Neustar non-standard universal order connect

User Guide



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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 a list of errors which will need to resolve before you can submit your order.

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

- 1. If an order is Errored (CNR-E) back to you requesting clarification or changes, you will have 60 days to respond with a SUP and provide those changes. If the order remains in Error (CNR-E) or Jeopardy with Error (CNR-F) status 60 days or longer will be canceled by Spectrum Enterprise.
- 2. Variable Term Agreement (VTA) field is required for all New Install orders.
 - This determines the contract term and is necessary to process your order.
- 3. All Renewal only orders should use the Activity Type of R for Record.
 - Renewal only includes- term/price change only.
 - Renewal with speed, LOS, etc. changes should come in with an Activity of C for Change Order.
- 4. User required to use the Case Number (CNO) field to provide a quote number.
 - If you received a Quote shell, place the quote number on the order for faster processing.
 - If Case Number (CNO) field is blank, then we will apply rate card if applicable.
- 5. A Project ID can be added to the order in the Project.
 - If you received a Project ID, include it on the order in the Project field for faster processing.
 - If Project field is blank, then we will look for a quote number in the Case Number (CNO).
 - If Case Number (CNO) field is blank, then we will apply rate card if applicable.



Important sites

Neustar Universal Order Connect Portal: <u>https://marketplace.neustar.com</u>. This portal works best in Chrome or Edge.

Logging into Neustar (aka TransUnion)

Navigate to the TransUnion (Aka Neustar) User Interface (UI) from a browser window. Enter your email address as the user ID and Password, then click **Log in**.

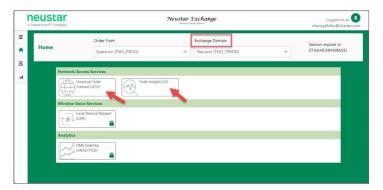
Welcome to TransUnion		
Order Management Solutions (OMS) Portal	Please Log In	
Simplify order processing and accelerate customer connectivity		
	Username/Email ID	
	Password	٠
	Remember my username	
	Sign On	
TruContact.	Forgot Password?	
Powered by Neuntar.		

Important:

The User Name and Password fields are case-sensitive.

The Neustar UI defaults to the Neustar Exchange window.

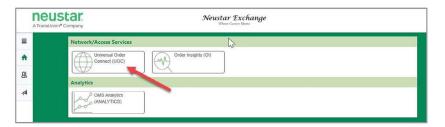
The Network/Access Services menu appears once the user logs in to Neustar. Select Universal Order Connect (UOC).



Note: Use the Exchange Domain drop-down box to select the carrier you're submitting the order to.

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).
- OMS Analytics is a tool which will allow you to pull your own reporting. Available upon request.





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

	UOC	Marketpla	ce Buyer			G
Create Order Search Order Work (Dueue Service Admin End	User Bulk Order	Preferences		Domain: S1	IFT_E2E
Work Queue View	Worklist Dashboard					
● Company ○ User □ Set view as default	WorkList Result (Total Records-	1569)			Export As	CSV
Refine By	Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA
Refine By Reset Manage Search		_				
Saved Searches:	■ PLEASE SELECT V	ORTS&NNI-0830	DLR	Select Order Flag 🚽		
SELECT 🔻	1					
Universal Catalog:	-PLEASE SELECT	PMEACCESS-	ACCEPT			
SELECT UNIVERSAL CATALOG 🛛 👻	- Constant of the second secon	DISCO	MULLEI	Select Order Flag		
Product Catalog:						
SELECT PRODUCT CATALOG	PLE4SE SELECT V	PMCTRH DISCO	ACCEPT	Concernations		

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

YOUR	UOC	Marketpla	ce Buyer			G
Create Order Search Order Work Qu	eue Service Admin End	User Bulk Order	Preferences		Domain: S	YFT_EZE
Work Queue View	Worklist Dashboard					
● Company ○ User □ Set view as default	WorkList Result (Total Records:	1569)			Export As	CSV
Refine By	Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA [
Refine By Reset Manage Search Saved Searches:		ORTS6NNI-0830	DLR	Select Order Flag 🗸		
Universal Catalog:	[PLEASE SELECT	PMEACCESS- DISCO	ACCEPT	Select Order Flag 👻		
Product Catalog:						
SELECT PRODUCT CATALOG	■PLEASE SELECT ✓	PMCTBH-DISCO-	ACCEPT	Colort Order Elen		

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	Disregard this function, as users do not need service menu to place order.
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 **Neustar Exchange** screen click on the **Manage Users (2)** in the left panel.

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

	A TransUnion® Co		Neustar Exchange Where Carrier Morea
≡		Network/Access Services	\searrow
A		Universal Order Connect (UOC)	Order Insights (OI)
81		Analytics	
*		(ANALYTICS)	

Manage Users screen will open. Click on Add/Update Users to add one or multiple users at a time.

	neusta ATransUnion® Dom				Neustar Exchange When Cerrier Marta			Log shavoyah.fi	gged in as: 2 ox@charter.com
≡ ♠	Manage	Users						SYFT_E2E	~
8	+ Add,	/Update Users	_						
74	Actions	Email ↑↓	First Name 1	Last Name ↑	Services	Roles	Company Name Dom	ain Name_†↓	Username †↓
		Fmail	Firstname	lastname	Services	Rales	Customer Name Cus	tomer	Username

Enter the required information for each user. Click Add User to add multiple users at once. Select UOC under Services and then click on Add Roles to assign the users a role.

	IrensUnion* Company				Neu	ISTAY Excl Where Carner Mee	hange "				Logge shavoyah.fox	ed in as: 🙆 @charter.com
≡	Manage Users	/ Add/Update	Users								SYFT_E2E	~
83 -∧4	Company Name Spectrum Yellov	v Flower Teleox			ces * ect Services	~			Roles ×	Add Roles		
-	Add Liser	lsername will be au	to-generated if	not provided.			-	2				\prec
	Email•	First Name *	Last Name*	Address Line 1	Address Line 2	City	State	Zip Code	Office Phone •	Cell Phone	Username	Action
											Auto generated	
											🗸 Invite	Cancel



neustar Neustar Exchange = Manage Users / Add/Update Users SVPT_C2 A 8 Rokes . Company Name Services 4 -d 4 UDC Add Bar Solution fellow Horse Jake fizier Robert Liston Secula 0 LOX 0.002 2 544 0 554 Uppmartie will be auto-generated if not provided Ereale Address Line 1 Juicke Line 2 CriP Acte (1) 6

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

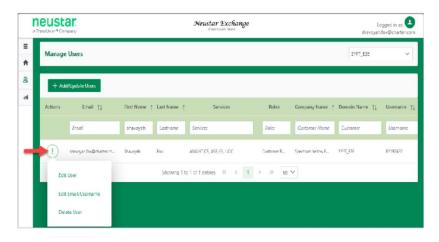
Note: Unable to select different roles with multiple users. If a user requires a different role assignment from others in the group, add them separately or edit their roles after registration completion.

Once all the roles are assigned, click Invite. An email from 'NoReply' 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.

To edit a user, click on Manage Users to get to the Manage Users screen.

	A TransUnion® C		Neustar Exchange When Carrier Meria
≡		Network/Access Services	2
÷		Universal Order Connect (UOC)	Order Insights (OI)
8		Analytics	
14		OMS Analytics	
		10-00 C	

Search for user either by entering their email address or name and click on 🚺 to see options.





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

Iser Roles	
Q Search Roles	
OI_ADMIN_USER	OL_VIEWER
	✓ Update X Cancel

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.

	Neustar Excha	inge 🕞	
Roles			×
üöc			
User Management Role	15		
Customer Branded Domain Administrator – UOC			
UOC - User roles			
DEVELOPER USER	DEFAULT USER	DEFAULT USER NEW	
UOC MARKETPLACE DEFAULT USER TRAINING	UOC MARKETPLACE SUPER USER	UOC MARKETPLACE VIEW USER	
UOC VIEW USER			
		✓ Update 🗙	Cancel



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 Approva l.

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.

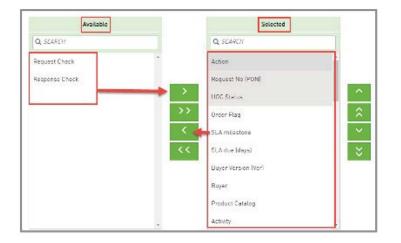
Create Response	Search Order	Work Queue	Service	Admin	End User	Bulk Order	Preferences
Work Queue View			<	Worklist	Dashboar	rd	
● Company ○ Us	er			WorkList R	lesult (Total R	ecords: 1552)	
Set view as defau	ult						



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

creen:	
SELECT SCREEN	2
Search Order	
Worklist	
Service	

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.

lcon	Description
>>	Moves all fields from the Selected column to the Available column.
<<	Moves all fields from the Available column to the Selected column.
\land	Moves the selected field in the Selected column up the list.
V	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.
$\stackrel{\scriptstyle \sim}{\sim}$	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)

	Fill Color	Font Color
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.

Creating an order

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

Create Order Se	earch Order	Work Queue	Service	Admin
-----------------	-------------	------------	---------	-------

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

Create Order	Search Order	Work Queue	Servic
Order Creation			
Order Type :	● Universal ○ ault	Product	
Order Creation	Details		
Please specify	the Product Name	te	
SELECT PROD	UCT NAME		~
Seller:			
SELECT SELLE	R		~
Activity:			
SELECT ACTIV	7Y		~
Please specify	the Universal Nan	ne:	
SELECT UNIVE	RSAL NAME		×



Description for each type of Product Name and when to use it.

Order request	Product name	Activity type	When to use
Order request for New E-access circuit to an NNI	E-Access Combination	New	For the UNI side only; you will need to provide the NNI circuit you would want to assign to
E-Access Upgrade/Downgrade, VLAN Changes, COS changes, NNI Rehome, Renewal with change to circuit	E-Access No EVC	Change	For the UNI side only
E-Access Renewal Circuit	E-Access No EVC	Record	Renewal with no change to circuit; otherwise use Activity type change
E-Access Inside Move orders; Address is not Changing	E-Access No EVC	Move	For the UNI side only
E-Access Outside Move orders; Address is changing	E-Access No EVC	Transfer	For the UNI side only
E-Access Disconnect the UNI circuit only	E-Access No EVC	Disconnect	For the side only
NNI Order request	NNI	New	For the NNI circuit only
NNI Upgrade/Downgrade	NNI	Change	For the NNI circuit only
NNI Renewal Only	NNI	Record	For NNI renewal only with no changes to the circuit; otherwise use Activity type change
NNI Disconnect	NNI	Disconnect	For the NNI circuit only; cannot be disconnect if UNI circuits still assigned
Fiber Internet Access (FIA)/ Dedicated Internet Access circuit request (DIA)	FIA (Charter)	New	For FIA/DIA circuit request only; May require IPJ or BGP forms add to the order
FIA/DIA Upgrade/Downgrade, Block size change, BGP request	FIA (Charter)	Change	For FIA/DIA circuit changes only
FIA/DIA Renewal Only	FIA (Charter)	Record	For FIA renewal only with no changes to the circuit; otherwise use Activity type change
FIA/DIA Disconnect	FIA (Charter)	Disconnect	For FIA/DIA circuit disconnect only
Wave orders request	Wave	New	For wave orders only
Wave Upgrade/Downgrade	Wave	Change	For wave orders only
Wave Renewal	Wave	Record	For wave orders only with no change to circuit; otherwise use Activity type change
Wave inside move; address not changing	Wave	Move	For wave orders only
Wave outside move; address not changing	Wave	Transfer	For wave orders only
Wave disconnect	Wave	Disconnect	For wave orders only
Dedicated Port orders	Dedicated Port	New	For circuit that doesn't connect back to an NNI
Upgrade/Downgrade	Dedicated Port	Change	For circuit that doesn't connect back to an NNI
Dedicated Port Disconnect	Dedicated Port	Disconnect	For circuit that doesn't connect back to an NNI
EVC Only for A-Location	E-Access EVC Only	New	Must be accompanied by a sperate UOC Switched Ethernet Terminating at EU order and linked together using the Related PON (RPON) field
EVC Only Upgrade/Downgrade, VLAN change, COS change	E-Access EVC Only	Change	This request will not have option to include the Z-Location address



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

Order Creation	(*) Fields are required				Submit Save	Validate
Order Type : Universal O Product	Universal Order Product Order	Notes				
Get As Default	E-ACCESS COMBINATION		ORDER	FLAG Select Order Flag		
Order Creation Details	Customer Order ID		Gro	up ID		
Please specify the Product Name: E-ACCESS COMBINATION	ORDER INFORMATION AND SERVI	CE COMMITMENT PI	ERIOD			~
Seller: Spectrum (TWC_E2E) *	Select Spectrum Assigned Company Code	SELECT	✓ Cus	tomer Name*		
hctivity:	Customer FON*		Cus	comer Requested Due Date*	MM/DD/YYYY	•
Nease specify the Universal Name:	Service Term*	SELECT	↓ Ser	vice Term Indicator*	SELECT	v
CHARTER UNIVERSAL	Farly Date Acceptance	SELECT	- Bill	ing Account Number*	E - Existing BA	N
	Taxation	SELECT	~ Exis	ting Circuit ID		
Add Note	Spectrum Quote #*	SELECT OR ENTER W	ALUE Spe	ctrum Project #		
ategory:	Related PON		Gov	ernment	SELECT	
SELECT CATEGORY -	Monthly Recurring Charge / Circuit*			Recurring Charge / Circuit*		-
ote:	S-Tag			comer Provided S-Tag		
	S-lag CLLI Code			nector		
		L	Lon	nector	SELECT	v
	Class of Service*	SELECT	~			
	REMARKS					0

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.

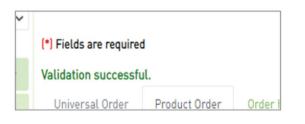
Once all fields needed have been populated, click **Validate** to verify all ASOG and Spectrum Enterprise rules have been met.



• 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.

100		UOC M	larketplace Bu	yer			0
Cruste-Enter Search-Order Work-Date	e San	ka Adavin Endliger Bulk-Order	Palannac			Banain I	817,635
Order-Envelops		P(Fields are required				Salarat Save N	nkene
Order Pare : Devenue C Doctor		Universal Order, Ernon Gastorner Cerner Neme Altereviation Perchans Order Nandsac (PON) (a rep Requested Due Date ; is required field			Product Drdar Ernen CDNA is required field RON is required field ODD is required field ACNA is required field		
Please specify the Product Network Mode Swittered Sthetmet Condenance	N 75 +]	Annuesa disar Midult Annue	1000				_
Seller.		UCC UNIVERSAL					~
Specture (TWC_E3E)		Culture Orac D	-		Mine D	-	
Activity Install		Contraries order to	-		String D		
Plasse specify the Universal Name UDD UNIVERSAL		ASR ADMINISTRATIVE SECTION					^
DOD DENERONE	-	Customer Carrier Name Robrevation*	SILACE.		Purchase Order Rumber (PDN)*		
		Interes sharge Outsineer Service Center	TW28	*	Contorner Name		-
Add Note	~					Second Second Second	_
Calverry		Requested Due Date*	AMADIG/1111	E	Response Type Requested	P = Send FOC Only	4
sector catherine		Billing Account Namber	C+ Divising Sala		Quote Authorized	445412	÷
		PROJECT.			Average Avera Trans	-	

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





Tips on filling out the order form

Here are some key things to consider when creating your order.

Required fields will be identified with an asterisk by the field name such as the **Select Spectrum Assigned Company Code.** However, fields such as **Remarks** may not have an asterisk by it but could be just as important to the success of your order. The more information provided, the better.

ieue	Service	Admin	End User	Bulk Upload	Preference	ces	Dor	nain: SYFT
Fields	are required						Submit Save	Valida
Custor	mer Order ID		L			Group ID		
RDEF	R INFORMAT	ION AND	SERVICE	MMITMENT P	ERIOD			^
Select Code	Spectrum As	signed Co	mpany	SELEC)	×	Customer Name*		
Custo	mer PON*					Customer Requested Due Date*	MM/DD/YYYY	Ē
Sarvic	e Term*	J		SELECT	Ý	Service Term Indicator*	SELECT	~
Early	Date Accepta			SELECT	×	Billing Account Number*	E = Existing BAN	ł.
Taxati	on			SELECT	~	ENNI Circuit ID*	SELECT OR ENTER	NALUE
Spectr	um Quote #*			SELECT OR ENTER	WALLIE .	Spectrum Project #		
Relate	d PON		E			Government	SELECT	¥
Month	ly Recurring	Charge / C	ircuit*			Non Recurring Charge / Circuit*		
S-Tag			0			Customer Provided S-Tag		
	Code		Ē			Connector*	SELEC7	×
Class	of Service*			SELECT	~			

If you are unsure of what the field is requiring, simply click on the field name for additional information. Example below displays the description of the **Customer PON field**.

	_	UO	C Marketplace	Buyer	Sternetweenph faillitherterseen
Pre Order - Create C	Request Number				Bornaine SYFT.
Dedat Creation Dedat Type () (in C) fast in Dersuit	GUI ALIAS NAME: Custom ACTIVITY, Install DEFAULT VALUE: NONE REQUIRED, Yes	e PON			Saw Valida
Onter Createst Details Rease specify the Pro E-ACCESS COMBIN Seller Spectrum (Truth_E2) Activity	NOTE 1. The Purchase Only		tion number that authorizes the two years from the due date of th	assance of this request or supplement. a original request.	
Install Please specify the Uni CHARTER UNIVERS					Ling Dates
Category: Stulit Collingie					Close
Note:		S-Tag CLUI Cade Class of Serveral		Contarian President S. Tag Contactor*	annet v

• Under the NC/NCI section, the first group of dropdown fields should be selected moving left to right. Those fields will auto populate the last 3 fields.

Connection Type	Access Port-EPL -	Data Rate/ Bandwidth Profile	100 MBPS 🗸	
Bit Rate/Physical Interface	100 MBPS 🗸	Handoff Type	COPPER/ELECT ~	
NC	KQA-	NCI	04LN9.1CA	

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.

Add Documents					^
Category	Order Attachment	× *]		
Attach File	Choose File No file	chosen	Occument Title	SELECT OR ENTER VALUE	
Document					
Description					
				Upland 0	Cancel
				Upload C	Cancel
1920 SP8 IP_Ju	stification_Form.xlsx Uploade	d succesfully.		Upload 0	Concel
1920 SPB IP_Ju Attached Docur		d succesfully.		Upload U	Cencel
		d succesfully. File Name	Document Description	Upload 1	Actions

Note: Document Section is always optional but if you decided to attach a document, the field with a red asterisk is required at that time.

How to create a template

From Create order, select your Product Name and Activity type you would like to create an order for (see Product Description chart for more information on Product Names). Fill out most or all the information needed on an order. Click on More Actions and select Save as Template.

UOC N	larketplace Buyer		ser: shavoyah.fox@charter.com 🕒
vice Admin End User Bulk U	oload Preferences		Domain: SYFT_E2E 🗸
By c-patoledipali.sahe By c-	CON		₽⊚♂∨
*) Fields are required Universal Order Product Order O	Irder History Notes	Go To ▼ Edit Order Create N	ASR View
ASR EVC STANDALONE		ORDER FLAG Select Order F	lag API JSON
ASR ADMINISTRATIVE SECTION			Full JSON Customer API
Buyer ID•	SYF 🗸	Request Number*	Save As Template
Site Survey Date Indicator (PRILOC)		Site Survey Date Indicator (SECLOC)	
Seller ID*	TW25 🗸	Customer	
Requested Due Date*	9/27/2024	RTR*	F = Send FOC Only 🗸
BAN*	E = Existing BAN	QA	Select 🗸
PROJECT		FDT	
CCI		CNO	
PPTD		NOR	
EVCI*	A = Stand Alone EVC ¥	EXP	Select 🗸
EDA	Select v	AENG	Select 🗸
ALBR		AGAUTH	Select V
DATED		UNIT	C = Number of lines, trui V

Give your Template a general name and select from who it will be available to. Then click save.



TEMPLATE NAME*	Test E-Access No EVC		
TEMPLATE AVAILABLE FOR*	SELECT TEMPLATE AVAILABLE FOR	~	
	SELECT TEMPLATE AVAILABLE FOR		

Note: You can do this before or after submitting an order.

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.

Work Guesse View	۲.	Worklast Dashboard						
Company O User Set view as default		WorkList Result (Total Records:	1547					Export As CSV
Refine By		Action	Request No (PON)	UDC Status	Onder Flag	SLA Miestone	SLA Due IDays	Buyer Version Ner
lieize By	Hanage Search							
Saved Searches			PT-REG-TC05- 0208	ACCEPT	Selart Order Flag			
	Ψ							
Universal Catalog								
SELECT UNIVERSAL CAMEON	v							
Product Catalog				ACCEPT	Select Order Flag			01
NELECT PRODUCT CATALINE	Ŧ							
Status Groupings								
OPEN 216/1 X	Ψ.							\odot
Status Individual-			SV02092022-03	ACCEPT	Sellact Order Flag	-		• (•)
	*							-

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

	_		-					
SENT	IN TAPM	Q ACCEPT)			
By c-punyasmita		09/02/2022 01-25-1 By chuser	9 PM	CONFIRMED		COMPLETE		
)		
					\sim			
Fields are required				1	Edit Order	Create New Order	More Actions *	Print •
Fields are required	Product Order	Order History	Tasklist	Notes	Edit Order	Create New Order	More Actions *	Print -

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 once submitted.

- Supplement type is auto-selected by the system based on the changes being made. Once an order is in canceled or completed status, no further action can be performed.
- Once an order is in canceled or completed status, no further action can be performed.

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.

Note: Best to search for existing orders in the Search Order section. This will pull up any order in the portal, regardless of current status.

Bulk ordering

Click on Bulk Upload at the top of screen.

VS45		2				UOC Marketplace Buyer	
Create Order	Search Order		Admin	End User	Bulk Upload	Preferences	
Work Queue V	iew		<	Worklist	Dashboard		

Note: All order requests must be for the same Product Catalog (Product Name).

Select ASR Universal as the Universal Catalog, then select the Product Catalog (Product Name on individual orders) to determine what type of order you are submitting. Export Order Sections should be Universal Order and the Export Field section should be Include All Fields and Default Values. Then click Export. This will open an excel sheet displaying all the fields you would see on an individual order.

	UOC Marketplace Buyer	usan sheeyen resilichenter com 🖉
Pre Order Create Order Search Order W	Upload Bulk Order	× Domen: SYFT_622 V
Upland Bulk Order Search Bulk Order	UDC Order ID	
	Customer Order ID: Product Catalog	CHARTER UNIVERSA V ASSOCIATED PRODUCT: V ASSOCIATED PRODUCT: V
Upload Order Attachments	Request Number: 0R Seller NUMDER: NUMDER: 0.000	AVACUATTO PROVINT CATA DO E ACCESS COMBINATION E ACCESS EVE ONLY E ACCESS TO EVE E TRANSPORT
Uniced Bulk Order	Ignere Blank Fields.	FIA (CHARTER) Go To Search Bulk Order
Select Pite To Upland"	Export Order Section :	
Instructions :	Universal Order	
	Boport Flakd Skettion : Include All Fields O Include All Fields And Default Values 🕷	With A Default Value O

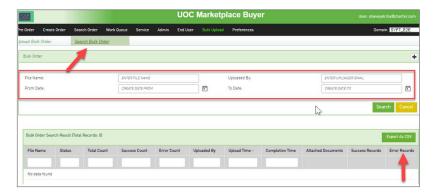
Note: The Product Catalogs should match the Product Names you see when you click to create an individual order.

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. Then click submit.

Check on the status of bulk ordering

To check on the status of a Bulk Upload, click on Search Bulk Order fill in one of the options listed to find your bulk upload.





Note: If there is an issue with one or multiple orders submitted on the excel sheet, a link will display in the Error Records field. You can click on it and scroll to the end to see the issue. Only the column with the error will need to be updated. Not the full spreadsheet.

Search for an order

Users can perform searches by entering information in the left panel of the **Search Order screen**. Use any of the fields listed to enter as much information to locate your order. Then click **Refine By.** Results will display in the right panel. The Left panel 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: Using Search Order tab is the best way to search for any order regardless of the status.

Note: Requested NO. (PON) is the best way to search for an order. You can use a % symbol to perform a wildcard search. Example PON%.

Spectrum	UOC Marketplace Buyer						
Create Order Search Order Work C	tiatia Serv	ice End User Bulk O	ider Praterences				
Work Queue View	< W	orklist Dashboard					
Company O User Set view as default	Wo	rkList Result (Total Records:	21)				
Refine By	A	ction	Request No (PON)	UOC Status	Order Flag		SLA Milest
Refine Dy Reset Manage S	earch.						
Saved Searches	1 1	• [-#12432382367 V]	ST55-C18H-0921	CONFIRMED	Salact Ordar Flag	*	
seurch .	-						
Universal Catalog							
SELECT UNIVERSAL CATALOS	P						
Product Catalog:	-	-ALASI SILEI- V	5757-ACCESS- 0921	DLR	Select Order Flag	*	
SELECT PRODUCT CASALOS	Ψ						
Status Groupings							

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.

Refine By Reset	Manage Search
Saved Searches:	
SELECT	∇
Universal Catalog:	
SELECT UNIVERSAL CATALOG	~
Product Catalog:	
E-ACCESS EPL X	T
Status Groupings:	
SELECT STATUS GROUPINGS	
Status Individual:	
SELECT STATUS INDIVIDUAL	*

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.

/orkList Result (Total Record	s: 1430)				Export	As CSV
Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due [Days]	Buyer
				TP Confirmed		
	QAEACCESSS001	ACCEPTED	Select Order Flag 🔷	TP CONFIRMED	-15	01



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

● Company ○ User □ Set view as default	WorkList Result (Total Record
Refine By	Action
Refine By Reset Manage Search	
Saved Searches:	PLEASE SELECT V

Enter the name of the search, then select/populate the search criteria. Click **Save** when complete.

nage Saved Search		
Name CONFIRMED	S	ave Delete
Universal Catalog:	Product Catalog:	\mathbf{i}
Select Universal Catalog	 Select Product Catalog	~
Status Groupings:	Status Individual:	
Select Status Groupings	CONFIRMED (86) x	
SLA Groupings:	Milestone SLA:	
Select Status	 SELECT SLA MILESTONE	
UOC Order Id-	Customer Order Id-	

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.

Refine By	Action	Request No (PON)	UOC
Refine By Recet Manage Search Saved Searches:	• [PLEASE SELECT	✓ QAEACCESSS001	ACO
SEARCH	• [PLEASE SELECT	✓ U0C02112022-0005	ACC
CONFIRMED EVPL		 EBUTEST1214-2 	COF

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 from the Worklist screen and the Search Order screen.

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.



Spectrum	
Create Order Scarch Order	Work Quoue
Refine By	۰ ا
	nage Search
Buver ID (CCNA):	
ENTER BUYER ID ICCHAI	1
Setter ID [ICSC].	
ENTER SELLER IG INCSCT	1
Activity:	,
INSTALL X	*
Seller:	
SELECT SELLER	~
End User:	
SELECT END USER	
End User Address	
SELECT END USER ADDRESS	*
Initiator	
SELECT INITIATOR	•
Owner.	1
SHAVOYAH.FOXIDCHARTER.COM X	- T
Informational Status:	J
SELECT INFORMATIONAL STATUS	-
Task Status:	
SELECT TASK STATUS	
2 8 S	

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

ENTER SEARCH	CRITERIA NAME	5	ave Delete
Universal Catalog:		Product Catalog:	
Select Universal Catalog		ASR SWITCHED ETHERNET COMBI	NATION
		TERMINATING AT EU WITH EVE ¥	
			₹.
Status Groupings		Status Individual:	
Select Status Groupings	Ŧ	Select Status	V
SLA Groupings:		Milestone SLA:	
Select Status	~	SELECT SLA MILESTONE	*
UOC Order Id		Customer Order Id	
ENTER LICC ORDER ID		ENTER CUSTOMER ORDER ID	
Order Flag.		Request No (PON):	
Select Order Flag	w.	ENTER REQUEST NO IPONI	
Seller Order ID:		Group ID:	
ENTER SELLER ORDER ID		ENTER GROUP ID	
Project:		Buyer ID [CCNA]:	
ENTER PROJECT		ENTER BUYER ID ICCN41	
Seller ID [ICSC]		Activity	
ENTER SELLER (D //CSC/		INSTALL x	+1 🐨
Seller		End Usen	
Select Seller	~	Select End User	~
End User Address		leitiator	
Select End User Address		Select Initiator	~
Dwner:		Status Notifications:	
Select Owner	W	Select Status Notification	~
Task Status		Application	
Select Task Status	~	Select Application	~

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

Manage Saved S	earch		
Name	ENTER SEARCH CRITERIA NAME	Save	Delete

Then click **Save**.

				/
Name	DOCUMENTATIO	IN EXAMPLE	S	ave Delete
Universal Cata	olog:		Product Catalog:	
Select Unive	ersal Catalog	~	ASR SWITCHED ETHERNET COMB TERMINATING AT EU WITH EVC ×	INATION
				+5 🤝
Status Groupin	ngs:		Status Individual:	
Open (1598) x	~	CONFIRMED (109) x	~
SLA Groupings	b:		Milestone SLA:	
Select Statu	5	~	SELECT SLA MILESTONE	Ψ.



A message appears when the search is saved successfully. Click the ${f x}$ to close the window.

Manage Saved S	Search		×
Name	DOCUMENTATION EXAMPLE	Save	Delete
Saved search	criteria successfully!		

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

Saved Searches:	
SELECT	
SEARCH	
CONFIRMED EPL	
CONFIRMED EVPL	
CONFIRMED	
DOCUMENTATION EXAMPLE	

The WorkList Result updates to the selected search.

Action	Request No [PON]	UOC Status	Task Status	SLA Milestone	Activity	RPON	UOC Order Id	Order Flag
₽ [FLEASE SELECT ¥]	BRTRENEWAL- 0502	ACCEPTED			Record		TWCEUOC R00896871	Select Order Flag
CPLEASE SELECT V	BRTECHNGE-0502	ACCEPTED			Change		TWCEUOC C00896991	Select Order Flag
▲ […PLEASE SELECT… ▼]	QACARRIERSV0305	ACCEPTED		TP CONFIRMED	Install		TWCEUOC N00897461	Select Order Flag

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

WorkList Result (Total Records: 2486)					1	
Buyer ID (CCNA)	Seller ID (ICSC)	End User	End User Address	Universal Catalog	Created Date - 🥊	Last Activity Date	Last Submitted
SYF	TW25	DISNEY	1313 MOCKINGBIRD LANE BEVERLY HILLS CA 90120	UOC UNIVERSAL	05/09/2022 10:42:35	05/09/2022 12:32:17	uomuser
SYF	TW25	DISH WIRELESS	8404 WHITE OAK RD GARNER NC 27529	UOC UNIVERSAL	05/09/2022 09:37:45	05/09/2022 13:03:50	uomuser

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

Manage Saved Searc	:h		×
Name	NEW INSTALL SEARCH	Save	Delete
Saved Search Crite	ria Deleted Successfully		



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.

Work Queue View	Worklist Deshboard	rkliet Deshboard							
 Company O User Set view as default 	WorkList Result (Total Records)	st Result (Total Records: 1430) Export As CSV							
Refine By	Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due (Days)	Buye		
Refine Dy Reset Manage Search									
Saved Searches:	PLEASE SELECT-	QAEACCESSS001	ACCEPTED	Select Order Flag 🐷	TP CONFIRMED	-15	01		
Universal Catalog Select UNIVERSAL CATALOS	PLEASE SELECT-	U0C02112022-0005	ACCEPTED	Select Order Flag	TP	-14	01		

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.

Create Response	Search Order	Work Queue	Service	Admin	End User	Bulk Order	Preferen	ces	
Work Queue View		/	<	Worklist	Dashboar	ď			
Company O Us Set view as defa				WorkList R	Result (Total R	ecords: 1550)			
Refine By				Action		Task	Status	Request No (PON)	UOC Status
Refine By		Reset	age Search						
Saved Searches:			-		EASE SELECT	~		NSRTSTAJKJ666B	PTA

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.

	Admin Endlüser Bulk D	der Prefer	inces.				
<	Warklist Destinant						
	WorkList Result (Total Records, 1	550)					
	Action	Task Status	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due (De
Horage Search							
*	 Alteration - v) 		NERTSTAJKJESEB	PTA	Select Order Flag	TP CONFIRMED	-15
*							
_	🕈 [-Aleraizt- V]		GACARRERSV2000	ACCEPTED	Select Order Flag	TP CONFIRMED	-15
*			42stSTCARRIERD	ACCEPTED	Select Order Flag	TP CONFIRMED	-15
	Menaga Saanca -	WorkLief Result (Real Records 1	WorkLast Result [Total Records: 1500] Action York Status York Status	WorkLast Result (Total Records: 1500)	WorkLet Result [Total Records: 1500] Action Sack Status Moreget Last Image that the second status Image the second status<	WorkLie Result (Total Records 1500) Action Task Status Report No (PON) UOC Status Order Flag Image 1 State1 Image 2 State2 Image 2 State3 Image 2 State3 <t< td=""><td>Montal Interal Records 1550 Action Task Status Regrest Na (ROM) USC Status Onder Flag SLA Missione Montal Name Image: Na (ROM) Image: Na (ROM) USC Status Onder Flag SLA Missione Image: Na (ROM) Image: Na (ROM) Image: Na (ROM) USC Status Onder Flag SLA Missione Image: Na (ROM) Image: Na</td></t<>	Montal Interal Records 1550 Action Task Status Regrest Na (ROM) USC Status Onder Flag SLA Missione Montal Name Image: Na (ROM) Image: Na (ROM) USC Status Onder Flag SLA Missione Image: Na (ROM) Image: Na (ROM) Image: Na (ROM) USC Status Onder Flag SLA Missione Image: Na (ROM) Image: Na



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.

WorkList Deshboard							Esport As (CSV
Action	Tank Status	Request No (PON)	UOC Statue	Order Flag	SLA Milestone	SLA Due (Deys)	Buyer Version (Ver)	B
▲ [757001-04222022	CONFIRMED	Select Order Flag 🗸			61	5
	-	GACADDIR DEUDIOD	CONCIDENCE				.8.0	

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

Status Individual:	■PLEASE SELECT	QACARRIERSV2406	CONFIRMED
CONFIRMED (95) X	- CLADE JELEO +	WHCHRRICH SY2400	CONFIRMED
SLA Groupings:			
SELECT STATUS			
Milestone SLA:	^		

Managing inflight orders

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.

Worklist Dashboard						
WorkList Result [Total Records:	1430]				Export A	s CSV
Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due (Days)	Buye
	_					
	ASOG64 TEST2	RECEIVED	Select Order Flag 🖕	TP ACCEPT	-2	01
	/					
PLEASE SELECT	ASOG64 TEST 1	RECEIVED	Select Order Flag	TP ACCEPT	-2	01

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).

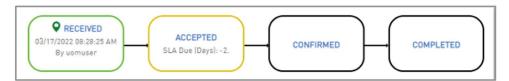


Update Order Details		0.8			- C -
TWC_TEST (TWC_TEST)	ET COMBINATION TERMINATIV	Briverraper St.k. Davids			
Histoli Iccoclated Universal Catalor UICC UNIVERSAL		(*) Fields are required			Create Response Mare Actions • Print
UDC Order ID : TWCEUOC N	00851611	Universal Order Product Order Mis	tory Tecklict Notes		
User Dierride	~	UOC UNIVERSAL			
Order Summery	^	Customer Order ID		Group ID	
Request Number (PDN)	AS0564 TEST 1				
UDC Order 10	TWCEUDC NE0851611	ASR ADMINISTRATIVE SECTION			
Application	ASR	Customer Cerrier Name Abbreviation*	191	Purchase Order Number*	ASCENT TEST 1
Requested Due Date	£6-08-2322				
Created Date	2022-03-17 00-28-25 081	Intereschange Customer Service Center	1W25	Customer Name	
Lest Updated	2022-03-17 06:28:25.16	Requested Due Date*	68/2022	Response Type Requested	R - Road Efficiency PLB
Duper ID (CCNA)	797	Biling Account Number	1/4/2022	Guote Authorized	S - Send FOC and DLR V
Seller ID IICSC)	TW25	analy reparate reaction	that .	approximation of the set	seed.
Buver Version	01	PROJECT		Frame Due Time	

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 view existing order.
Product Order	Allows users to view existing order in Access Service Ordering Guide language.
	After an initial order is saved or submitted, all versions and responses will be listed in descending order, with the latest on top.
	Response for Version : 03 ASR IPONI Completion : COMPLETE ^{DI} 08/11/2022 01:51:31 PM : View Details
	Response for Version : 00 Confirmation : CONFIRMED ^{di} 08/11/2022 19:49:08 AM View Details
	Response for Version : 03 Acknowledgment : ACCEPT 08/11/2022 09:33:31 AM View Details
Order History	Request Version : 03 08/11/2022 09:33:28 AM View Details
	Response for Version : 02 Acknowledgment : ACCEPT 05/06/2022 10:24:19 AM View Details
	Request Version : 02 05/06/2022 10-24-10 AM View Details
	Response for Version : 01 Acknowledgment : ACCEPT 05/02/2022 03-25:48 PM View Details
	Request Version : 01 05/02/2022 03-25-43 PM View Details
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.

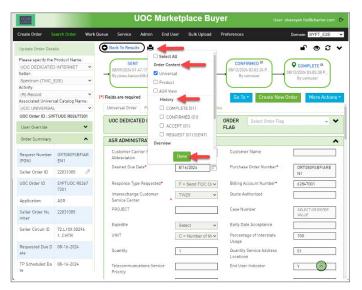
ASR save

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

Worklist Deshlored								
NorkList Result (Total Reco	nts: 1954)							Espart As 23
Action	Request No (PON)	UOC Status	Task Status	SLA Missione	Activity	RPON	UOC Order Id	Order Flag
	2 ALETSTCARREND	ACCEPTED	_	TP CONFIRMED	Install		TWCEUDC N00891851	Select Order Rag w
Contract and the		ACCEPTED		TP CONFIRMED	Install		TWCEUDC N00891E21	Select Order Flag 🛶

Users have the ability of saving the ASR order or responses such as Firm Order Confirmed (FOC), Design Layout Report (DLR), and Completion notices from the **Universal Order** screen.

To save your order information, select the **Request No (PON)** to access the **Universal Order** screen. Click on the print Icon, select all the content and history you would like to save.





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

0 4	C REQUEST IO1				-	0 -
_	Overview	COMPLETE				
0	Order Summary	Som Lette				
(*) Fields	D Timeline- Sequential		Edit Orde	er Create New Order	More Actions *	Print =
Univer	C Audit Trail	Order History	Tasklist	Notes		
UOCI	Notes		ORDE	R FLAG Select Order Flag		- ^
Cust	D All Notes			Group ID	[
ASR A	Done					^
Custor	mer Carrier Name viation	SYF	*	Purchase Order Number IPO	DP-DISC200	123-1
Intere	xchange Customer Service	TW25	~	Customer Name		

Click on **Generate PDF** and from here you can view, save, and/or print your order form.

BUYER ID :	SYF	SELLER ID :	TW25
RADING PARTNER [SELLER] :	SPECTRUM	REQUEST NUMBER [PON] :	PMEACCESS-DISCO
BUYER VERSION [VER] :	01	CREATED DATE :	08-26-2022-1138AM
ORDER TYPE :	DISCONNECT ORDER	ACTIVITY :	DISCONNECT
		ASR VIEW	
ACCESS SERVICE REQUES	TFORM		
ADMINISTRATIVE SECTION			
CCNA :	SYF	ECCKT :	72 L1XX 933194. CHTR
PON:	PMEACCESS-DISCO	QTY :	1
VER :	01	BAN :	E
ICSC:	TW25		
DTSENT :	08-29-2022-1025AM		
DDD :	09-26-2022		

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.

Response Type	Description
ACCEPT	Acknowledgement
INFORMATIONAL	Informational Only
CLEAR	Clarification Clear
CONFIRMED	Confirmation Notice
DLR	Design Layout Report
COMPLETE	Completion Notice
ERROR	Error
JEOPARDY ERROR	Jeopardy with Error
JEOPARDY	Jeopardy
CANCELLED	Provider Initiated Cancel



Email responses

- The order initiator will receive an email from uoc@transunionapps.com after submitting their order. By request only.
- 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:

Please find attached re NSRTST0905040631 ASR Details:	sponse for order. Request Number (PON) :
Request Number (PON)	100.1010.0010.001
Buyer Version (Ver)	01
Created Date	09-12-2024-0234AM
CCNA	
Trading Partner	Spectrum
Order Type	New Order
Activity	Install
Supplement	INITIAL ORDER
Response Type	COMPLETE
Requested By	
larketplace Domain:SYFT_E	2E/Spectrum Yellow http://universaler.domanaaement

FAQ

1. 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.

2. When will UOC time out?

You will be logged off automatically after 24 hours.

3. 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.

4. Need additional help?

Portal Issues/Questions: DL-CHARTER-CARRIERONBOARDINGSUPPORT@charter.com

Status updates: Submit a PON inquiry. Please see Neustar Order Insights user guide for more details.

Quotes: CarrierQuotes@charter.com

Billing Issues/Questions: Carrier-BillingResolutionCoordinators@charter.com

Received an Error: Email person on the response

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes networking and managed services solutions: Internet access, Ethernet access and networks, Voice and TV solutions. The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.

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