GUIDE

NEUSTAR UNIVERSAL ORDER CONNECT

User Guide

Spectrum ENTERPRISE™

Table of contents

Introduction

This user guide will describe the process of how to utilize the Neustar® portal to create orders and receive responses.

Neustar is a neutral provider of clearinghouse and directory services to the global communications and internet industries.

Audience

This document is written as a user guide for Spectrum Enterprise clients who order products electronically.

Spectrum Enterprise business rule validations

Spectrum Enterprise business rule validations are completed in the Universal Order Connect (UOC). Once ASOG and business rule validations have been completed successfully, a system-generated Acknowledgement (ACK) is sent to the carrier partner.

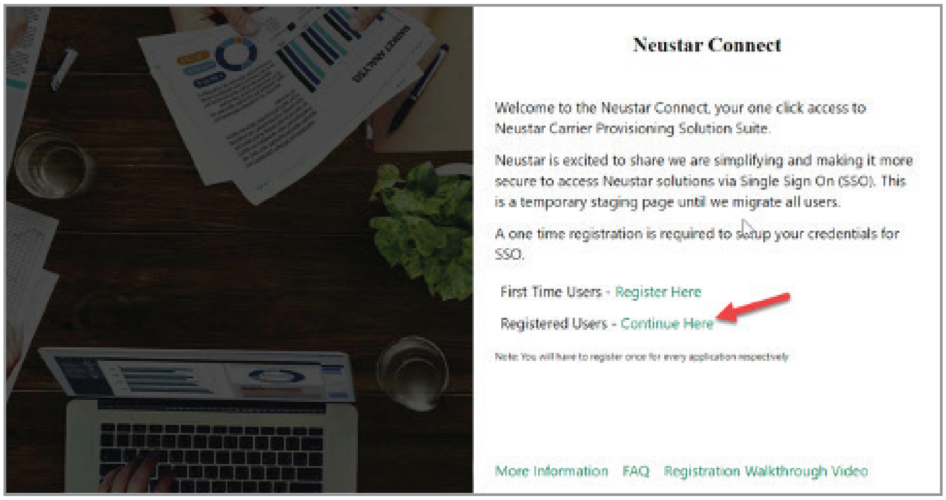
If an ASOG validation rule is not followed, the system triggers an immediate Negative Acknowledgement (NACK) response to the client with an error message prior to making it to the seller's work queue. The carrier client must correct that error and resubmit the order.

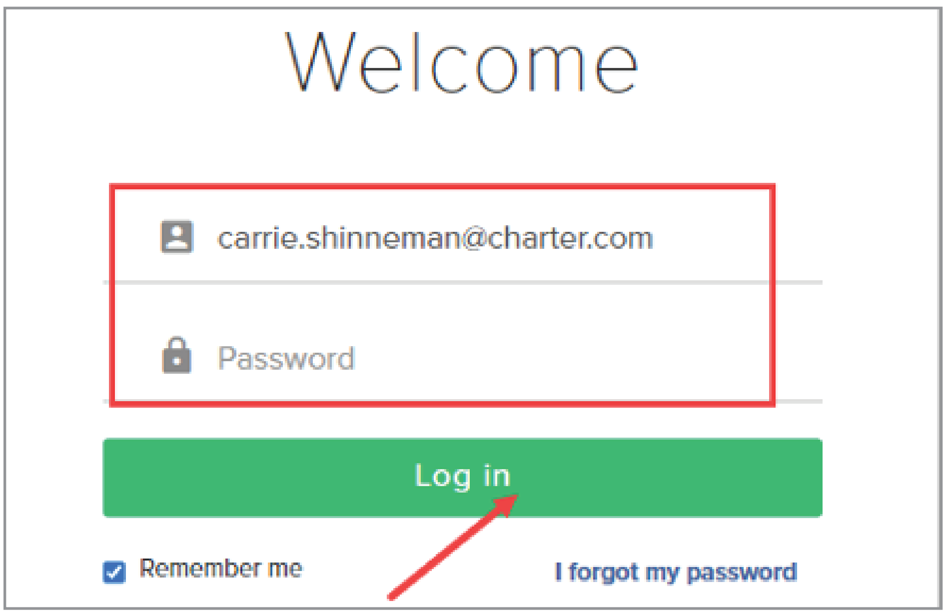
Spectrum Enterprise has implemented business rule validation errors outside of ASOG.

- Clients must follow Spectrum Enterprise NC/NCI/SECNCI code combinations.
- Clients must provide LCON information for all orders with a SALI form.
- In order to request Class of Service (CoS) for an EVC/UNI circuit, the client ENNI must be CoS enabled.
- Acceptable values for the CoS/LOS would be GOLD, SILVER, BRONZE or NONE.

Logging in to Neustar

Navigate to the Neustar User Interface (UI) from a browser window. Click on **Continue Here** and enter the user ID and Password, then click **Log in**.

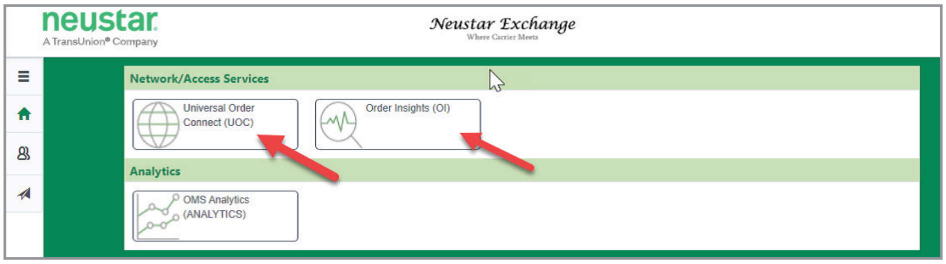




Important:

The **User Name** and **Password** fields are case-sensitive.

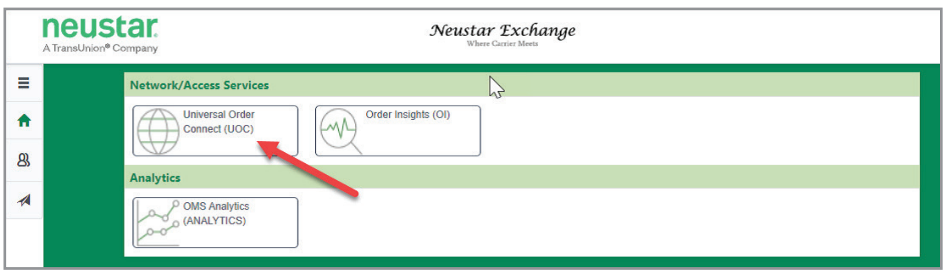
The Neustar UI defaults to the **Neustar Exchange** window.



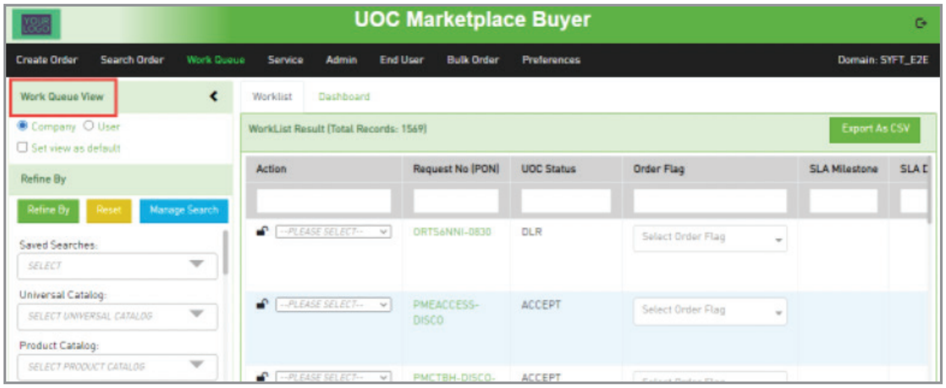
Select **Universal Order Connect** (UOC) to submit new orders and view in-flight **Access Service Requests** (ASRs).

- UOC is an ASR tool that allows bonded and non-bonded carriers to submit orders via the same tool and allows clients to receive order status.
- Select **Order Insights** (OI) to access order statuses and order tracking (updates every 30 minutes).

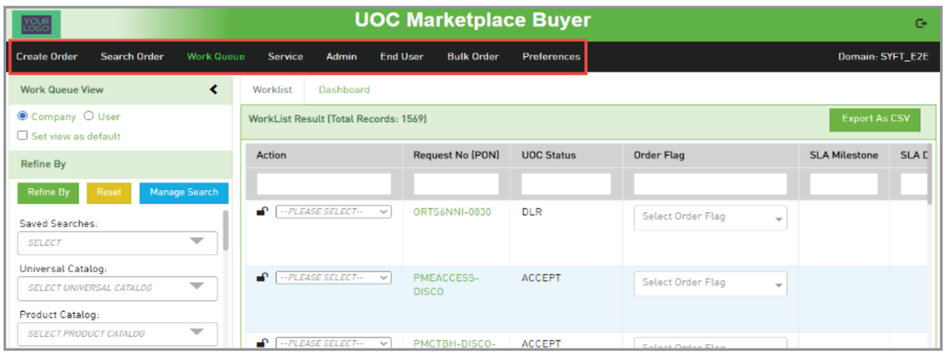
The **Network/Access Services** menu appears once the user logs in to Neustar. Select **Universal Order Connect** (UOC).



The UOC window opens with **Work Queue** selected as default.



The menu bar appears at the top of the UOC user interface screen.



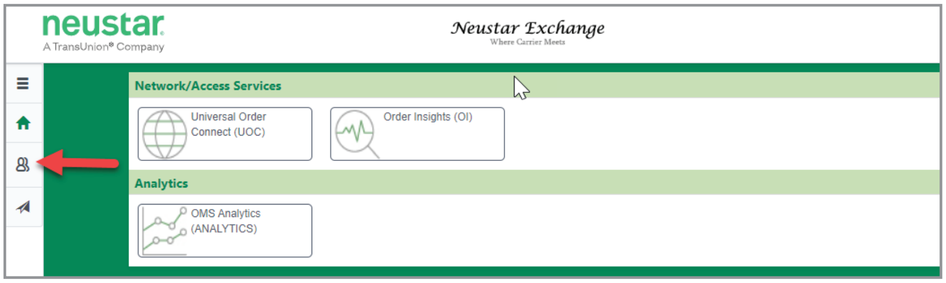
Menu	Description
Create Order	Allows user to create an order.
Search Order	Allows user to search for existing orders.
Work Queue	Allows user to monitor orders via a worklist or dashboard view.
Service	Allows user to monitor a service. A service shall be considered either a circuit ID or, for trunking/links, a two-to-six-digit code.
Admin	Allows a user designated as an administrator to perform administrative tasks.
End User	Allows user to manage end users and their associated addresses.
Bulk Order	Allows a user to download bulk templates and upload bulk orders.
Preferences	Allows a user to set user preferences to worklist or service screens.

Creating a new user

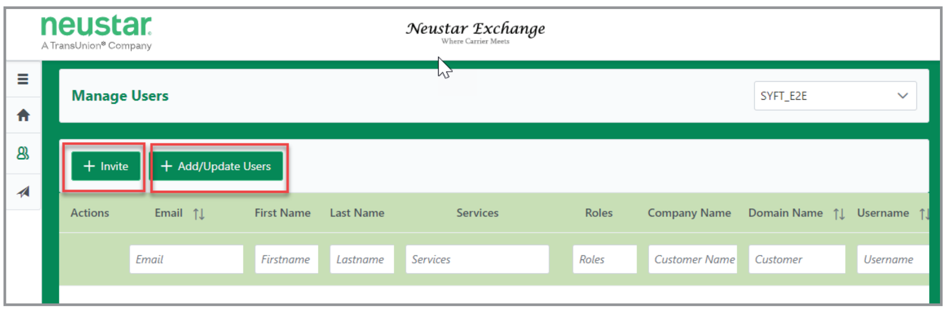
From the dashboard/home screen, click on the **Manage Users** icon in the left panel.

Note:

You can click on the icon to see the full name of each item in the left panel.

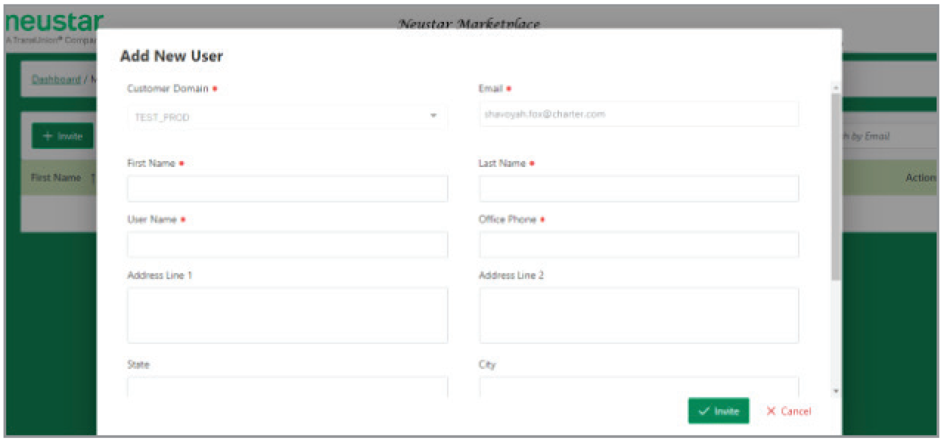


There will be two options you can click on. **Invite**, which allows setup for an individual user and **Add/ Update Users**, which allows setup of multiple users at once.

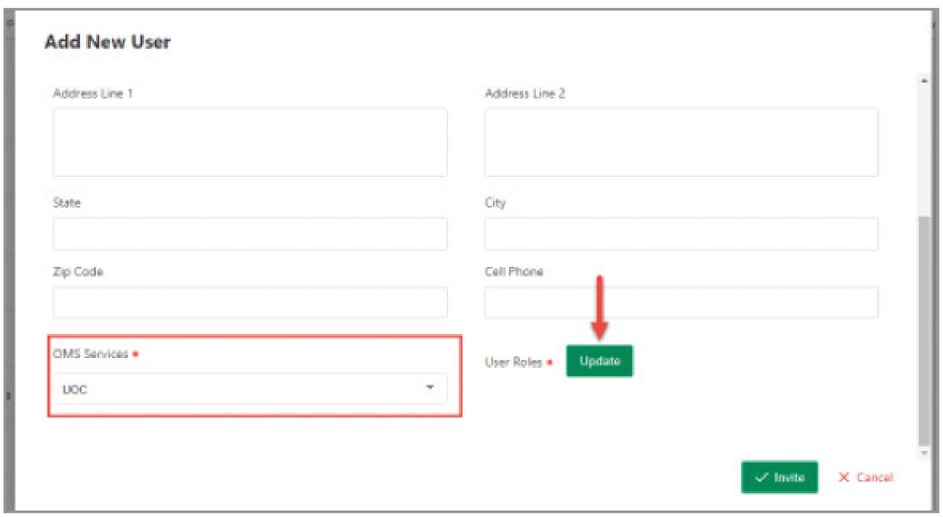


For **Invite**:

Fill out the necessary information on the next screen.

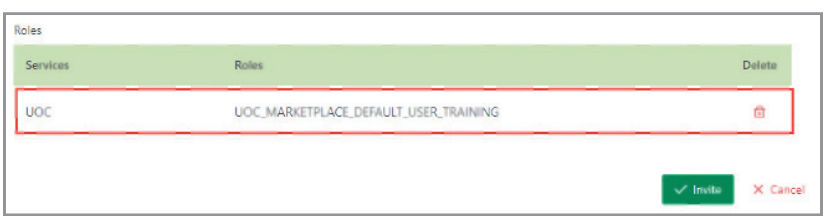


For the **OMS Services** dropdown, select **UOC** and then click **Update** next to **User Roles**. Select the roles to assign to the new user and click **Update**.



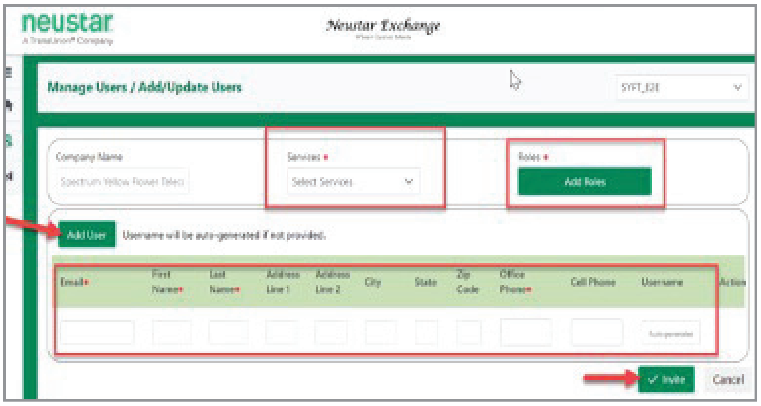
Note:

The role assigned will appear below the **Roles** section.

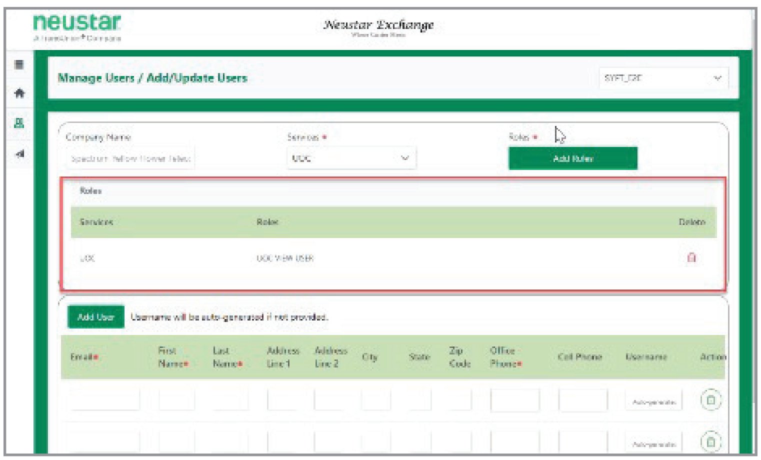


For Add/Update:

All new users can be added at once. Clicking **Add User** will create a new line for the next user to be entered. Select the **Services**, then click on **Add Roles**.



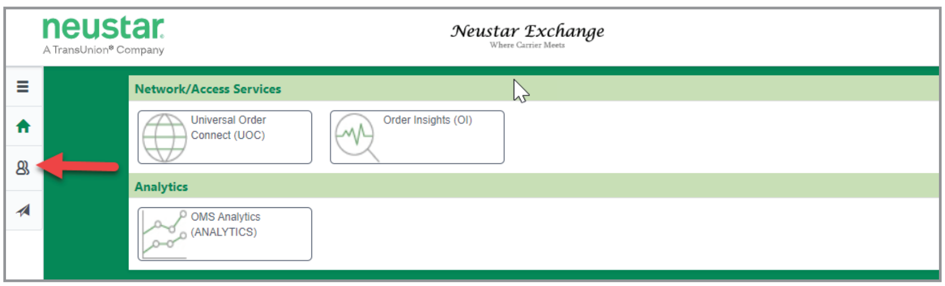
Once **Role** is selected, it will display above the user list to invite.

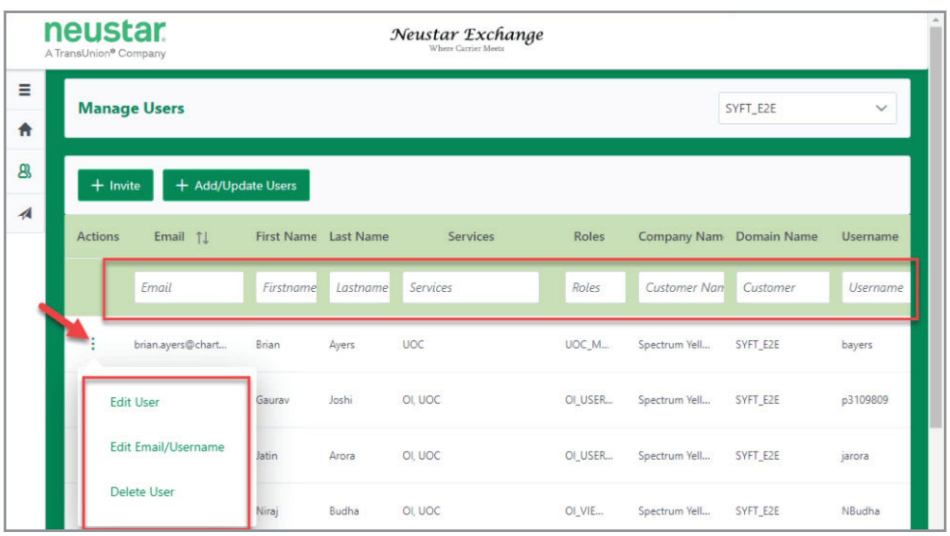


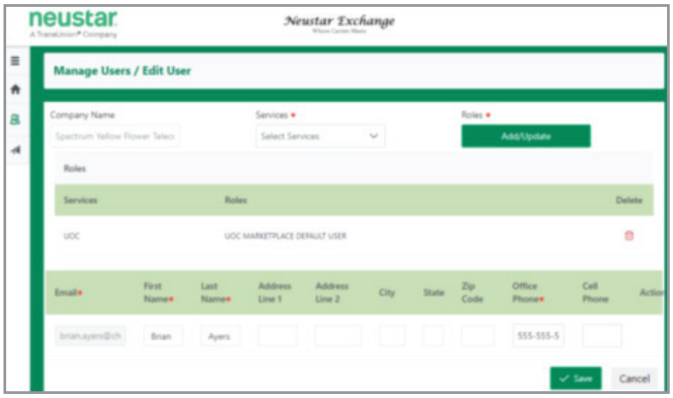
Note:

Unable to select different roles through **Add/Update Users** process. If a user requires a different role assignment from others in the group, use **Invite** instead.

Once all the roles are assigned, click Invite. An email will be sent to the user with a link. They will need to click the link and create a password, which will direct them to the portal. The user will need to click **Register Here - Continue Here** and then fill out login information.

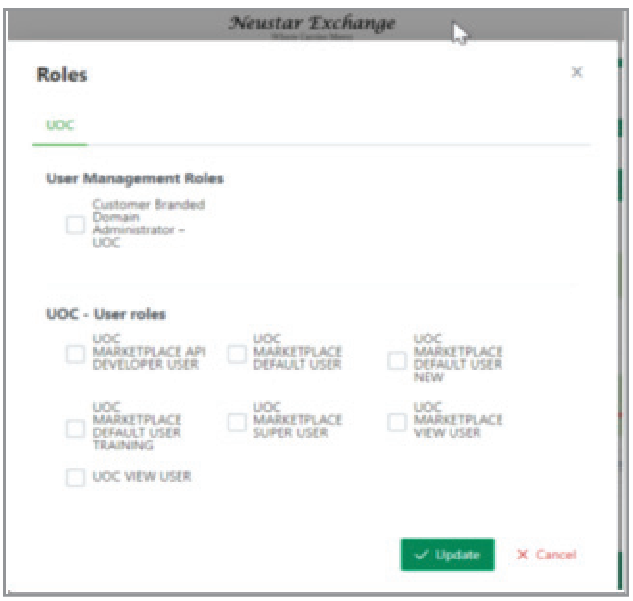





neustar
Neustar Exchange
Manage Users / Edit User
Company Name
Services
Roles
Add/Update
Roles
Services
Roles
Delete
UOC
UOC MARKETPLACE DEFAULT USER
Email
First Name
Last Name
Address Line 1
Address Line 2
City
State
Zip Code
Office Phone
Cell Phone
Brian
Ayers
Save
Cancel

Here is a list of all the different role options and their descriptions.

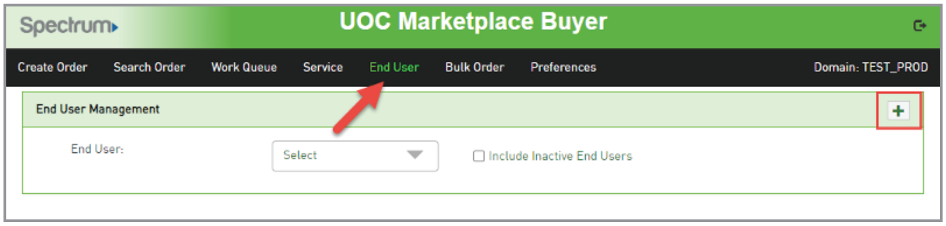
Menu	Description
OI_ADMIN_USER	This user can view orders in OI, open inquiries, perform bulk uploads and also see all users who have access to UOC. Currently, setting up users still needs to be handled by Neustar.
OI_USER	This user can view orders in OI, open inquiries and perform bulk uploads.
OI_VIEWER	This user can view orders in OI and open inquiries.



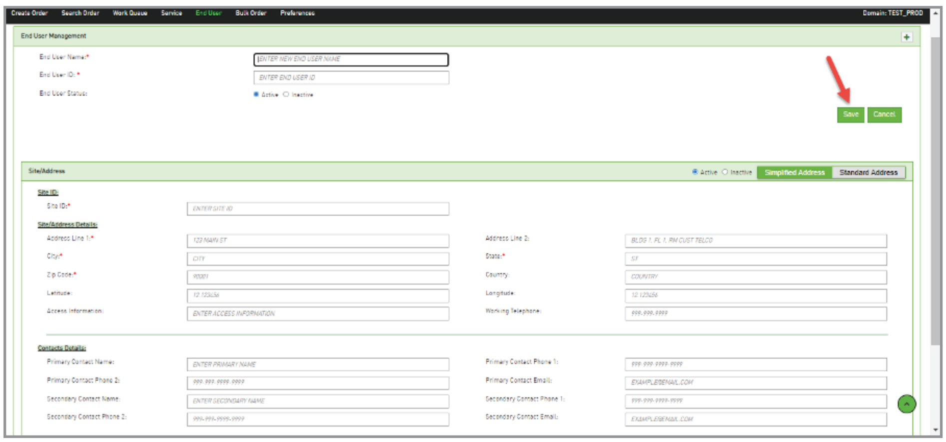
Menu	Description
UOC_View_User	This user can view the **Work Queue**, view order detail and print the orders.
UOC_Marketplace_View_User	This user has the same permissions as the UOC_View_User.
UOC_Marketplace_Default_User_New	This user has the same permissions as the UOC_Marketplace_Default_User, except for the following: New orders created are held for approval by a super user.
UOC_Marketplace_Super_User	This user has all of the permissions that the UOC_Marketplace_Default_User has, plus the following: • Review orders needing approval to submit. • Download order JSON. • Order enrichment to set contact information and Service-Level Agreements (SLAs). Preference management to set notifications.
UOC_Marketplace_Default_User_Training	This user has the same permissions as the UOC_Marketplace_Default_User, except for the following: • New orders submitted are held for approval by a super user. • Supplements submitted are held for approval by a super user.
UOC_Marketplace_API_Developer_User	This user has the same permissions as the UOC_Marketplace_View_User, but can also download JSON and view the catalogs. This user cannot make any changes to catalogs.
UOC_Marketplace_Default_User	This user can create, update, submit and print orders, as well as perform bulk uploads. This user has access to actions in the **Work Queue**, except **Review for Approval**.

Adding an end user

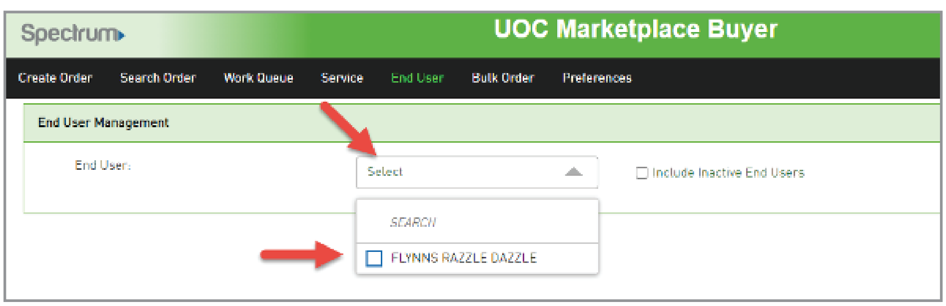
Click on **End User** in the menu at the top of the screen, then click the ➕ to add a new end user.



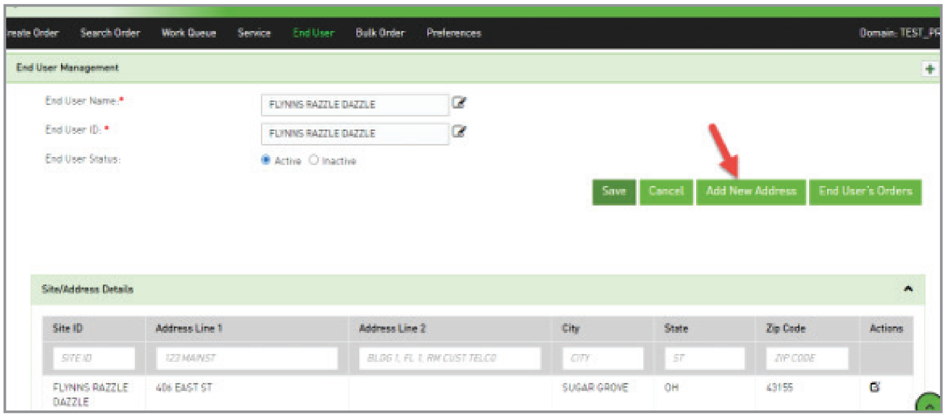
Fill out all the necessary information needed and then click the **Save** button.



To add a new address to an existing end user, click on the dropdown and select the end user you would like to add the address to.



Click on **Add New Address** and fill out all necessary information, then click **Save**.

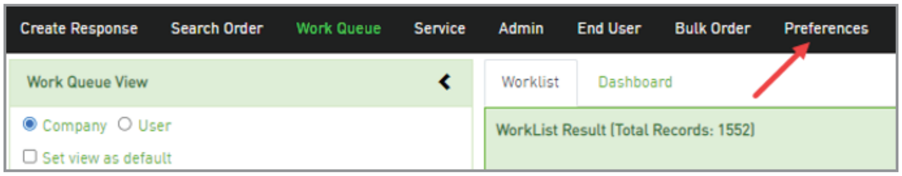


User preferences

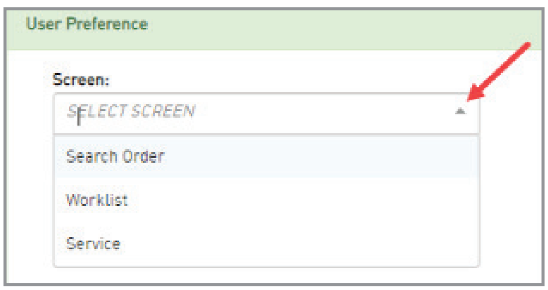
Users are able to set the preferences on the following screens:

- **Search Order**
- **WorkList**
- **Service**

To configure user preferences, select **Preferences** from the menu bar.



Select the screen from the **Screen** dropdown.



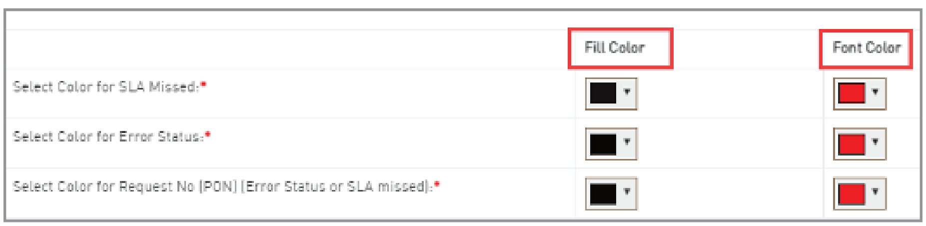
The screen opens with **Available** and **Selected** columns.

Select the fields the user wishes to add or remove to/from the **Selected** column, then select either the > to add the field to the **Selected** column or select < to remove the field from the **Selected** column.

Icon	Description
	Moves all fields from the **Selected** column to the **Available** column.
	Moves all fields from the **Available** column to the **Selected** column.
	Moves the selected field in the **Selected** column up the list.
	Moves the selected field in the **Selected** column down the list.
	Moves the selected field in the **Selected** column to the top of the list.
	Moves the selected field in the **Selected** column to the bottom of the list.

For Search Order and WorkList screens:

- Select Color for SLA Missed
- Select Color for Error Status
- Select Color for Request No (PON) (Error Status or SLA missed)



Click the **Save** button to save the changes; click **Reset** to clear the changes.

The changes are updated in the selected screen.

Note:

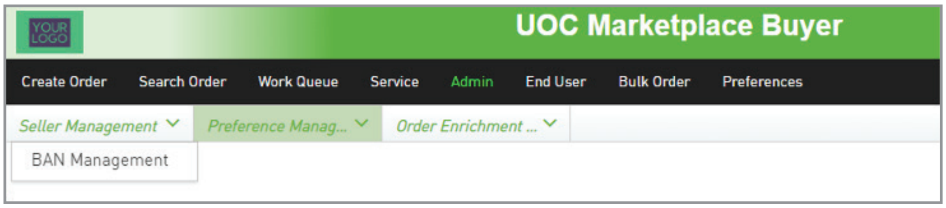
Several new optional columns are available. Based on job function, users are able to add them as needed.

Admin screen

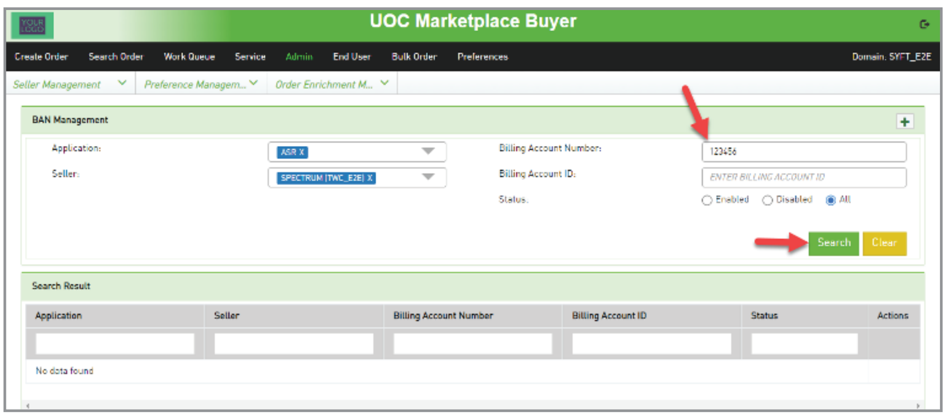
The Admin screen provides a lot of added features and benefits to help with the overall order submission.

Seller management

Seller Management allows you to link your **Billing Account Number** (BAN) to a billing account ID and save them to be used when creating orders.

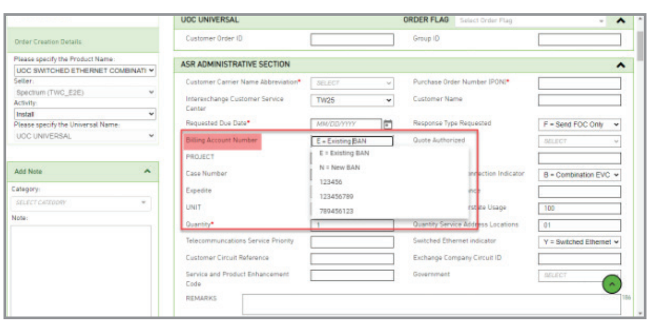


Select the application you would like to save the BAN to, select seller and enter the BAN. Then create a billing account ID to associate the BAN with. Click **Search**. Results should display below in the **Search Result** section.



Note:

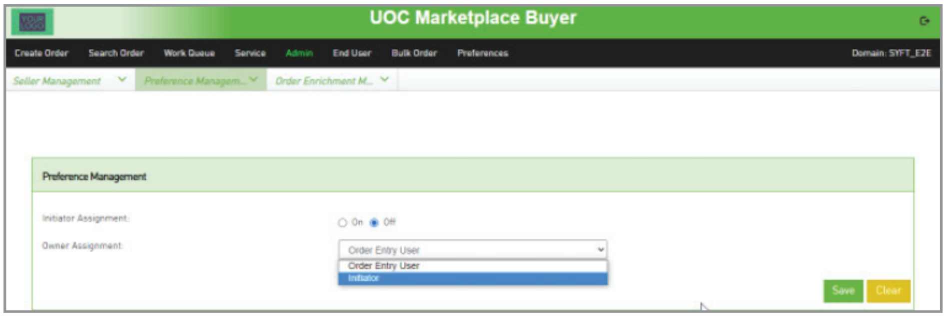
This will create a list of BANs in the **Billing Account Number** field on your order to choose from.



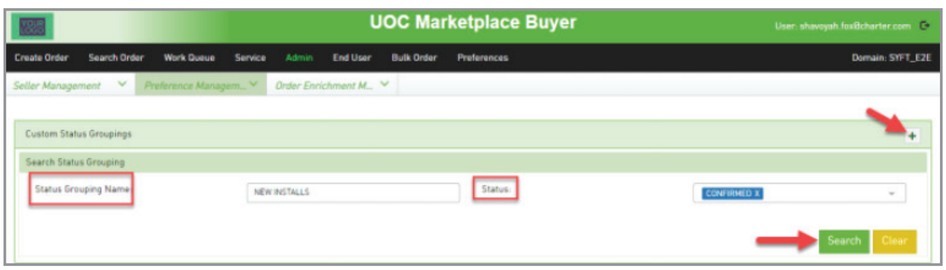
Preference management

This will auto-populate the **Owner** field on the **Work Queue** with either the **Order Entry** user name or the initiator listed on the order.

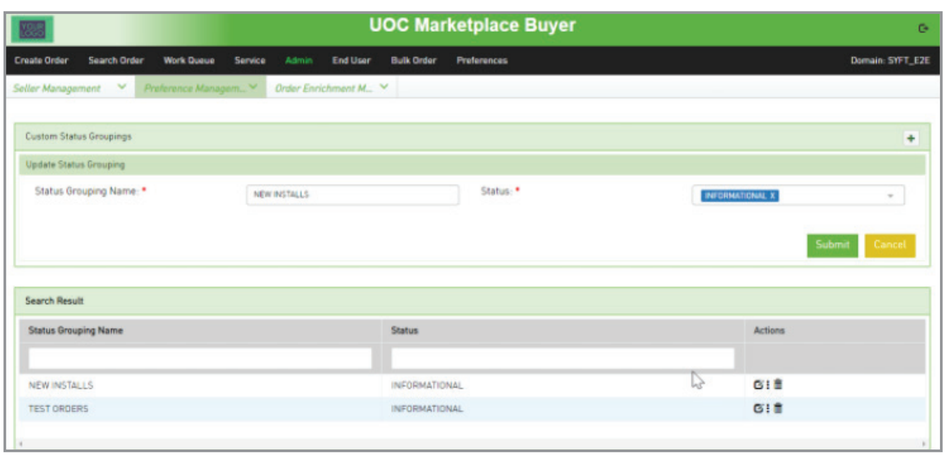
Configuration allows the user to change the owner assignment following the **Order Entry User** or **Initiator**.



Custom Status Grouping can be created by clicking + ; create a name for the status grouping, then select options from the **Status** dropdown and click **Search**.



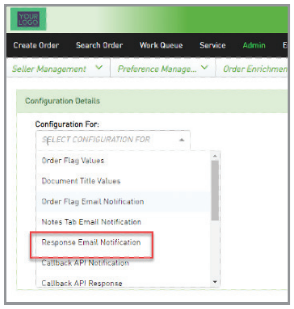
Saved Status Grouping will display in the **Search Results** section.



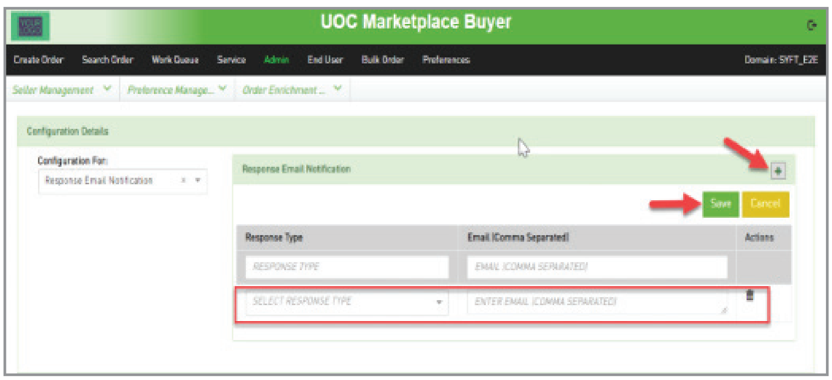
Master settings and notifications

This feature allows you to set up email notifications based off one or all response types on orders.

- To set up email notifications, select **Response Email Notification** from the dropdown



- Click + at the top right.
- Select all the response types you would like to receive notifications from.
- Add your email and click **Save**.

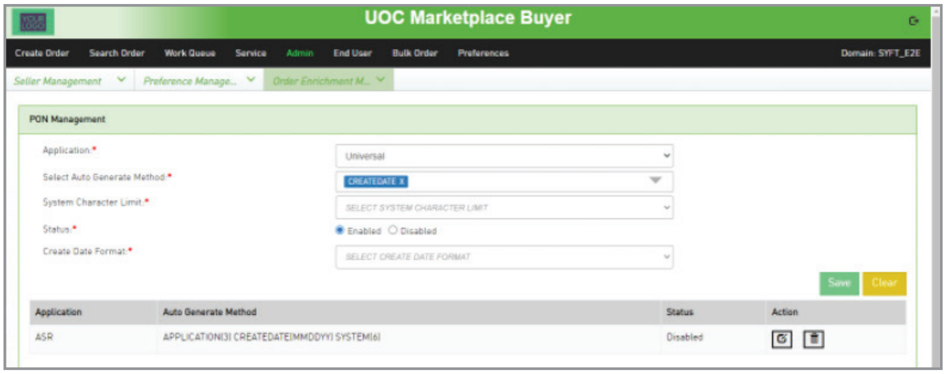


Screen

Please see preferences.

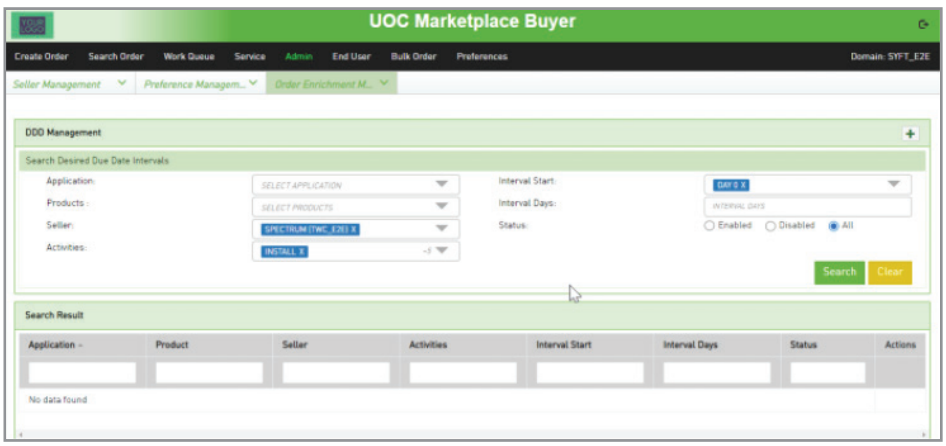
Order enrichment management

The PON section provides the ability to define a pattern for Neustar to auto-generate the PON value on the order.



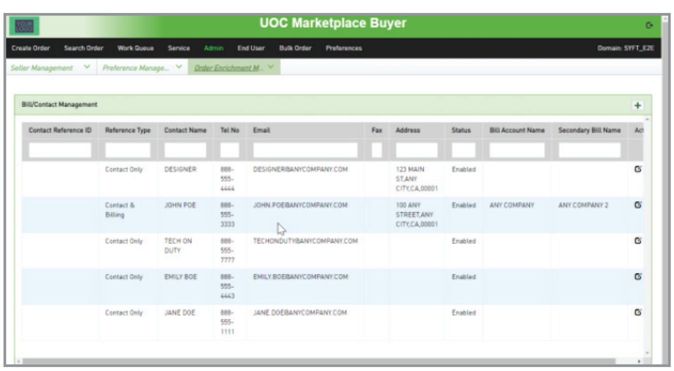
DDD

Ability to define the due date logic for Neustar to derive the DDD value on the order. (Future: including expedited orders.)



Bill/contact

Allows employees to be added as billing and/or other contact types on orders to save time when creating orders.



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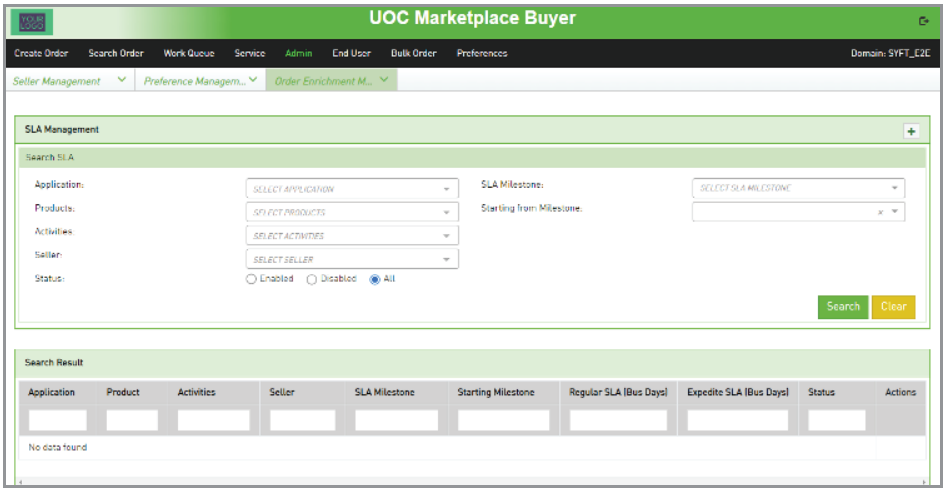
Company

Not currently used today.

SLA

Ability to set the number of days to accomplish a status/milestone.

- Allows for TP-specific SLAs.
- Alerts user via **Timeline** and **Audit Trail** if SLA is exceeded.
- Alerts user via **WorkList** if SLA is exceeded.

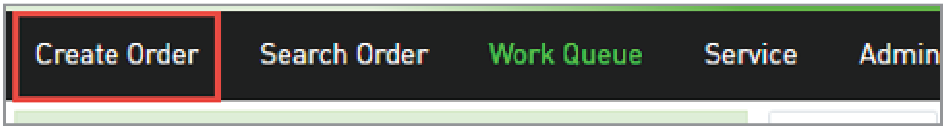


Note:

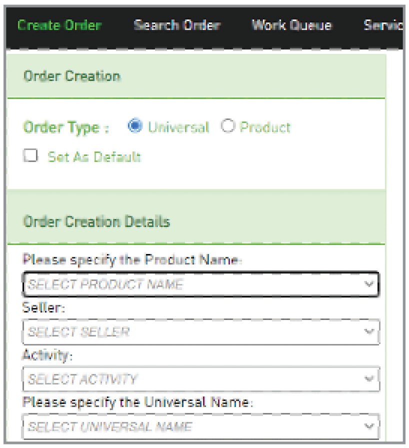
This is not the same as the seller's SLA timeline.

Creating an order

From the main screen, click on **Create Order**.

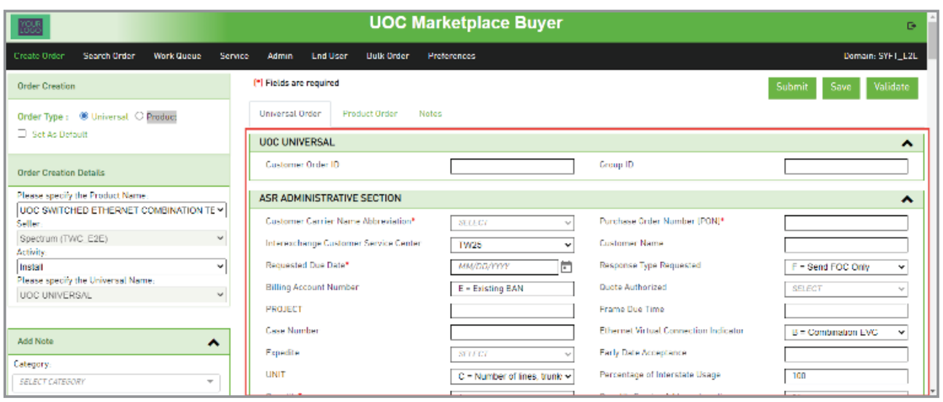


From the left panel, select your **Order Creation Details** within the dropdown.



Fields	Options
Product name	• UOC Switched Ethernet Combination Terminating at EU with EVC - *new install activity type* • UOC Switched Ethernet Combination Terminating at EU - *change, moves and record activity types* • UOC Switched Ethernet Combination Terminating at POP - *NNI installs* • UOC Dedicated Internet - *FIA/DIA* • UOC EVC Standalone • UOC Transport Special Access
Seller	Should be one option, Spectrum (TWC_E2E). *Should auto-populate after selecting product name.*
Activity	Dropdown options are: • Install • Change • Record • Inside Move • Outside Move • Disconnect
Universal name	Should auto-populate.

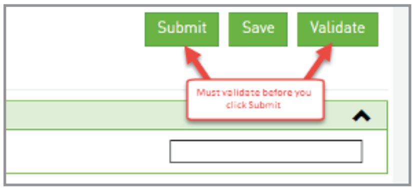
All required forms for the product type will display in the right panel. Anything with an asterisk (*) next to it is a required field.



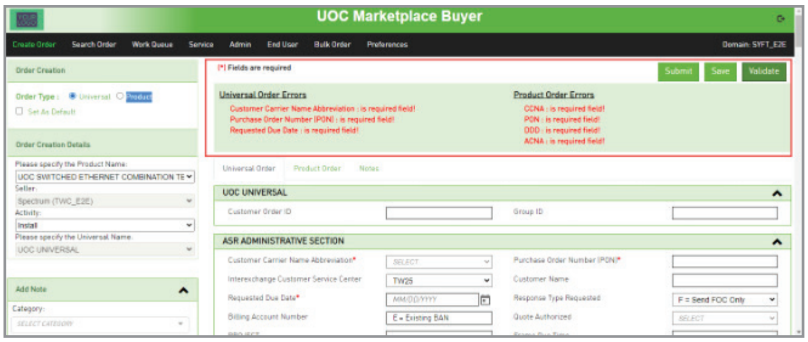
Note:

The required fields are not the only fields needed on an order. Other fields may become required depending on the information selected in the marked required fields.

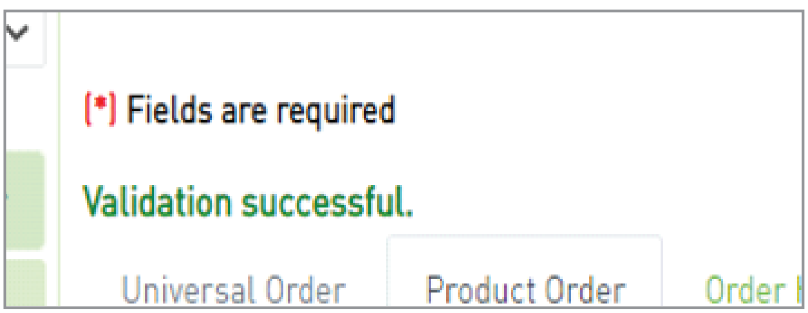
Once all fields needed have been populated, click **Validate** to verify all ASOG and Spectrum Enterprise rules have been met.



- If you have any errors, they will display at the top. By selecting an error, you will be brought to the specific field associated to that error in order to correct it.

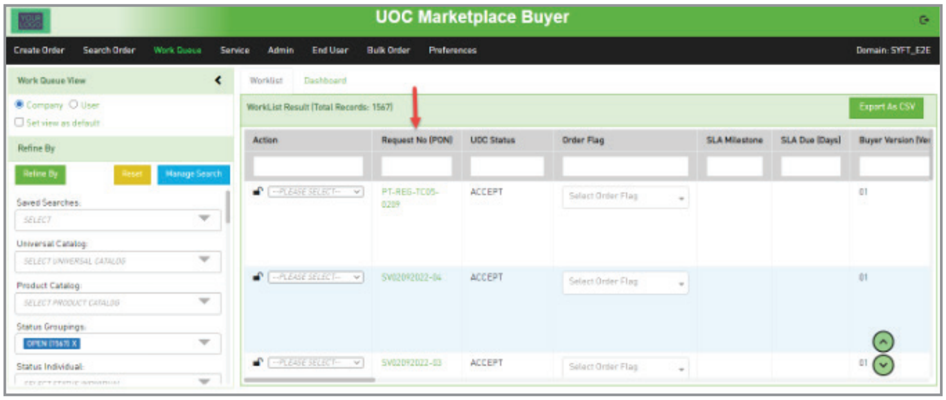


- If there are no validation errors after clicking the **Validate** button, then a **"Validation Successful"** message will be displayed.

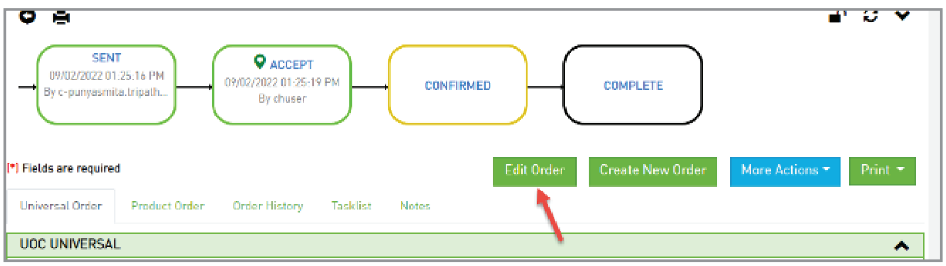


To Supplement an order

From the **Work Queue**, locate your order from the **Request No (PON)** column and click on your PON name, which will be displayed as a hyperlink.



Once you select your order and open to view status, click on **Edit Order** to make changes.



Make your necessary changes, validate and then submit.

Note:

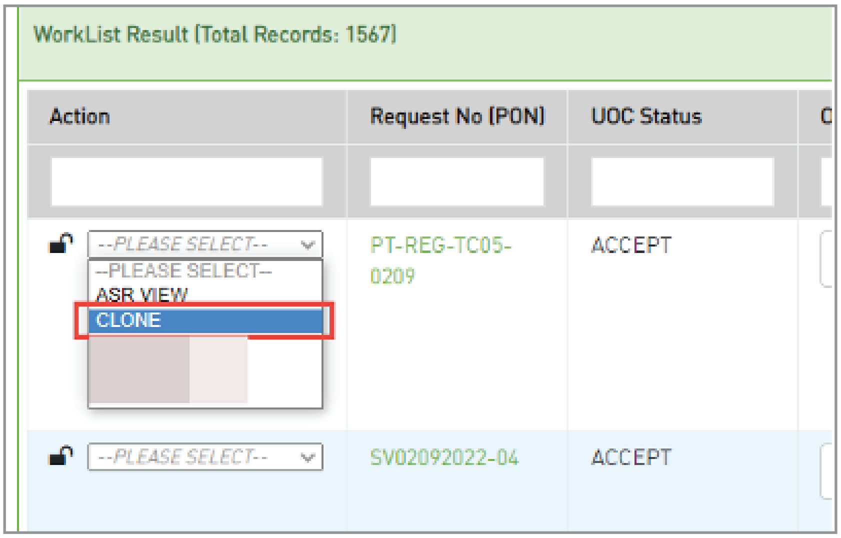
Supplement field is not visible from the main panel on the order screen, but is visible in the summary panel in the left menu. Supplement type is auto-selected by the system based on the changes being made.

Cloning an order

Cloning makes an exact duplicate of an existing request and can be edited to meet the requirements of a new order.

To clone an order:

- In the **Action** column on either the **Work Queue** or **Search Order** page, find an order to clone and click **Clone**. This will bring you to the **Create Order** screen.



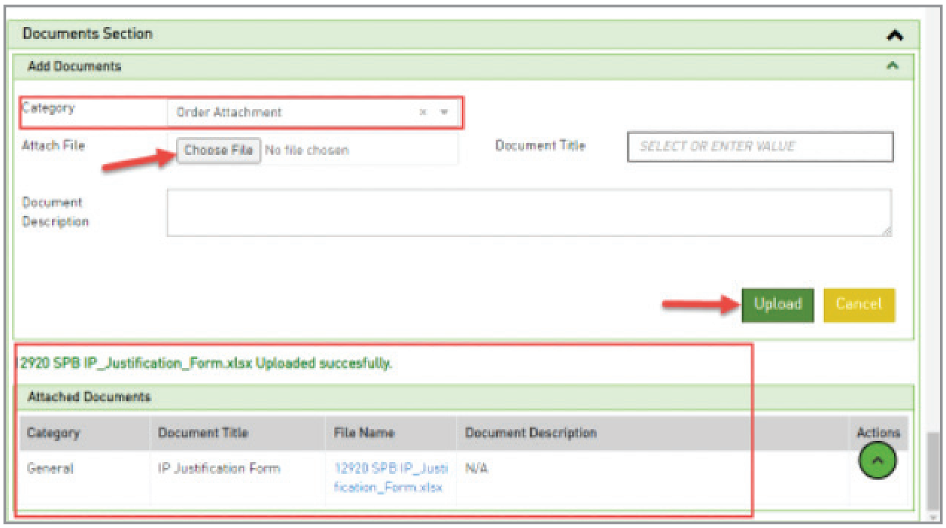
- On the order, you can add or change information that is unique to the new order. Be sure to check and enter all key data for the new order in the left and main panels.
- When the order is complete, validate and submit.

Adding a document to an order

To add a document to your order, scroll down to the bottom of the order during creation to the **Documents Section**:

- Select **Category** from the dropdown.
- Click **Choose File** to select a document to add.
- Select **Document Title** from the options or enter a value.
- Provide a document description.
- Then click **Upload**.

The document should appear under **Attached Documents** and you should receive a successful message.

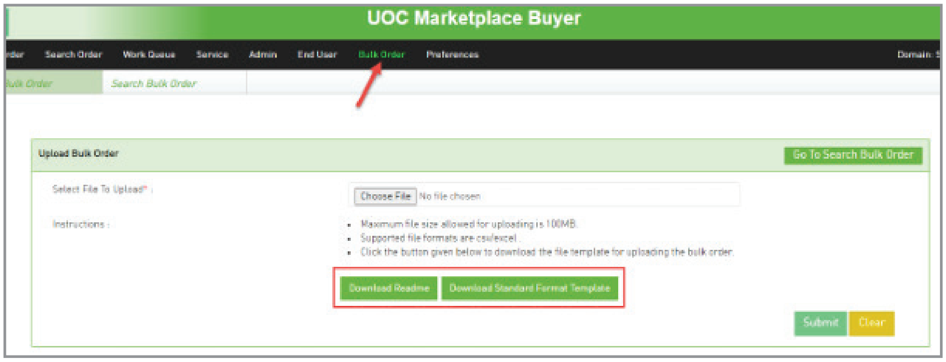


Note:

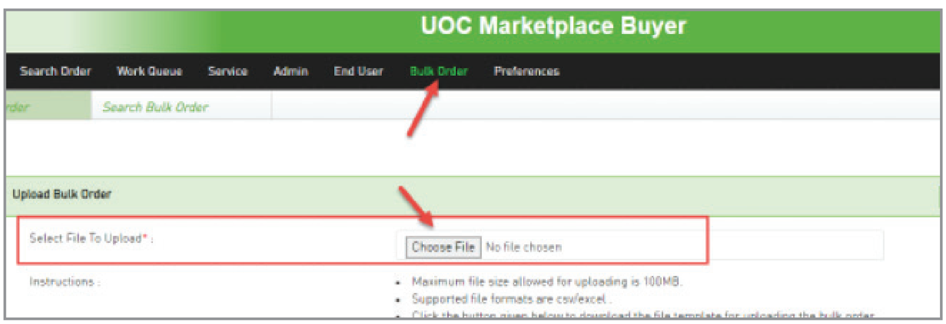
More than one document can be uploaded on a single order.

Bulk ordering

If you are creating many orders at once, you can use a spreadsheet and bulk upload numerous orders simultaneously. To send multiple orders using bulk upload, click on the **Bulk Order** tab in the top menu on the main screen. Download the Readme and the **Standard Format** templates.



Fill out the template with all the necessary information for the order, same as you would if you were submitting them separately. Once you have everything filled out, name and save the file to your computer, click on **Bulk Order** again and click on **Choose File**. Find your file name, click on **Open** and your file name should display in the **Select File To Upload** field.



Click **Submit**.

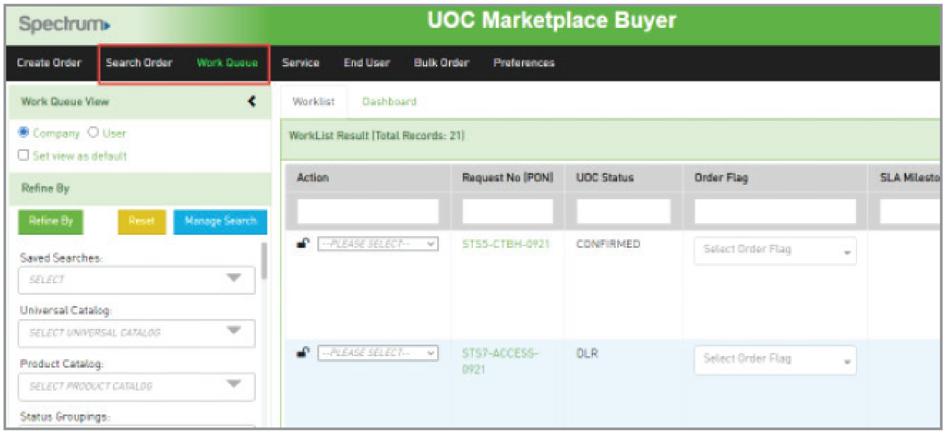
Note:

You must download and use the **Standard Format** template from the portal.

- Maximum file size allowed for uploading is 100MB.
- There are no restrictions on the number of orders allowed on a single file.
- Supported file formats are XLSX, XLS and CSV.
- You cannot change the header label format of any column.
- You may delete or move columns on the templates, with the exception of the following:
    - **Action**, **Save**, **Submit**, **Cancel Order**
    - **Activity** — same exact values as displayed in the GUI activity dropdown.
    - **Universal Catalog Name** — same exact values as displayed for **Universal Name**.
    - **Product Catalog Name** — same exact values as displayed for **Product Name**.
    - **Trading Partner** — TW25.
    - **UOC Order ID** — same exact value as returned by UOC on he initial order (only needed when sending a supplement).

Performing search

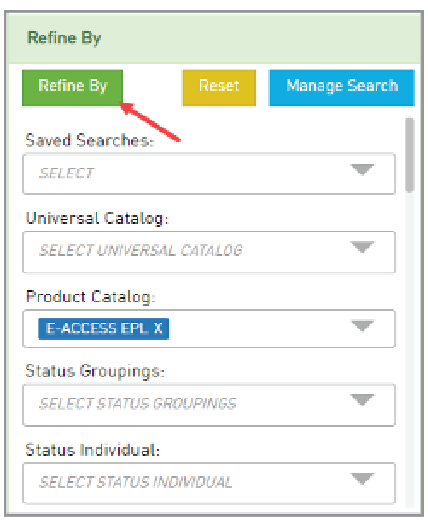
Users can perform searches by entering information in the **Search** side menu **(Refine By)**. The **Refine By** window can be collapsed by selecting the collapsed icon (<) or expanded by selecting the expand arrow (>). Searches can be performed from the **Search Order** screen or the **Work Queue**.



Note:

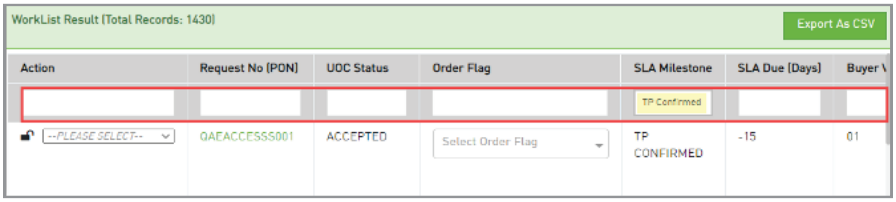
Worklist Search: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **Worklist** main panel.

Expand the search window, if needed, by selecting the expand arrow (>), then select the dropdown by which to search and then click the **Refine By** button to execute the search.

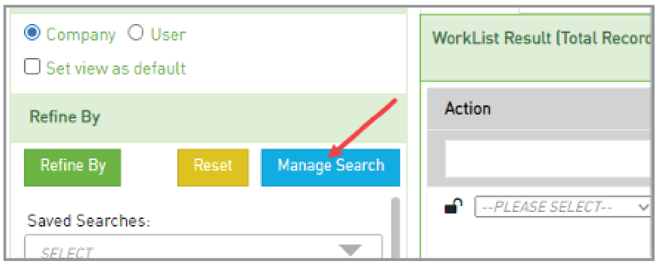


Note:

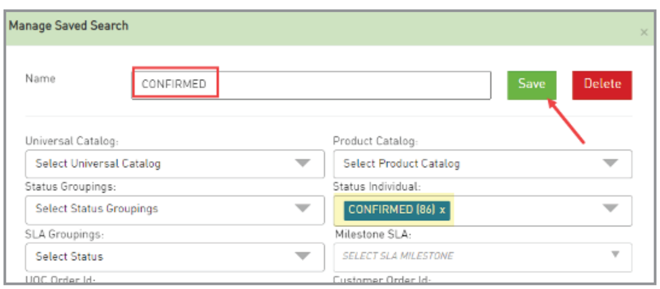
The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **WorkList** main panel.



To create a saved search, click the **Manage Search** button.

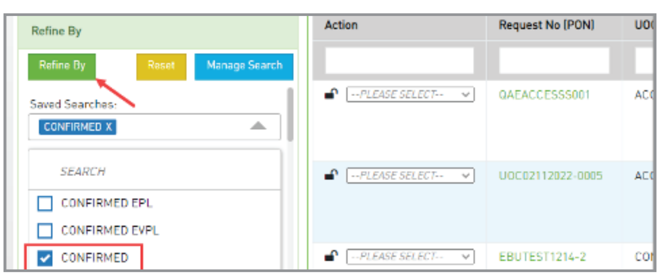


Enter the name of the search, then select/populate the search criteria.



Click the **x** to close the window.

To run a saved search, populate the check box next to the search from the **Saved Searches** dropdown, then click the **Refine By** button to execute the search.



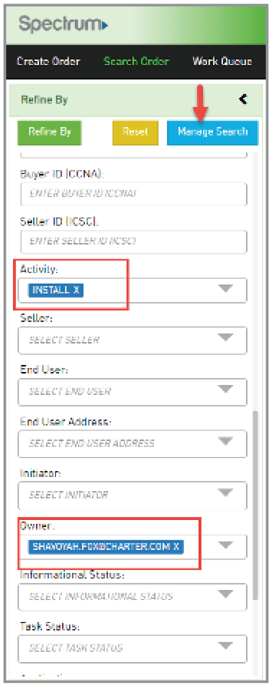
Click **Reset** to clear the search.

Manage search

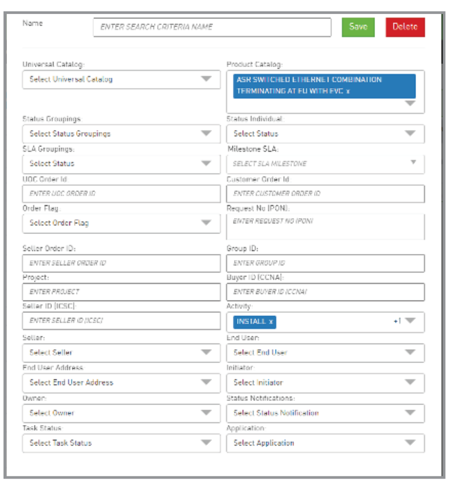
Creating search criteria may be helpful to quickly find updates on orders as they relate to your needs (e.g., all orders submitted by initiator, or if you want to see all install orders).

There are two ways to create a saved search.

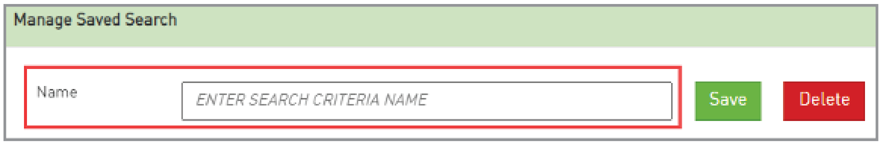
You can save searches by selecting the criteria in the left panel and then clicking on **Manage Search**. The criteria selected will already be displayed on the next screen.



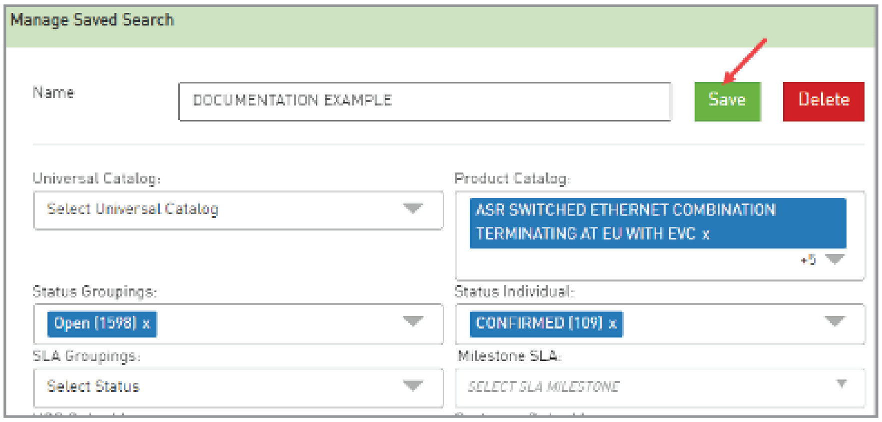
Start with clicking on **Manage Search** and selecting criteria from the next screen.



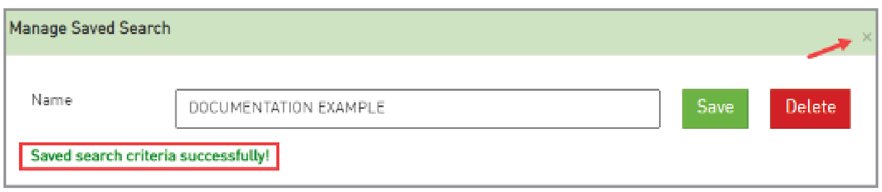
Once all criteria is selected, enter the name of the search in the **Name** text box.



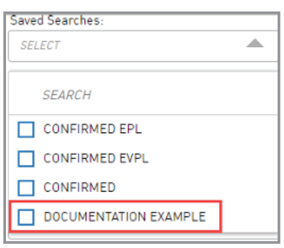
Then click **Save**.



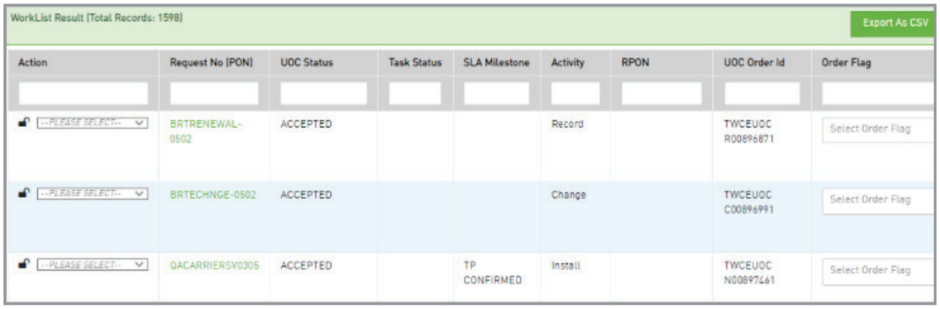
A message appears when the search is saved successfully. Click the **x** to close the window.



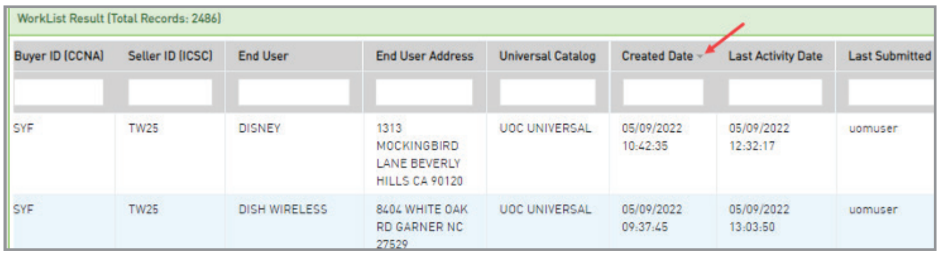
The saved search appears in the **Saved Searches** dropdown.Select the name to run. Then click **Refine By**.



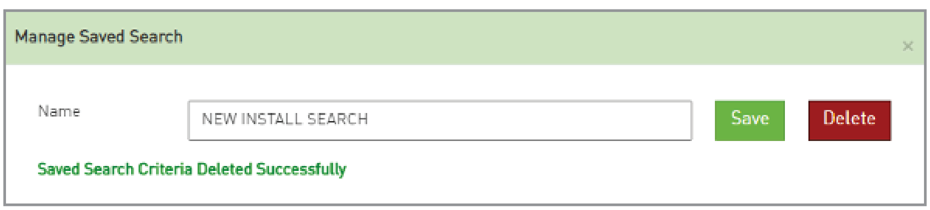
The **WorkList Result** updates to the selected search.



Users are able to click the header to sort the column by ascending or descending order.

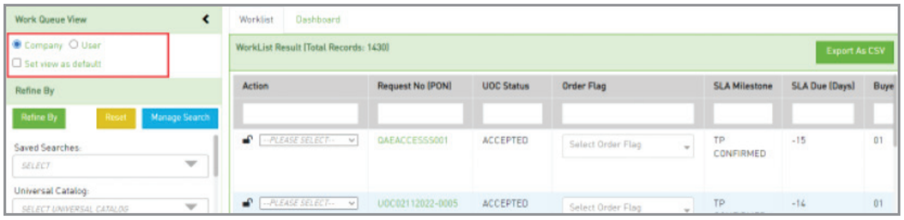


To delete an existing search criteria, select the saved search you would like to delete from the **Manage Saved Search** dropdown. Click **Manage Search** and then click **Delete**.



Work queue view

There are two options to view the worklist and dashboard — **Company** and **User**. The default value set determines the view the user lands on when entering the work queue from the main navigation bar. To change the view, select the other option (either **Company** or **User**) in the left panel; the main panel will change to that option.



Company

The **Company** view displays orders associated with all users within the domain.

User

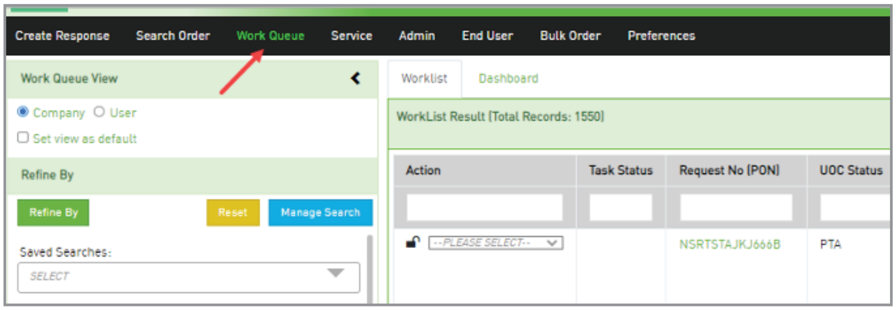
The **User** view displays only orders that are owner-assigned to the logged-in user within the domain.

Note:

Worklist Search: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **WorkList** main panel.

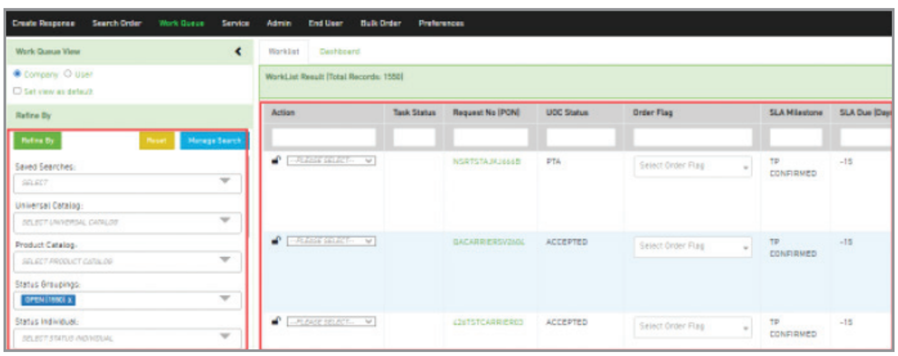
Managing work queue

The **Work Queue** window opens as default when the user selects UOC from the main menu; or selects **Work Queue** from the menu bar.



The **Work Queue** screen opens as default; utilize this screen when the user wants to find and/or monitor orders.

- The left panel allows for refining or changing which orders display on the worklist and dashboard views.
- The main panel displays the orders based on the left panel selections.



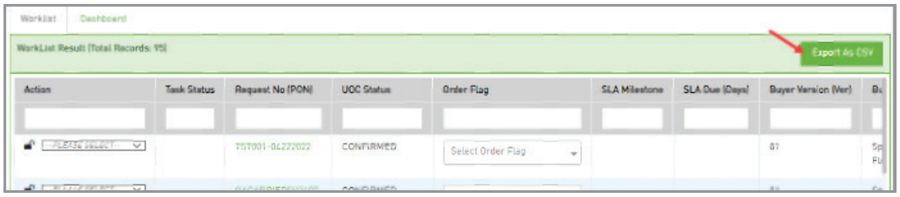
Note:

The **Work Queue** defaults to OPEN orders, which does not include Sup1 orders. In order to see cancel orders, including Sup1, users need to update **Status Grouping** to **ALL**.

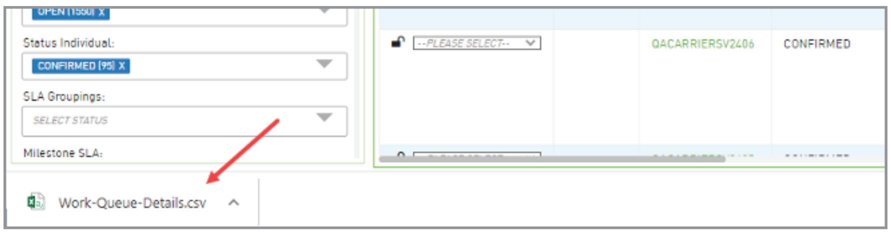
Query and export work queue

The **WorkList** query results are able to be exported as an Excel .csv file. Perform the query by entering the criteria in the **Refine By** window or populating the desired fields in the **WorkList Results** fields.

Click the **Export As CSV** button.

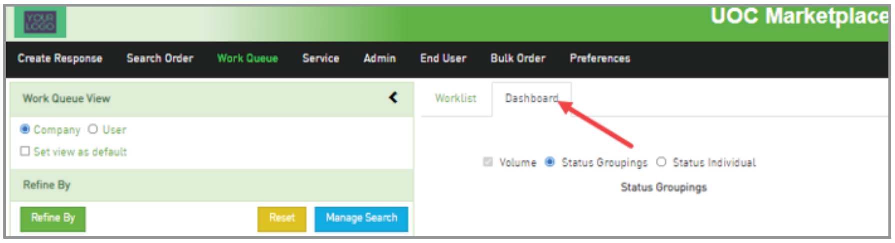


The spreadsheet downloads to the bottom left corner of the screen. Select the file to open.

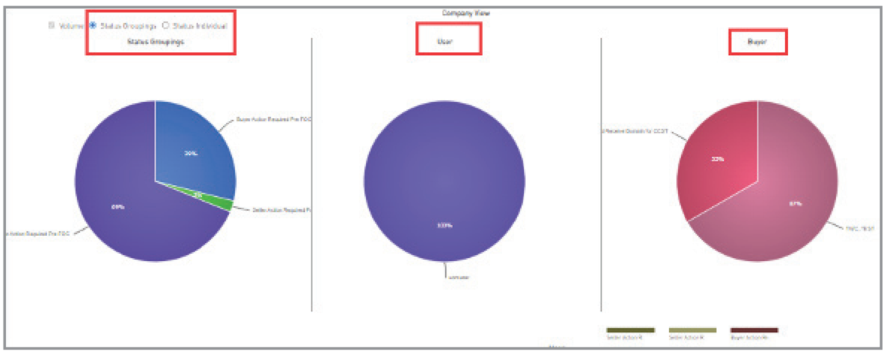


Dashboard

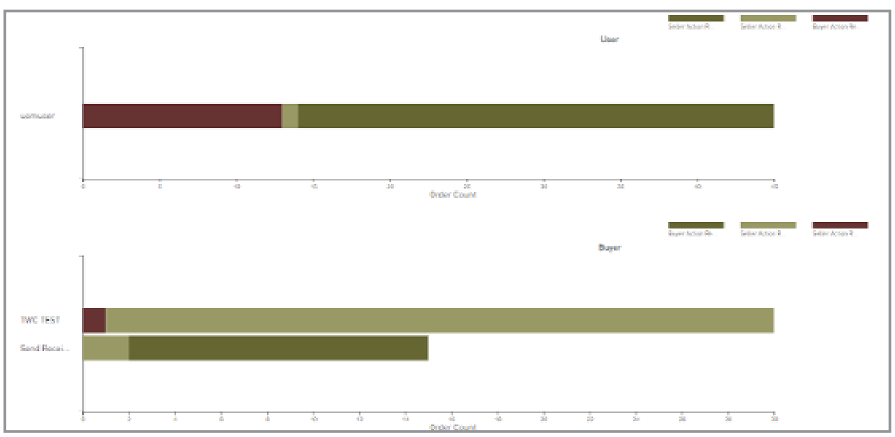
From the **Work Queue** screen, select the Dashboard tab.



The top of the screen provides pie graphs based on the selections in the **Refine By** section of the screen for **Status Grouping** or **Status Individual** (select the view), **User** and **Buyer**.



The lower portion of the screen provides bar graphs based on the selection in the **Refine By** section of the screen.



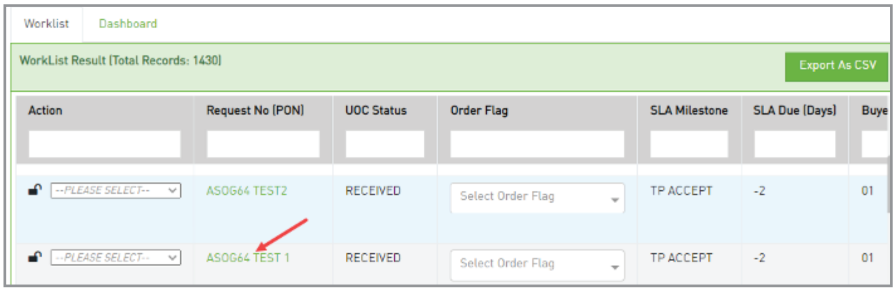
Note:

In any of the mentioned views, selecting any status in the **Order Count** bar line as indicated by specific color will change the screen to the **WorkList** tab to view the orders for that user and status combination.

Order main panel

The main panel is used to populate the order information as well as perform actions using the action buttons.

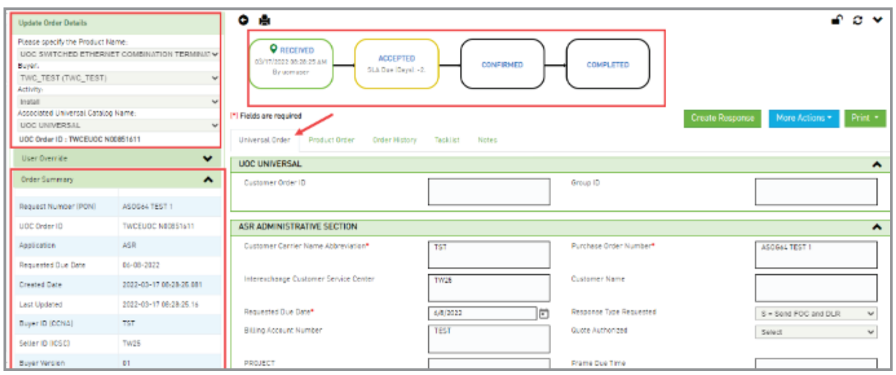
Select the PON (hyperlink) from the order list to open the **Order Main** panel.



The order opens in the UI tab selected as default. The **Order Details** displays in the top left pane, the **Order Summary** displays in the bottom left pane and the **Order Timeline** displays across the top.

Note:

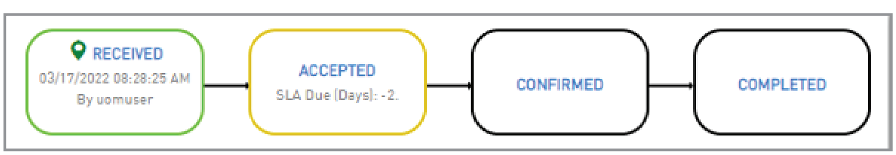
SR info is populated in the **Seller Order ID** field in the **Order Summary** (as another option to the work queue).



Scroll down the screen to view all fields.

Order Timeline legend:

- Green rectangle box outline = status has occurred to indicate completed.
- Yellow rectangle box outline = status is in the future and directly after a rectangle box with a green outline to indicate pending.
- Black rectangle box outline = future.

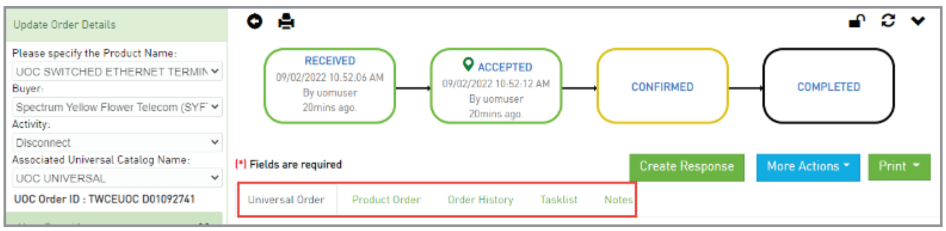


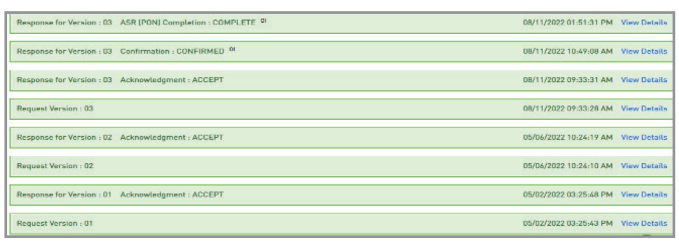
If any of the following events occur, the event value displays in red font within the rectangle box:

- CREATE FAIL
- TP REJECT
- TP ERROR
- TP ADDRESS ERROR
- TP JEOPARDY
- TP JEOPARDY ERROR

Red font also displays when an event is inserted into the timeline for a missed SLA; otherwise, all other events will display in blue font within the rectangle box.

The tabs below the main panel will be helpful as well.

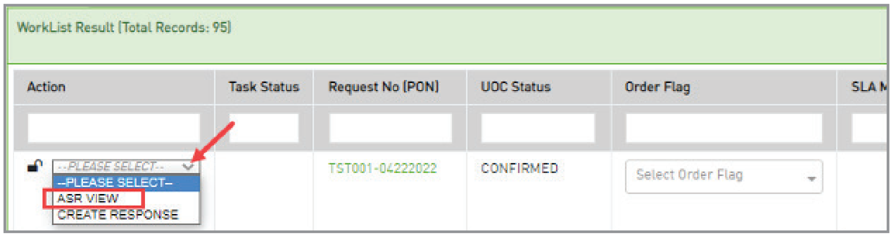


Tabs	Description
Universal Order	Allows user to create responses.
Product Order	Allows user to search for existing orders.
Order History	After an initial order is saved or submitted, all versions and responses will be listed in descending order, with the latest on top. 
Task list	Clients do not have access to this tab's features.
Notes	Allows users to add information and track the history for the life of an order — not visible on the Spectrum Enterprise side.

ASR view

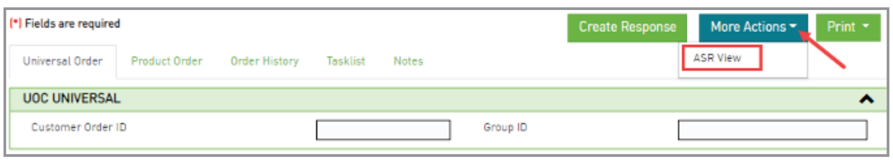
Users have the ability of quickly viewing the ASR from the **WorkList Results** screen or from the **UOC Universal** screen (**More Actions** dropdown).

To view the ASR from the **WorkList Results** screen, select the **Action** dropdown, then select the **ASR VIEW**.



To view the ASR from the **UOC Universal** screen:

- With the UOC screen opened, select the **More Actions** dropdown, then select the **ASR View** from the menu.

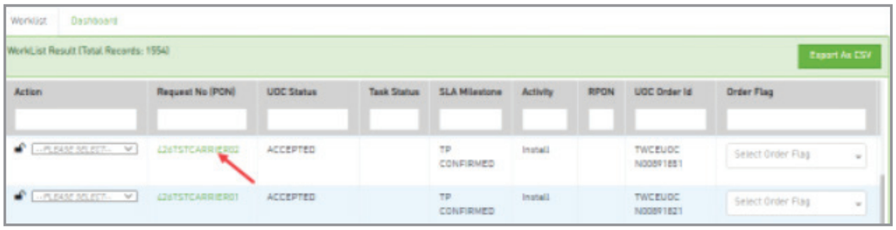


The ASR View opens in a separate window. Utilize the horizontal and/or vertical scroll bars to view the entire ASR.

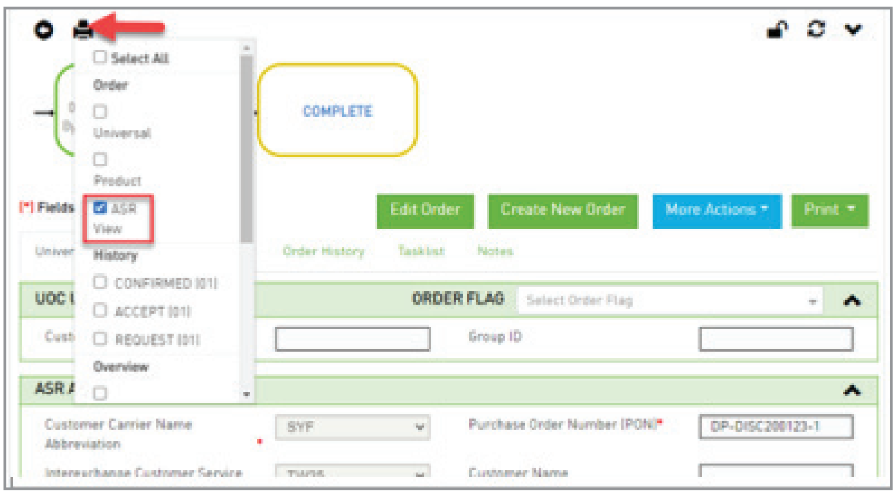
ASR save

Users have the ability of saving the ASR from the **Universal Order** screen.

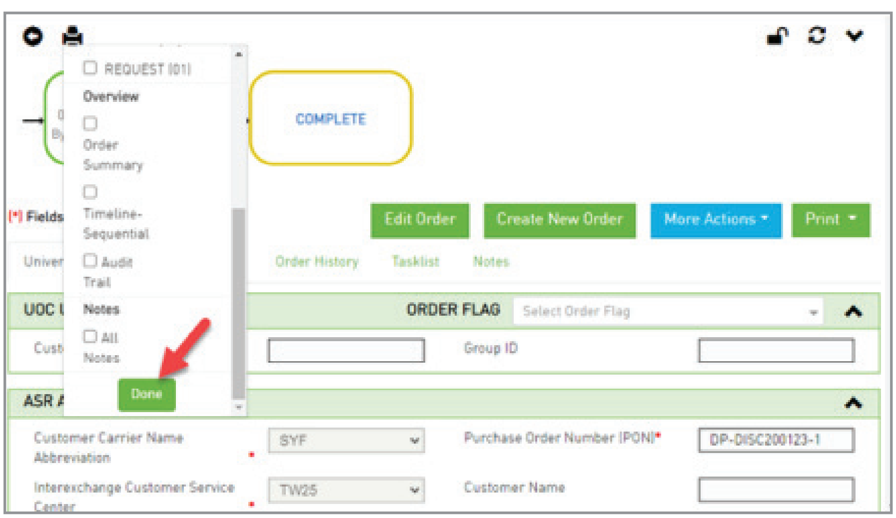
To save the ASR form, select the **Request No (PON)** to access the **Universal Order** screen.



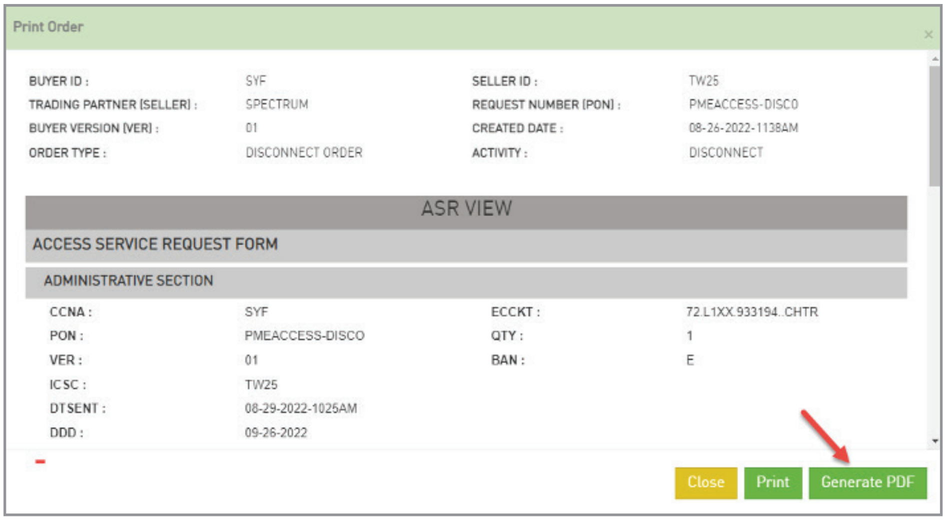
With the **Universal Order** screen opened, select the **Print** dropdown, then select the items to print. Remove the check from the **Universal** check box then populate the **ASR View** check box.



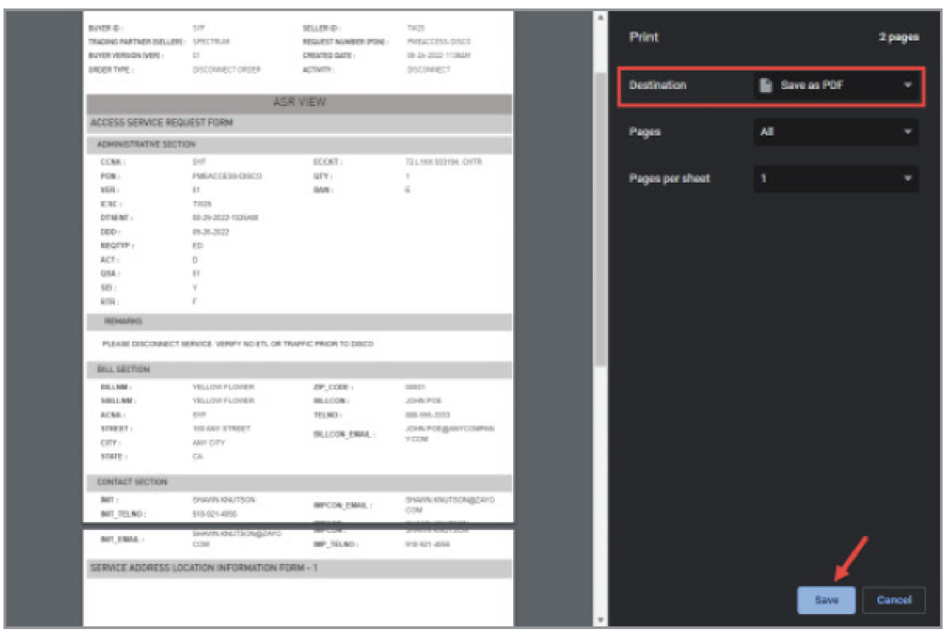
Scroll to the bottom of the menu and click the **Done** button.



The **Print Order** window appears; click **Print** to save a PDF copy.



Select the **Destination** as **Save as PDF**, then click **Save** and save it to the local drive.



Note:

Users should select **ASR View** when saving the ASR. Users can also use the **Generate PDF** option, as it allows copy/paste.

Job aids

Dedicated Fiber Internet Access (FIA/DIA)

Please note this product is offered in speeds ranging from 25Mbps through 10Gbps (ICB).

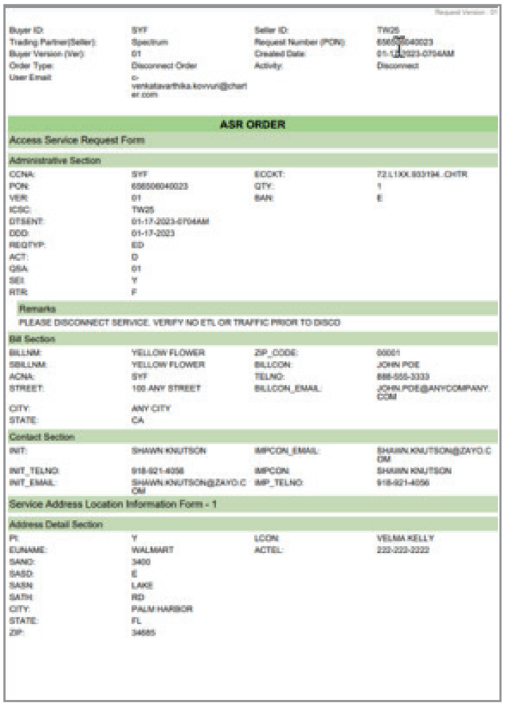
Please note Order Type – ASR Send Order/Request Type – Dedicated Internet Service – D

- ASR FORM = Required
  - REQTYPE = DD
  - ACT = N
  - Bill section
  - Contact section
- DIS form = Required
- SALI form = Required

Required documents to be attached to your order. *Please see Adding Document to Order section.*

- IP justification form – we require a written justification form for any IP address block sizes /28 or greater, which relates to 13 or more IP addresses. The purpose of this is to demonstrate to ARIN that IP addresses allocated to Spectrum Business or Spectrum Enterprise are being used efficiently and properly allocated.
  - For Spectrum Enterprise-provided IPs over a /29 address.
- BGP form
  - If the client wants to advertise a block of IPs.
    - /24 is the smallest Spectrum Enterprise will advertise.
- LOA (Client provided)
  - For BGP requests requiring Spectrum Enterprise to advertise a client-provided IP block client questionnaire.
  - Required for route changes or disconnects.

Example of printable view



Request Version : 01

Buyer ID:	SYF	Seller ID:	TW25
Trading Partner(Seller):	Spectrum	Request Number (PON):	656[illegible]040023
Buyer Version (Ver):	01	Created Date:	01-1[illegible]2023-0704AM
Order Type:	Disconnect Order	Activity:	Disconnect
User Email:	c-venkatavarthika.kovvuri@charter.com		

ASR ORDER

Access Service Request Form

Administrative Section

CCNA:	SYF	ECCKT:	72.L1XX.933194..CHTR
PON:	656506040023	QTY:	1
VER:	01	BAN:	E
ICSC:	TW25		
DTSENT:	01-17-2023-0704AM		
DDD:	01-17-2023		
REQTYP:	ED		
ACT:	D		
QSA:	01		
SEI:	Y		
RTR:	F		

Remarks

PLEASE DISCONNECT SERVICE. VERIFY NO ETL OR TRAFFIC PRIOR TO DISCO

Bill Section

BILLNM:	YELLOW FLOWER	ZIP_CODE:	00001
SBILLNM:	YELLOW FLOWER	BILLCON:	JOHN POE
ACNA:	SYF	TELNO:	888-555-3333
STREET:	100 ANY STREET	BILLCON_EMAIL:	JOHN.POE@ANYCOMPANY.COM
CITY:	ANY CITY		
STATE:	CA		

Contact Section

INIT:	SHAWN KNUTSON	IMPCON_EMAIL:	SHAWN.KNUTSON@ZAYO.COM
INIT_TELNO:	918-921-4056	IMPCON:	SHAWN KNUTSON
INIT_EMAIL:	SHAWN.KNUTSON@ZAYO.COM	IMP_TELNO:	918-921-4056

Service Address Location Information Form - 1

Address Detail Section

PI:	Y	LCON:	VELMA KELLY
EUNAME:	WALMART	ACTEL:	222-222-2222
SANO:	3400		
SASD:	E		
SASN:	LAKE		
SATH:	RD		
CITY:	PALM HARBOR		
STATE:	FL		
ZIP:	34685		

Class of Service (CoS)

Please note the **CoS** (*GOLD, SILVER, BRONZE* or *NONE*) determines the SLA that will come with the carrier Ethernet service.

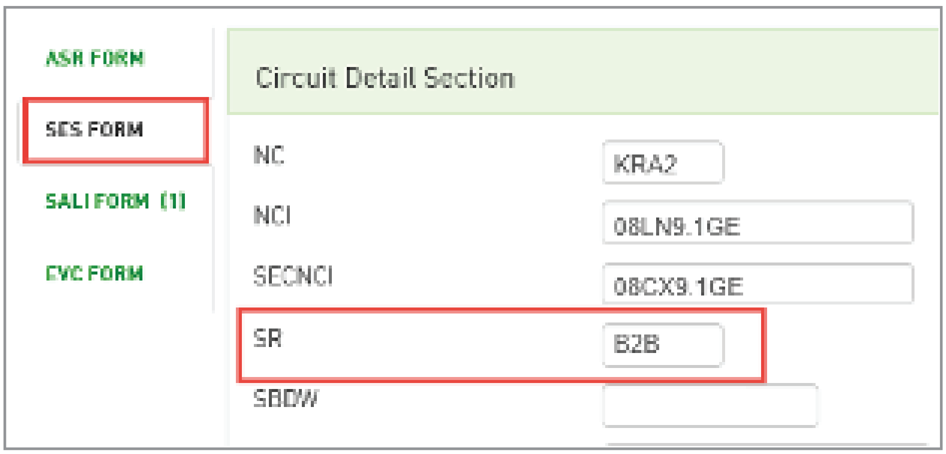
This information is populated in the **LOS** field on the **EVC** page of an **ASR**.

Diversity

Please note valid entries are based on provider practices. Diversity is prohibited when the ACT field on the ASR form is M or D; otherwise it's optional.

Valid entries:

- 1st Character - Primary Location
  - B = Diversity
- 2nd Character - Interoffice Facility
  - 2 = Diversity
- 3rd Character - Secondary Location
  - B = Diversity



List of possible response types

Here is a list of clarification/notification types and their descriptions. Anything in red is a negative response and may require a reply from the initiator.

- ACK – Displayed as Accepted in the Queue
- NACK – Displayed as Rejected in the Queue
- (CNR-A) – Completion
- Confirmation Notice
- DLR
- (CNR-E) – Error
- Installation Notice
- (CNR-B) – Jeopardy
- (CNR-F) – Jeopardy with Error
- (CNR-C) – Notice Cleared
- (CNR-K) – Provider-Initiated Cancel (No response needed)
- (CNR-D) – Remarks
- (CNR-L) – Address Modification

Email Responses

- The order initiator will receive an email from Neustar_ASR_Response@neustar.biz after submitting their order.
- They will continue to receive emails when the status of their order has changed and/or been updated.
- The content in the body of the email will display general information like PON, due date and message type. You will need to log in to the portal and search the order to obtain detail information. Example of email:

Mon 10/21/2019 9:30 AM
Neustar_ASR_Response@neustar.biz
Confirmation/NEWPTEST1-1/01/WUA/TEST
To OMSAccountSupport@neustar.biz;

RT=F
CDTSENT=10-21-2019-0929AM
DLRD=11-22-2019
DD=11-29-2019
AP_REP=
AP_REP_TELNO=704-206-2014
EMAIL=
Service Section : 1
ECCKT=21.L1XX.123456.TWCC
REFNUM=0001
Circut Section 1
VCID=21.L1XX.123456.TWCC
Note :The email only contains the key fields, please refer to the GUI for the complete details of the response.

FAQ

1. Where is the Supplement field?

The **Supplement** field is not visible from the main panel on the order screen, but is visible in the summary panel in the left menu. The supplement code is auto-populated based on changes made to an inflight order.

2. How do I know what information is needed in the field?

For additional information or explanation of the field, click on the field name and another tab will open with more details about that specific field.

3. When will UOC time out?

You will be logged off automatically after 24 hours.

4. Can a group login be used?

Logins shouldn't be shared among multiple users. When one person is logged in, it will limit another person's ability to navigate and perform tasks as needed.

If you have any questions or need assistance with your order, please reach out to the team/person assigned to your account.

Revision	Description	Author(s)
1.0	Creating Document	Shavoyah Fox