

Loading Customer Equipment and Subscriptions from a File



Customer equipment and service subscriptions can be loaded at the Service Provider Console application of Hydra via the *Bulk Actions Load IP Addresses* and *Bulk Actions Load Phone Numbers* menus. If you want to do this yourself, we recommend that you try it on a test instance of Hydra first.



For each file row, Hydra finds the customer by code, creates customer equipment of the type specified at load time, and binds addresses to it: an IPv4 address or subnet (for data transfer services) or phone numbers (for telephony services). If a price plan is specified, a subscription to it is created using this equipment.

File format

- The file content format is CSV.
- UTF-8 encoding is used for text.
- No text separator (quotation marks around values) is used.
- Fields (columns) are separated by semicolons — ;
- Field separators are not allowed in values. If a semicolon is required in values, another printable character can be used as a field separator.
- A header row with field names is recommended to simplify file verification by external tools, but is not required.



The header row with field names is not used during import (it can be omitted) — the order of the fields is crucial.



Mandatory fields are marked with a  icon.

Fields that can be left blank for simplicity are marked with a  icon.

Field descriptions for data transfer services

Number	Name	Description
1	 Customer code in Hydra	The loader uses this value to find the customer in Hydra. Equipment of the type specified at load time is automatically added to the matched customer.
2	 IPv4 address	A single IPv4 address (for example 128 . 66 . 125 . 125) or an IPv4 subnet address (for example 128 . 66 . 125 . 124 for subnet 128 . 66 . 125 . 124/30) to be bound to a customer equipment component.  The address (whether single or a subnet) must be free in Hydra (not bound to other equipment).
3	 IPv4 subnet mask	If an entire subnet is to be bound (field #2), specify its mask (for example 255 . 255 . 255 . 252 for subnet 128 . 66 . 125 . 124/30).  To bind a single IPv4 address (field #2) to customer equipment, leave this field blank or specify 255 . 255 . 255 . 255.
4	 Price plan name	Name of the service in Hydra for creating a subscription to it.  Subscriptions to services are created with the Default monthly billing date from division parameters depending on the customer's basic subject type (individual or organization).  The customer must have a single customer account. There may be several service contracts, but there must be exactly one current contract whose number matches the Regular expression for contract selection specified at load time.  The basic contract in the matched service one will be replaced with the Basic contract to be set specified at load time.

Sample file for data transfer services

```
CustomerCode;IPv4Address;IPv4SubnetMask;PricePlan
hound123;128.66.125.124;255.255.255.252;GPON-Unlimited-60
Doc;;;Unlimited 500
fulcrum;128.66.225.125;;
```

Field descriptions for telephony services

Number	Name	Description
1	⚠ Customer code in Hydra	The loader uses this value to find the customer in Hydra. Equipment of the type specified at load time is automatically added to the matched customer.
2	★ Phone numbers	One or more phone numbers to be bound to an equipment component. 📞 If there are several numbers, separate them with a comma and a space. ⚠ The phone number must be free in Hydra (not bound to other equipment).
3	★ Price plan name	Name of the service in Hydra for creating a subscription to it. ℹ Subscriptions to services are created with the Default monthly billing date from division parameters depending on the customer's basic subject type (individual or organization). ⚠ The customer must have a single customer account. There may be several service contracts, but there must be exactly one current contract whose number matches the Regular expression for contract selection specified at load time. 📞 The basic contract in the matched service one will be replaced with the Basic contract to be set specified at load time.

Sample file for telephony services

```
CustomerCode;PhoneNumbers;PricePlan
hound123;12025550197, 12025550297, 12025550397;VoIP Premium
Doc;;VoIP Metered
fulcrum;14155551285;
```