

# TM Forum Open APIs Conformance Certification

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***Company Name:***

*ENTELE*

***Product Name and Release Version:***

*Open eXperience Layer 2026*

***TM Forum Open API Name and Release Version:***

*TMF656 – Service Problem Management v.5.0.0*

***Date: 15/06/2026***

## 1. What Product or Solution does your API support?

Entel's API Platform has encapsulated and instantiated the Service Problem Management API TMF656 to standardized privacy profile types.

Communication Service Providers (CSPs) are constantly working to make their platforms more connected and adaptable. But every time a new feature is introduced, it often means building a new API or making changes to multiple systems. This slows down the launch process, making it harder to meet market demand and missing out on potential revenue.

To move faster and deliver better, more tailored experiences, CSPs need to adopt standard APIs like OpenAPI-TMF. These standards help everyone, from CSPs to vendors, speak the same technical language. That means simpler integration, quicker project delivery, and a smoother path to innovation.

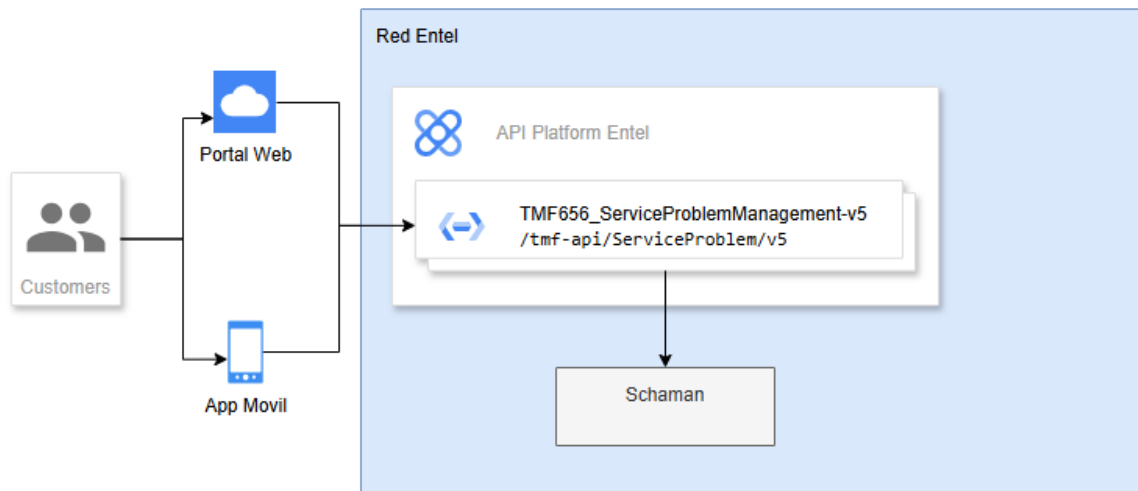
## 2. Overview of Certified API

The Service Problem API provides a standardized mechanism for privacy profile types, privacy profiles and privacy agreements such as creation, update, retrieval, deletion and notification of events.

#	Resource	API Overview	Operations Supported
1	ServiceProblem	TMF656 - Service Problem Management. Service Problem Management API is used to manage problems. in the Service domain. It can retrieve a Problem or a collection of Problems based on filter	<ul style="list-style-type: none"><li>● GET</li><li>● POST</li><li>● PATCH</li><li>● DELETE</li></ul>

2	ProblemAcknowledgement	Represents the acknowledgement of a ServiceProblem by a party. Allows creating and retrieving acknowledgement records associated with a specific problem.	<ul style="list-style-type: none"> <li>● GET</li> <li>● POST</li> </ul>
3	ProblemUnacknowledgement	Represents the revocation of a prior acknowledgement of a ServiceProblem. Allows creating and retrieving unacknowledgement records.	<ul style="list-style-type: none"> <li>● GET</li> <li>● POST</li> </ul>
4	ProblemGroup	Allows grouping of related ServiceProblems under a parent problem, supporting hierarchical problem management. Enables creation and retrieval of grouping relationships.	<ul style="list-style-type: none"> <li>● GET</li> <li>● POST</li> </ul>
5	ProblemUngroup	Allows dissolving a previously established grouping of ServiceProblems, separating child problems from their parent. Enables creation and retrieval of ungrouping records.	<ul style="list-style-type: none"> <li>● GET</li> <li>● POST</li> </ul>

### 3. Architectural View



### 4. Test Results

Click here to view the test results: [ENTEL CHILE-TMF656RW-v5.0.0-HTMLResults.html](#)