

Cancel Service Subscription

[Go to full article](#)

Overview

The purpose of this call is to allow API users to cancel service subscriptions.

WSDL

<https://api.emersion.com.au/Services.wsdl>

Operation name

CancelServiceSubscription

Business Rules

- Subscription cannot be pending a migration.
- Cancellations are not permitted where the Service Plan associated with the subscription is unlinked from a Package Plan.
- If the service type associated with the subscription is DNS Hosting or EME Email Domain, you cannot cancel the subscription if there are active email mailboxes associated with the domain.
- The subscription must be the lowest in the subscription hierarchy.
- The subscription is owned by an account of the parent calling the API (in effect, only the RSP can cancel the subscription).
- The subscription cannot be subject to a service type migrate in flight.
- The subscription status must be Active.
- If service subscription is attached to a one to one package/service plan, and the service plan is mandatory a cancellation will be permitted. However, cancellations will not be permitted where the service plan is mandatory and the package plan has more than one service plan attached.
- Cancellations are not permitted where the service type setting 'Can't Cancel' is enabled. The exception is where the account feature 'Can't Cancel Override' is enabled.
- Cancellation dates greater than six months into the future are not permitted.
- Cancellation dates earlier than the start date of the subscription are not permitted.
- Cancellation dates earlier than the start date of the current billing period are not permitted. You cannot set a cancellation date that's within a closed period.
- *Please note that if your package plan/service plan configuration is one to one, when the service subscription is cancelled the package subscription is also automatically cancelled. If there is a contract attached to the package subscription, break fees may be generated depending on the contract setup, and whether the contract is still active.*

SOAP Example

API Call

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:urn="urn:emersion:api">
  <soapenv:Header/>
  <soapenv:Body>
    <urn:CancelServiceSubscription>
      <urn:ServiceSubscriptionID>4077475</urn:ServiceSubscriptionID>
      <urn:CancelTimeFrame>Cancel On Specific Date</urn:CancelTimeFrame>
      <urn:CancelDate>2021-06-03</urn:CancelDate>
      <urn:SkipProvisioning>Y</urn:SkipProvisioning>
      <urn:CancelReason>user cancel</urn:CancelReason>
      <urn:CancelNote>User has changed providers</urn:CancelNote>
    </urn:CancelServiceSubscription>
  </soapenv:Body>
</soapenv:Envelope>
```

API Response

```
<SOAP-ENV:Envelope xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ns1="urn:emersion:api">
  <SOAP-ENV:Body>
    <ns1:CancelServiceSubscriptionResponse/>
  </SOAP-ENV:Body>
</SOAP-ENV:Envelope>
```

Field Descriptions

All field names are case sensitive. Check enumerated values in the descriptions to confirm capitalisation and spacing. See [field types](#) for additional information..

Name	Description	Required?	Field Type	Character limit	Values
ServiceSubscriptionId	Service Subscription ID you wish to cancel.	Yes	Int		543222
CancelTimeFrame	This field dictates when the subscription will be cancelled. Note that if you elect to 'cancel immediately' or 'cancel end of today' it will be as of the timezone set on the service associated with the subscription.	Yes	String		Permitted values are: <i>cancel immediately</i> <i>cancel end of today</i> <i>cancel end of period</i> <i>cancel on specific date</i>
CancelDate	If you have elected to cancel on a specific date in the CancelTimeFrame parameter, you are required to enter your chosen date here.				2021-05-03
SkipProvisioning	Generally when a subscription is cancelled it is moved to PendingProvCancellation status, where the service is either cancelled by automated provisioning or manual provisioning. Some service types permit you to move the subscription directly to PendingCancellation. If the service type supports it, you may use the SkipProvisioning flag to move the subscription directly to this status.	No	Boolean		Y N
CancelReason	The reason for the cancellation	Yes	String		Permitted values are: <i>user cancel</i> <i>reverse churn in</i>
CancelNote	Any additional notes you would like to add about the cancellation.	No	String	4000	'User has change providers'

Error Handling

Error Message	Description
Invalid ServiceSubscriptionID	This error will generally arise if the subscription belongs to an account that is not a child of the RSP performing the API call. It may also arise if there is data problems with the subscription, or the subscription ID does not exist.
The subscription ID must be the lowest in the subscription hierarchy	The subscription must be the lowest in the tier assigned to the customer account id.
ServiceTypeMigrate process is active	Subscriptions subject to a service type migrate in flight cannot be cancelled.
Subscription should not belong to ServicePlan which has been unlinked or removed from PackagePlan it belonged to	

Subscription is not active	
Service is mandatory against Package	If service subscription is attached to a one to one package/service plan, and the service plan is mandatory a cancellation will be permitted. However, cancellations will not be permitted where the service plan is mandatory and the package plan has more than one service plan attached.
The service has a domain still in use by an active mailbox. Please cancel all mailboxes first	If the service type associated with the subscription is DNS Hosting or EME Email Domain, you cannot cancel the subscription if there are active email mailboxes associated with the domain.
Subscription Period does not exist	This error can arise if there is currently no open billing period for the service. If you encounter this problem, please contact Emersion Support.
CancelDate is required	This error will arise when you have elected to cancel on a specific date, but have not provided a date.
CancelDate should not be earlier than BillingStartDate	Cancel dates cannot be set prior to the subscription start date.
CancelDate should not be earlier than StartOfPeriodDate	Cancellation dates must be within an open period
ServiceType of Subscription does not support SkipProvisioning	