative SM-DS | ☐ |

*Please either tick one type as required:*

|  |  |  |
| --- | --- | --- |
| OID (digit representation): | *Mandatory - Format as defined in SGP.22 Technical Specification* |  |

|  |  |
| --- | --- |
| Entity (SM-DP+) Reference Name: | *(Optional)* |

*This name will appear on any reporting materials.*

|  |  |
| --- | --- |
| Description: | *(Optional to provide additional reference information for support teams)* |

*This is the unique Object Identifier for the entity (e.g. “1.3.6.1.4.27”) as defined in SGP.22.*

|  |  |  |  |
| --- | --- | --- | --- |
| Function Requester | ID | | NAME |
| Function Requester ID 1: | *(Mandatory)* |  | |
| Function Requester ID 2: |  |  | |
| Function Requester ID 3: |  |  | |
| Function Requester ID 4: | Add more lines if needed |  | |

|  |  |
| --- | --- |
| Operational Support Contact: |  |
| Organisation: |  |
| Telephone: | |  |  | | --- | --- | |  |  | |
| Email: |  |

***Please duplicate this page as required to record each production (Live) RSP infrastructure you would like linked to the Production Live Root DS.***

***Remember: highlight all additions and corrections in yellow.***

*Continued….*

**Account Enquiries**

All account queries, new applications (or amendments) and initial CTE issues, should be sent to the GSMA Root DS Support team using [dsrootenquiries@gsma.com](mailto:dsrootenquiries@gsma.com). This service is only available during UK office hours (Mon to Fri 09:00-17:00 UK time).

The expected response time for new account creation is 4 days for live service and 10 days for CTE.

**Operational Support**

On contract signature, and before live service, the SPOC will be issued with an account name and password to access the GSMA Root DS Operational Support ticketing system (called STiM).

The web address/URL for the GSMA Root support portal is <https://stim.gemalto.com>

This system is available on a 24\*7 basis.

All incidents (Production and CTE) must be entered directly into this system.

Also, any STiM account requests (new accounts, password resets, removal of accounts, etc…) must be raised on this ticketing system directly.

Only the SPOC(s) may raise a ticket on the STiM portal to register additional email addresses/create portal access for their Operational Teams and Support personnel.

All support staff, with a STiM account, can register an incident.

Tickets can also be raised by sending an e-mail to [stim@gemalto.com](mailto:stim@gemalto.com), but e-mails sent to this address must originate from a registered email address.

All other requests (new connections, on-boarding requests, general enquiries, etc…) must be sent to [dsrootenquiries@gsma.com](mailto:dsrootenquiries@gsma.com)

A handbook and training on using the support portal, is available upon request.

For urgent tickets, it is mandatory that the requestor calls the STiM support team immediately after creating a ticket in the support portal.

Their contact number is: **+420 241 051 476**

This number should also be used to request ticket re-prioritisation or for any escalations.

Please note the caller will need to provide a ticket number and registered email address in order to validate their Organisation’s permission to contact the support desk.

It is recommended that Support Teams familiarise themselves with the support portal by raising a few clearly identified ‘test’ tickets, and calling the support number to cancel them.