

Event: Service Activation

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Event type ID: 1011

Overview

This event will send a notification when a new service is activated.



Do not confuse this with the [New Package Subscription](#) event or the [New Package Activation](#) event.

The creation of a package subscription happens prior to the activation. Subscriptions are always created in a **Preactive** state.

A package subscription is *activated* when the first underlying service subscription is transitioned from **Preactive** to **Active**.

When this occurs, both the *New Package Activation* and *Service Activation* events are triggered, if they are enabled at the same time.

Licensing

This event is:

- ☐ a standard event
- ☐ included with a module or feature
- ☒ a standalone event available upon request (please contact your Account Manager)

Trigger

The event is triggered by the activation of a Preactive service subscription.

Action Types

The event supports the following actions.

- ☒ Message
- ☒ SMS
- ☐ Log
- ☐ On Screen

Template Variables

- Account ID
- Contact First Name
- Contact Last Name
- Service Identifier
- External Service Plan Name
- External Package Plan Name
- Contract Start Date
- Contract End Date
- Service Start Date
- Billing Cycle Day

Thresholds

No thresholds apply to this event.

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- [New Package Activation](#)

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