

GUIDE

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: <https://marketplace.neustar.com/#/admin/welcome>

Logging into Neustar

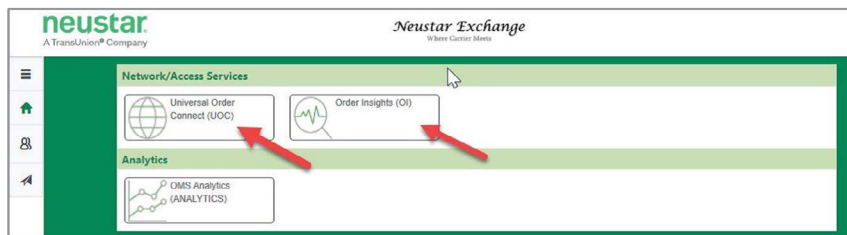
Navigate to the Neustar User Interface (UI) from a browser window. Enter your email address as the user ID and Password, then click **Log in**.

Important:

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

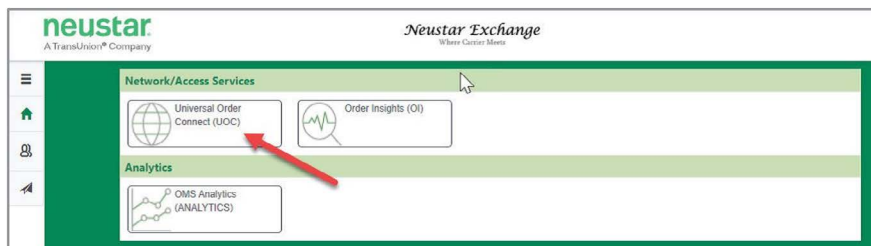
The Neustar UI defaults to the **Neustar Exchange** window.

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

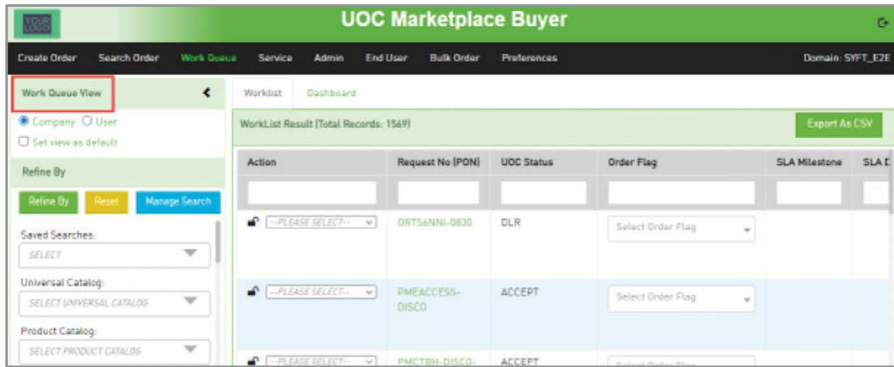


Select **Universal Order Connect (UOC)** to submit new orders and view in-flight **Access Service Requests (ASRs)**.

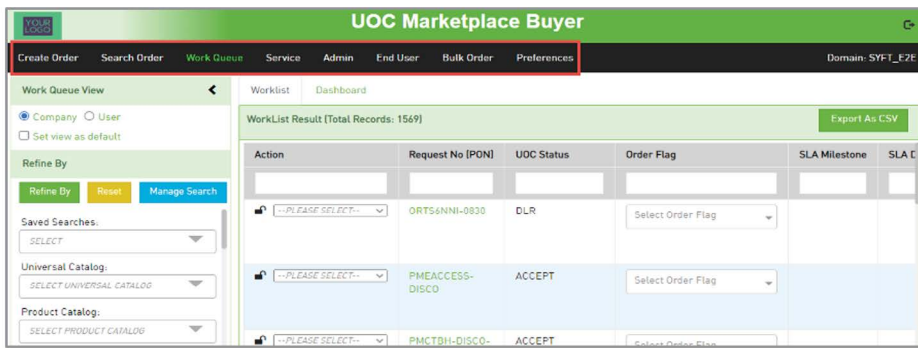
- UOC is an ASR tool that allows bonded and non-bonded carriers to submit orders via the same tool and allows clients to receive order status.
- Select **Order Insights (OI)** to access order statuses and order tracking (updates every 30 minutes).
- **OMS Analytics** is a tool which will allow you to pull your own reporting. Available upon request.



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



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

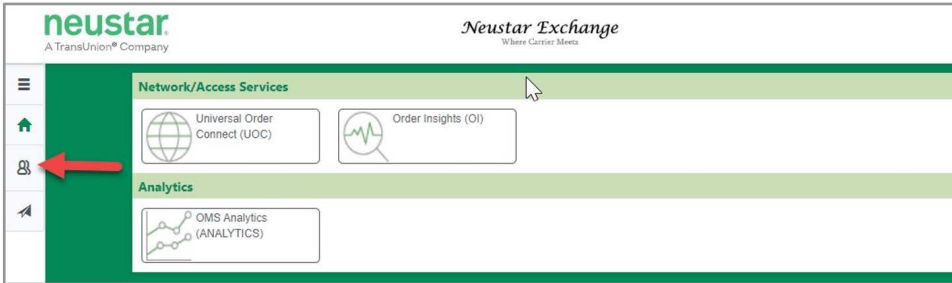


Menu	Description
Create Order	Allows user to create an order.
Search Order	Allows user to search for existing orders.
Work Queue	Allows user to monitor orders via a worklist or dashboard view.
Service	Allows user to monitor a service. A service shall be considered either a circuit ID or, for trunking/links, 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.

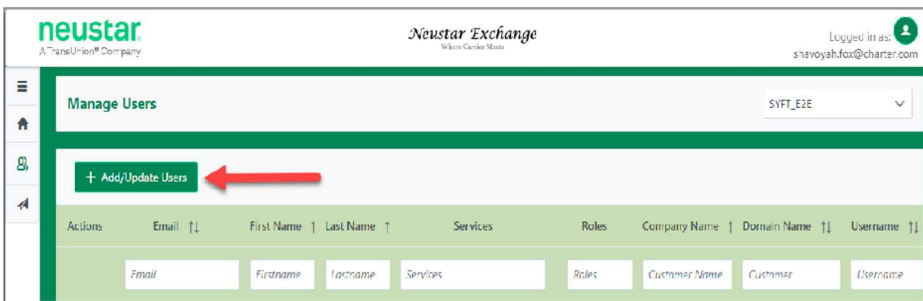
Creating a new user

From the **Neustar Exchange** screen click on the **Manage Users**  in the left panel.

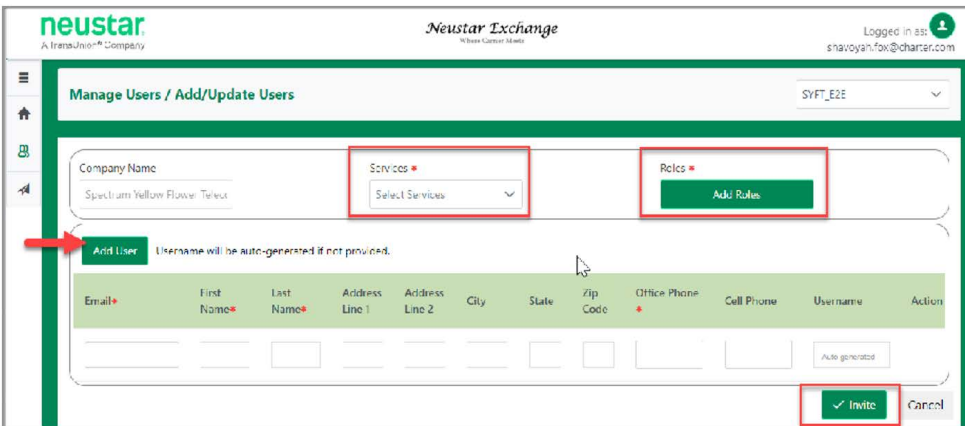
Note: You can click on the  icon to see the full name of each item in the left panel.



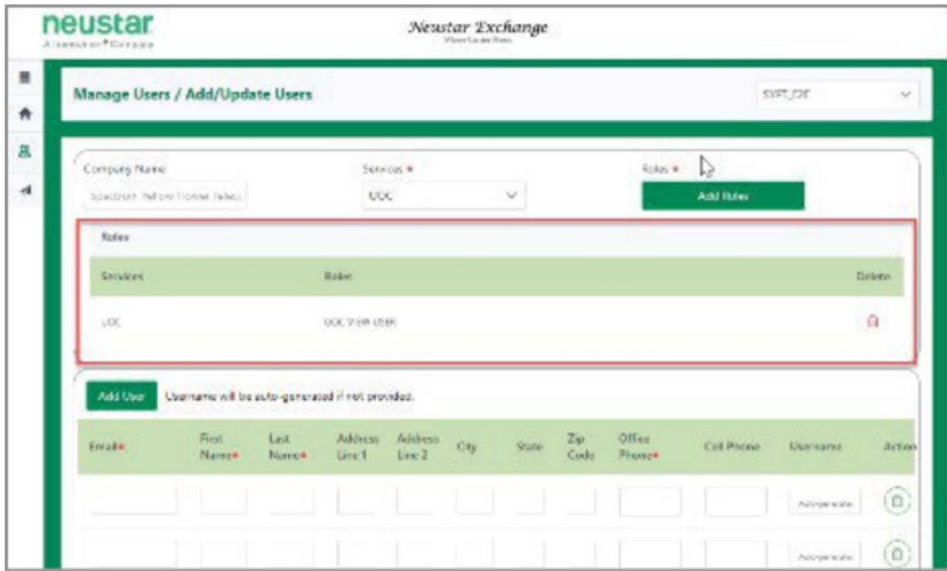
Manage Users screen will open. Click on Add/Update Users to add one or multiple users at a time.



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.



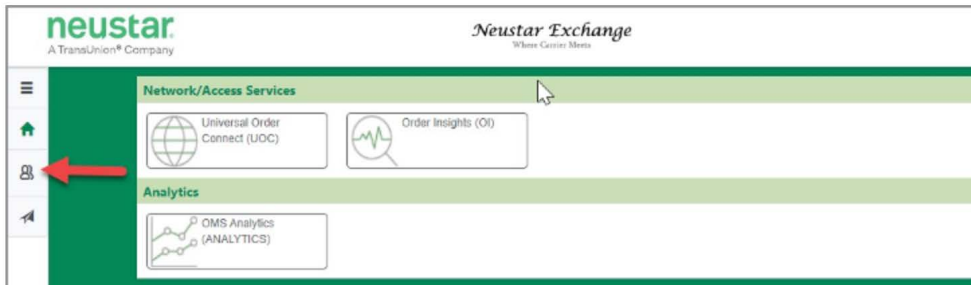
Once **Role** is selected, it will display above the user list to invite.



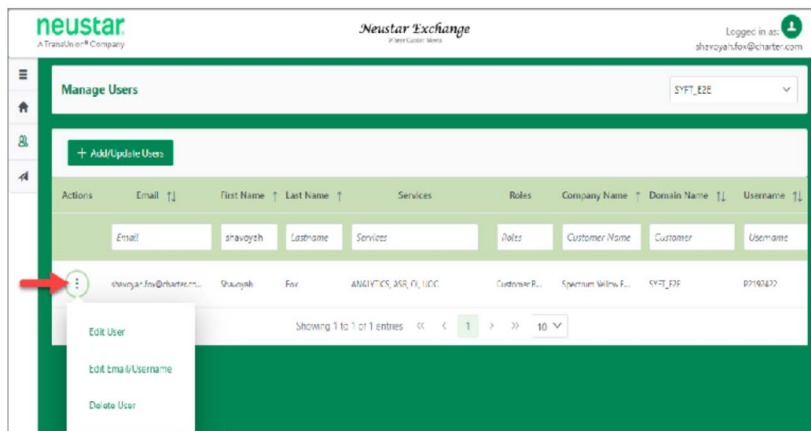
Note: Unable to select different roles with multiple users. If a user requires a different role assignment from others in the group, add them separately or edit their roles after registration completion.

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.

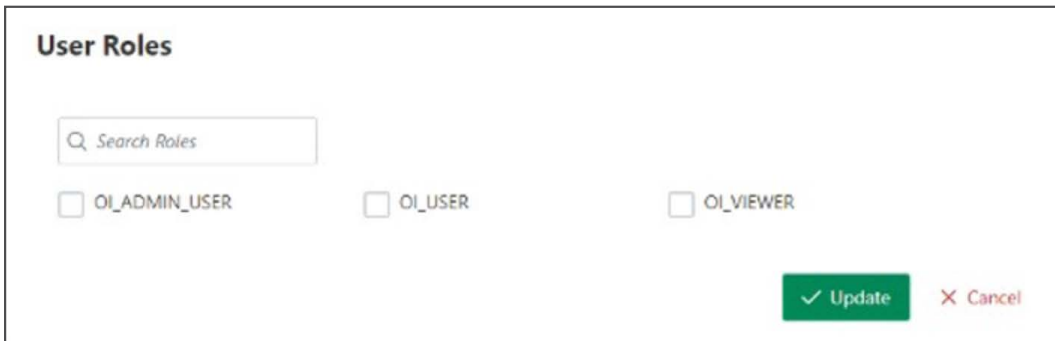
To edit a user, click on Manage Users to get to the Manage Users screen.



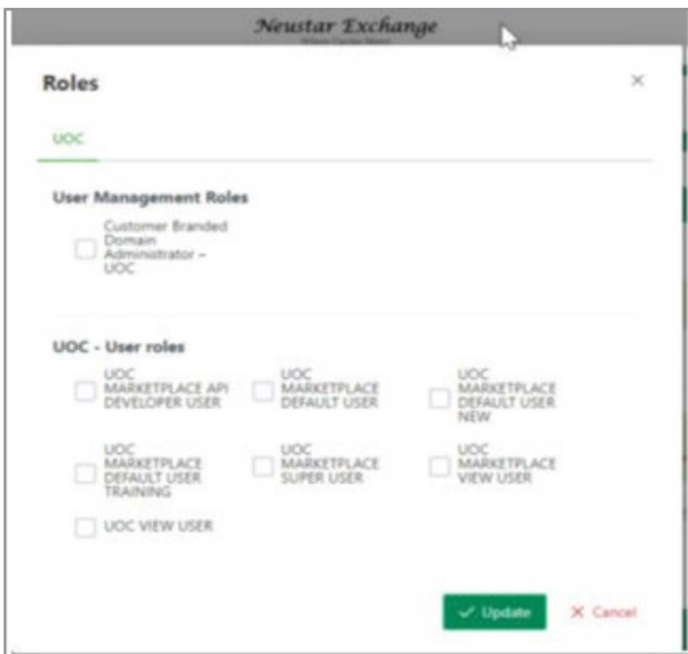
Search for user either by entering their email address or name and click on  to see options.



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



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.



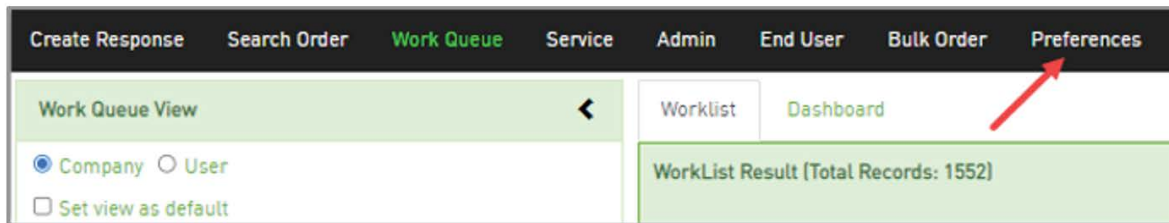
Menu	Description
UOC_View_User	This user can view the Work Queue , view order detail and print the orders.
UOC_Marketplace_View_User	This user has the same permissions as the UOC_View_User.
UOC_Marketplace_Default_User_New	This user has the same permissions as the UOC_Marketplace_Default_User, except for the following: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 .

User preferences

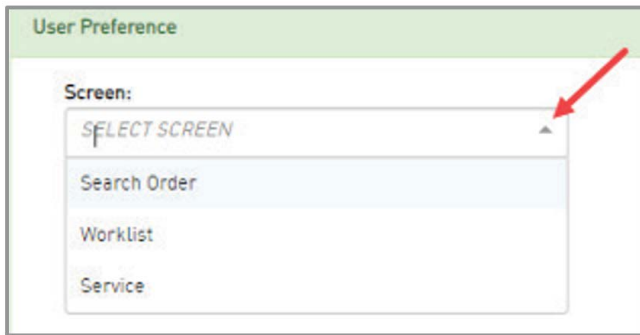
Users are able to set the preferences on the following screens:

- Search Order
- WorkList
- Service

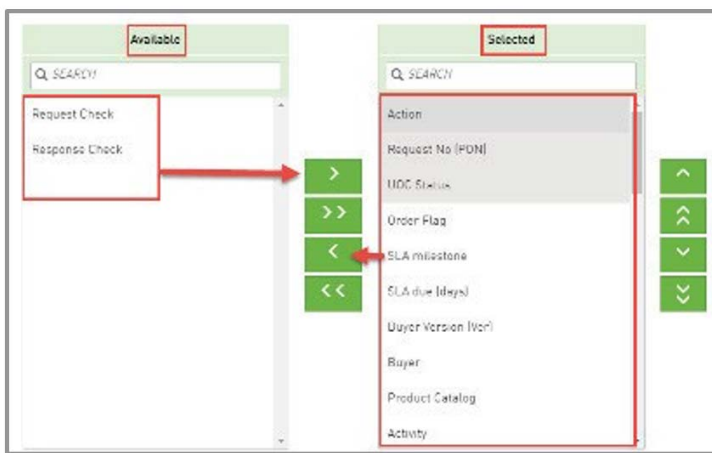
To configure user preferences, select **Preferences** from the menu bar.









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)

	Fill Color	Font Color
Select Color for SLA Missed:*	<input type="color" value="black"/>	<input type="color" value="red"/>
Select Color for Error Status:*	<input type="color" value="black"/>	<input type="color" value="red"/>
Select Color for Request No (PON) (Error Status or SLA missed):*	<input type="color" value="black"/>	<input type="color" value="red"/>

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

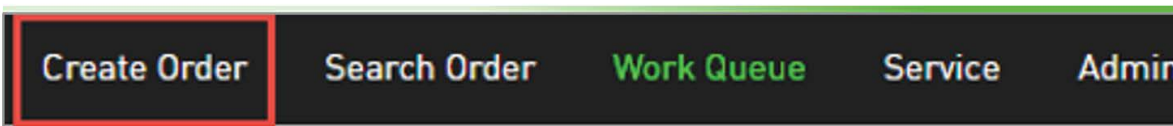


The changes are updated in the selected screen.

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**.



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

Create Order Search Order Work Queue Service

Order Creation

Order Type : Universal Product

Set As Default

Order Creation Details

Please specify the Product Name:

Seller:

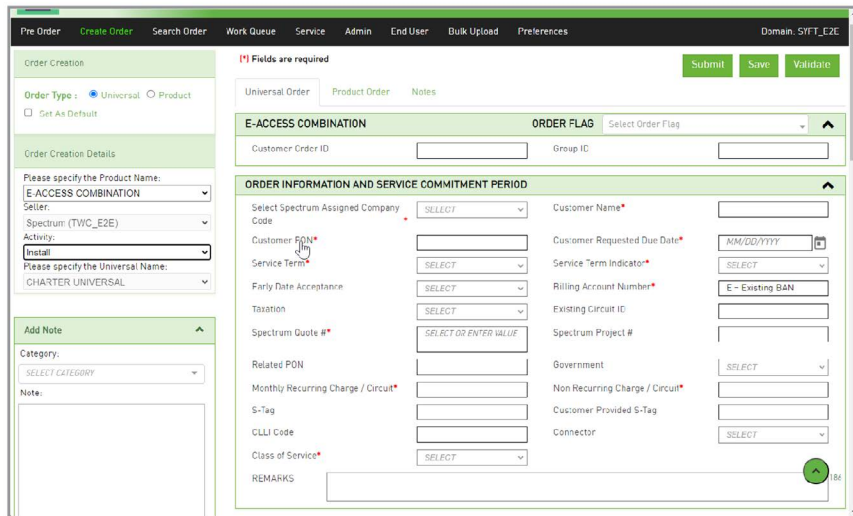
Activity:

Please specify the Universal Name:

Description for each type of order and when to use it:

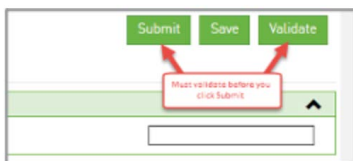
Product name	Product type	When to use
E-Access Combination	UNI to NNI Request	New UNI to NNI
E-Access	UNI to NNI Request	Change, Record, Renewals, Disconnect
Fiber Internet Access (Charter)	Dedicated Internet Service	New, Change, Disconnect
NNI	NNI Request	New, Change, Disconnect
WAVE	Wave Request	New, Change, Disconnect
Transport	Dedicated Port (Point to Point)	New, Change, Disconnect

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

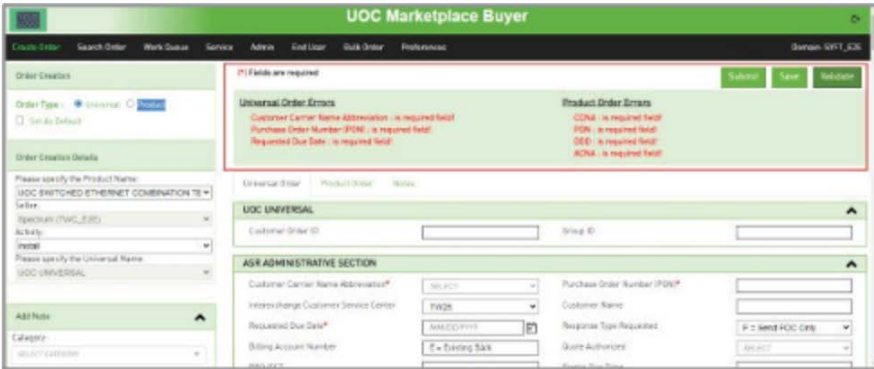


Note: The required fields are not the only fields needed on an order. Other fields may become required depending on the information selected in the marked required fields.

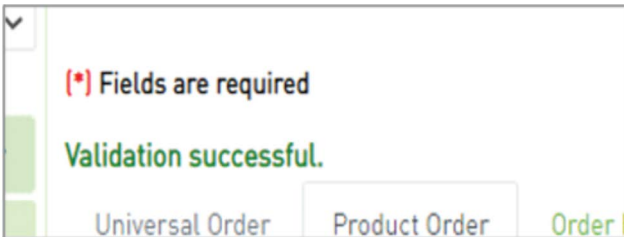
Once all fields needed have been populated, click **Validate** to verify all ASOG and Spectrum Enterprise rules have been met.



- 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.



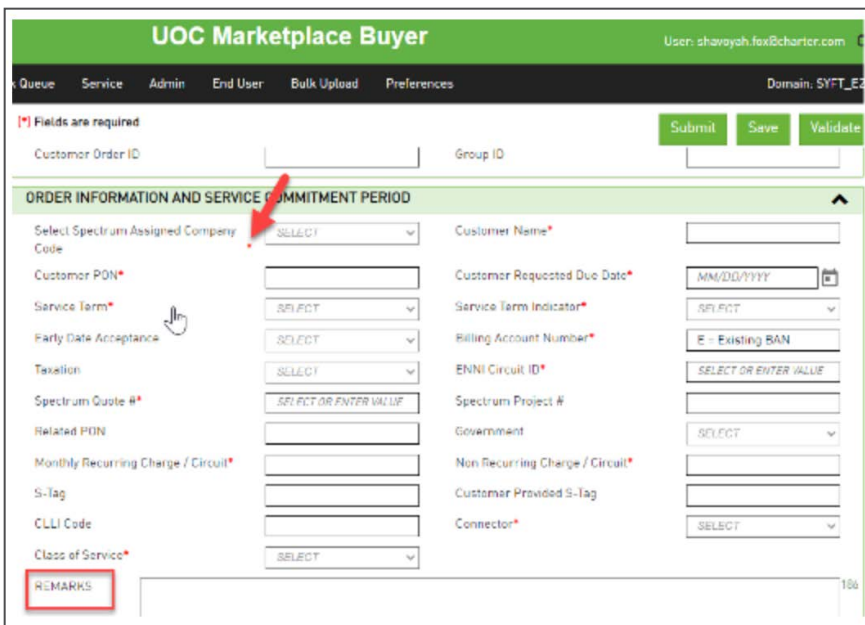
- If there are no validation errors after clicking the **Validate** button, then a “**Validation Successful**” message will be displayed.



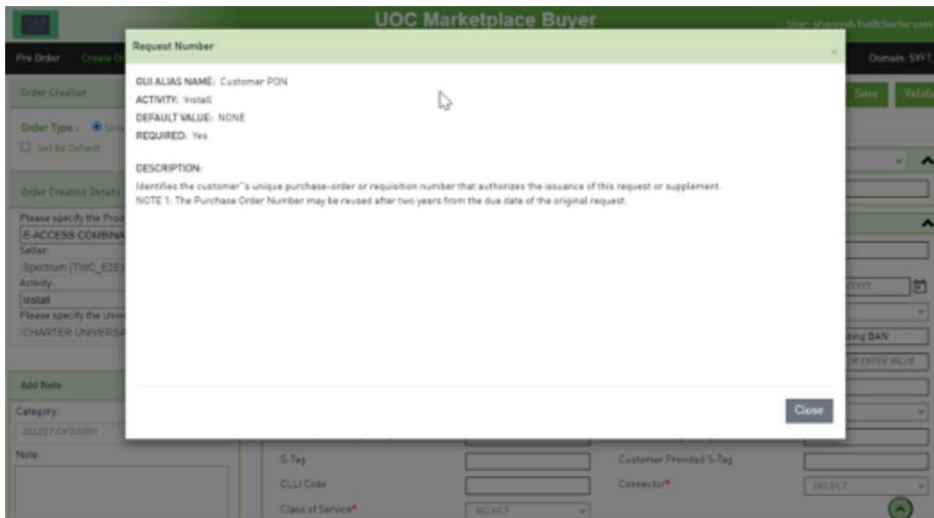
Tips on filling out the order form

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.



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**.

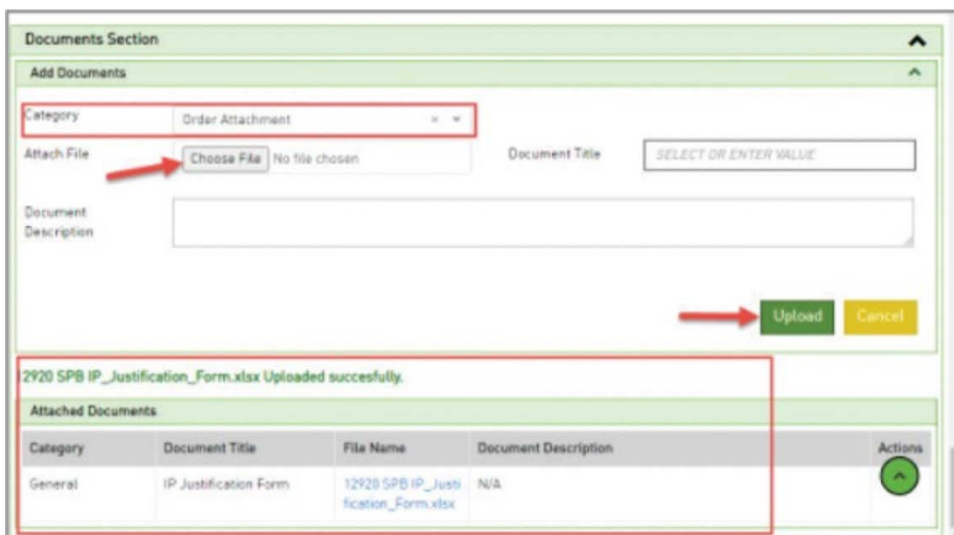


Adding a document to an order

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**.

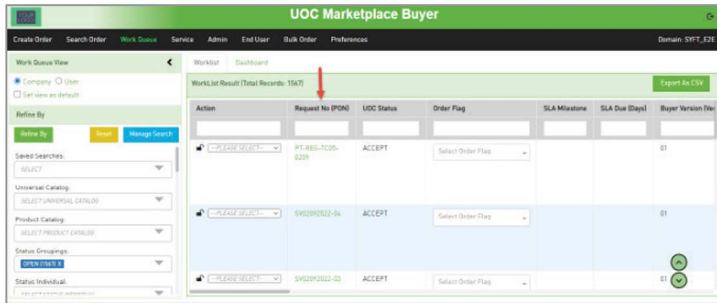
The document should appear under **Attached Documents** and you should receive a successful message.



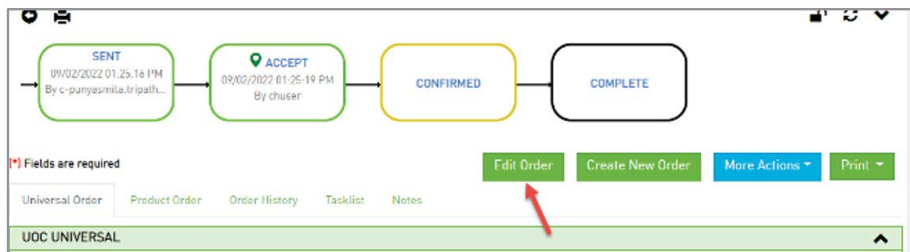
Note: More than one document can be uploaded on a single order.

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.

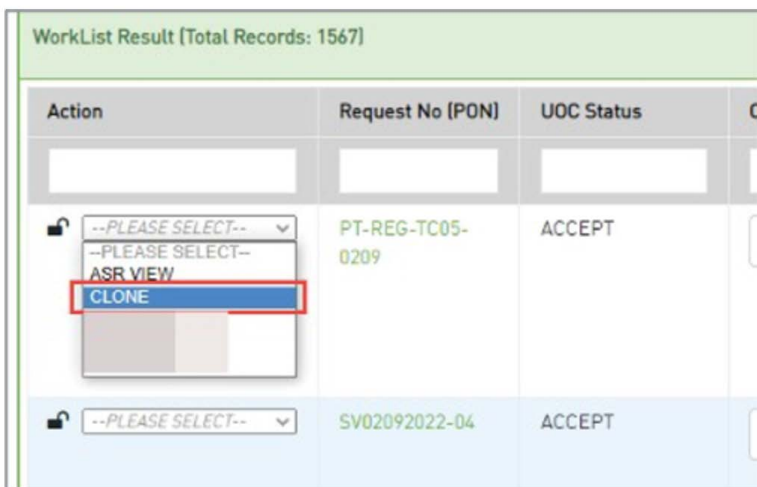
Note: Supplement field is not visible from the main panel on the order screen, but is visible in the summary panel in the left menu once submitted. Supplement type is auto-selected by the system based on the changes being made.

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.

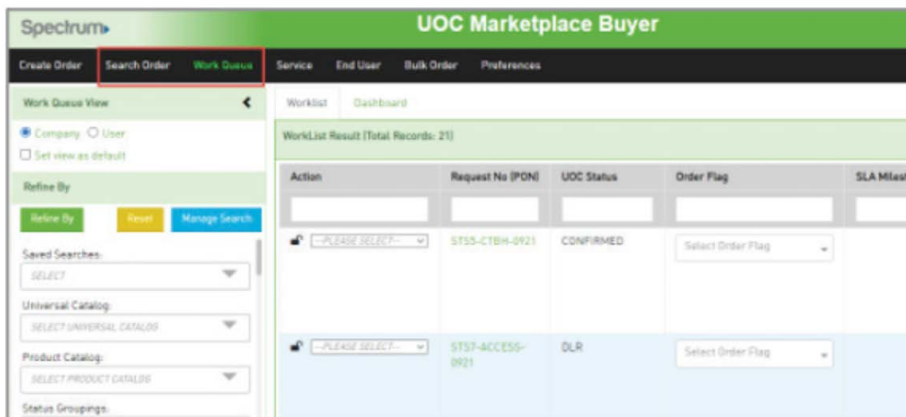


- On the order, you can add or change information that is unique to the new order. Be sure to check and enter all key data for the new order in the left and main panels.
- When the order is complete, validate and submit.

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.

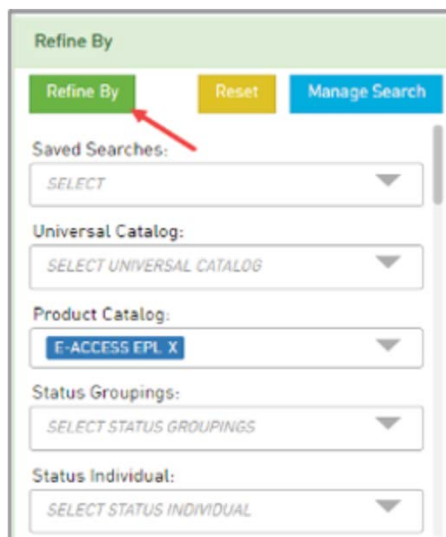
Performing search

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.

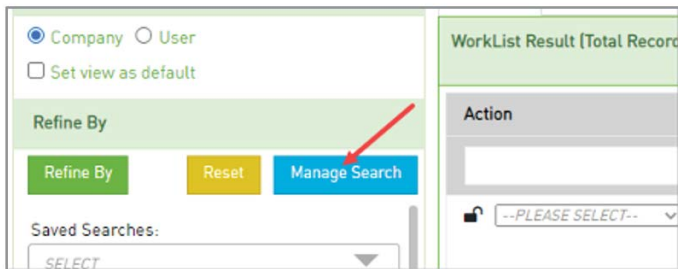
Expand the search window, if needed, by selecting the expand arrow (>), then select the dropdown by which to search and then click the **Refine By** button to execute the search.



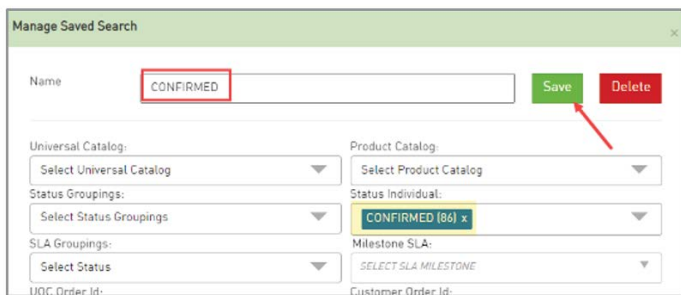
Note: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **WorkList** main panel.

WorkList Result (Total Records: 1430) Export As CSV						
Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due (Days)	Buyer \
<input type="text" value="--PLEASE SELECT--"/>				TP Confirmed		
<input type="text" value="--PLEASE SELECT--"/>	QAACCESS5001	ACCEPTED	Select Order Flag	TP CONFIRMED	-15	01

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

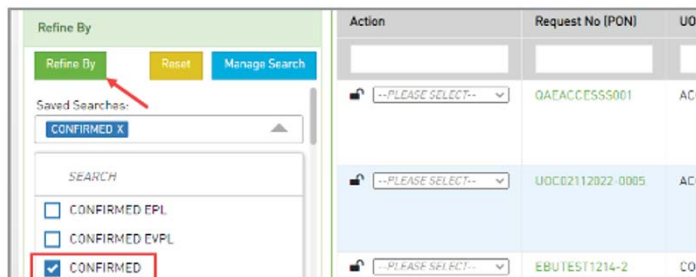


Enter the name of the search, then select/populate the search criteria. Click **Save** when complete.



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.



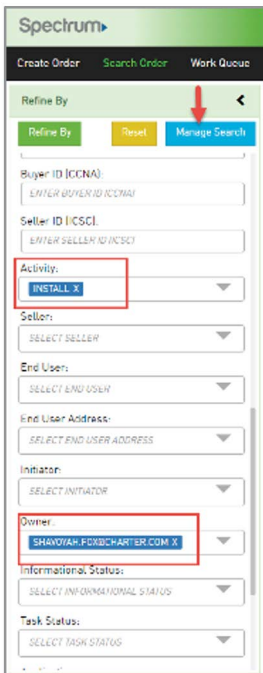
Click **Reset** to clear the search.

Manage search

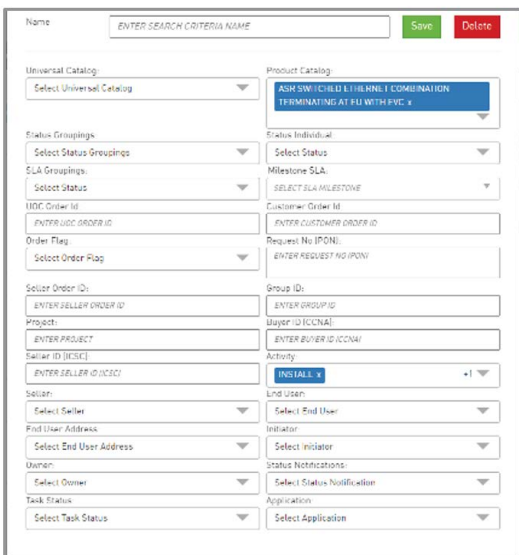
Creating search criteria may be helpful to quickly find updates on orders as they relate to your needs (e.g., all orders submitted by initiator, or if you want to see all install orders).

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.



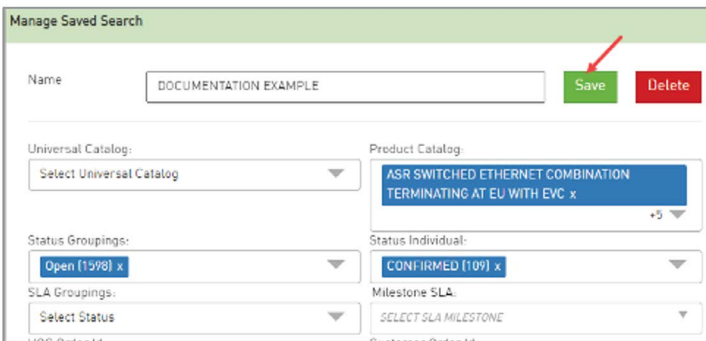
Start with clicking on **Manage Search** and selecting criteria from the next screen.



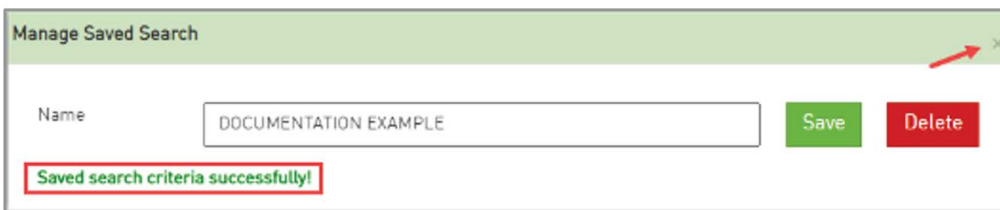
Once all criteria is selected, enter the name of the search in the **Name** text box.



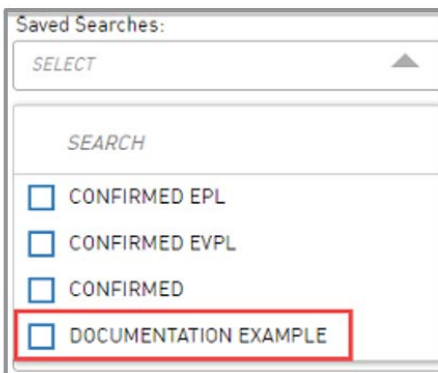
Then click **Save**.



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.

WorkList Result (Total Records: 1598) Export As CSV								
Action	Request No (PON)	UOC Status	Task Status	SLA Milestone	Activity	RPON	UOC Order Id	Order Flag
⏏ --PLEASE SELECT--	BRTRENEWAL-0502	ACCEPTED			Record		TWCEUOC R00896871	Select Order Flag
⏏ --PLEASE SELECT--	BRTECHNGE-0502	ACCEPTED			Change		TWCEUOC C00896991	Select Order Flag
⏏ --PLEASE SELECT--	DACARRIERSV0305	ACCEPTED		TP CONFIRMED	Install		TWCEUOC N00897261	Select Order Flag

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

WorkList Result (Total Records: 2486)							
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 Search ✕

Name Save Delete

Saved Search Criteria 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 Dashboard

Company User
 Set view as default

Refine By

Refine By Reset Manage Search

Saved Searches:

Universal Catalog:

WorkList Result (Total Records: 1430) Export As CSV

Action	Request No (PON)	UOC Status	Order Flag	SLA Milestone	SLA Due (Days)	Buyer
⏏ --PLEASE SELECT--	GAEACCESS001	ACCEPTED	Select Order Flag	TP CONFIRMED	-15	01
⏏ --PLEASE SELECT--	UOC02112022-0005	ACCEPTED	Select Order Flag	TP	-14	01

Company

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

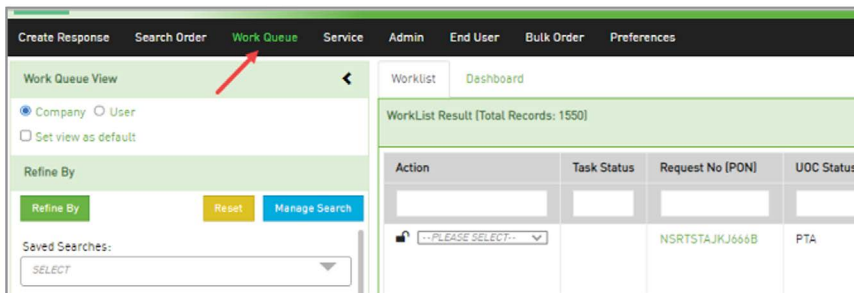
User

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.

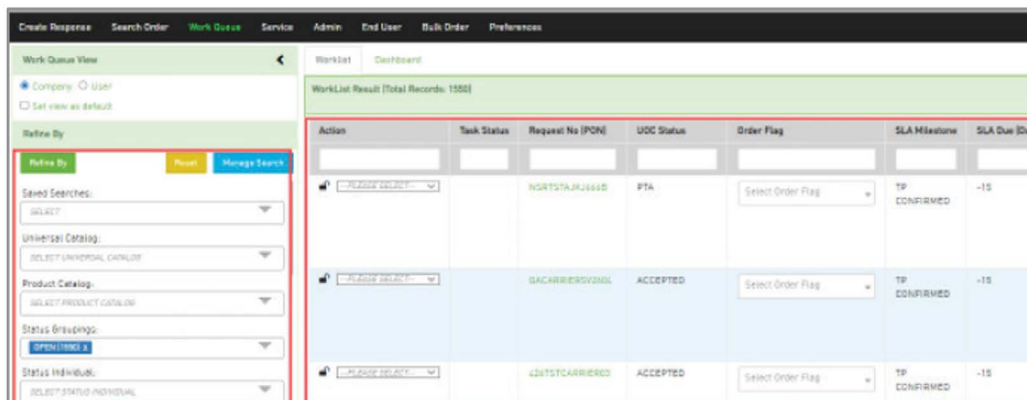
Managing work queue

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



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.

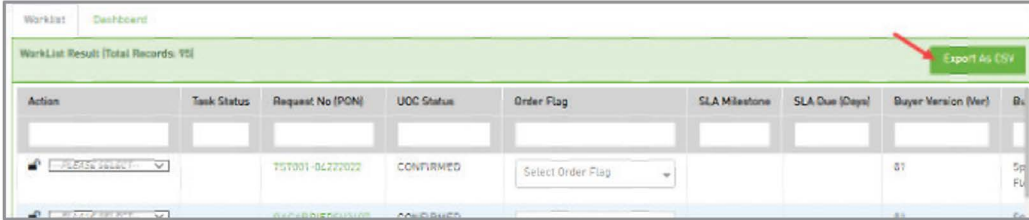


Note: The **Work Queue** defaults to OPEN orders, which does not include Sup1 orders. In order to see cancel orders, including Sup1, users need to update **Status Grouping** to **ALL**.

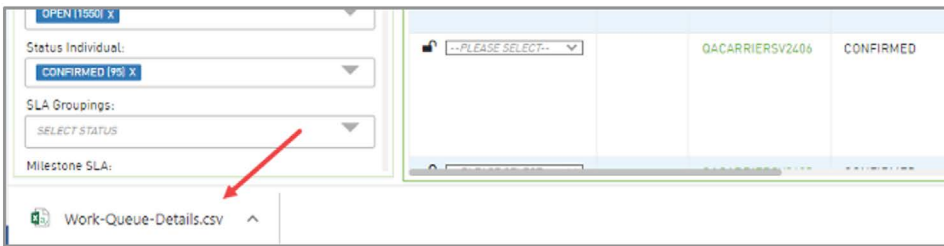
Query and export work queue

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.



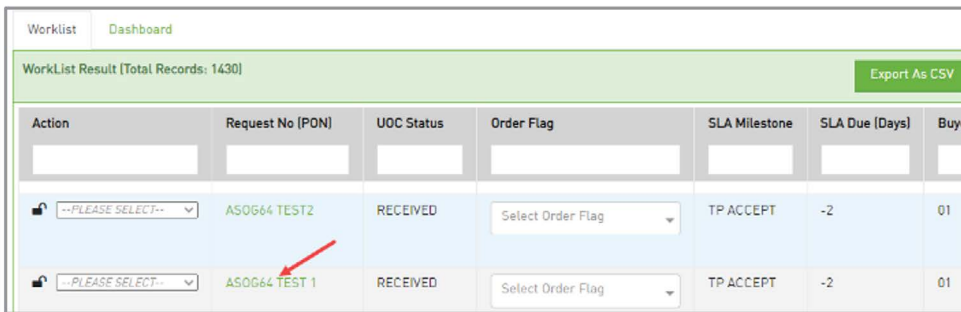
The spreadsheet downloads to the bottom left corner of the screen. Select the file to open.



Order main panel

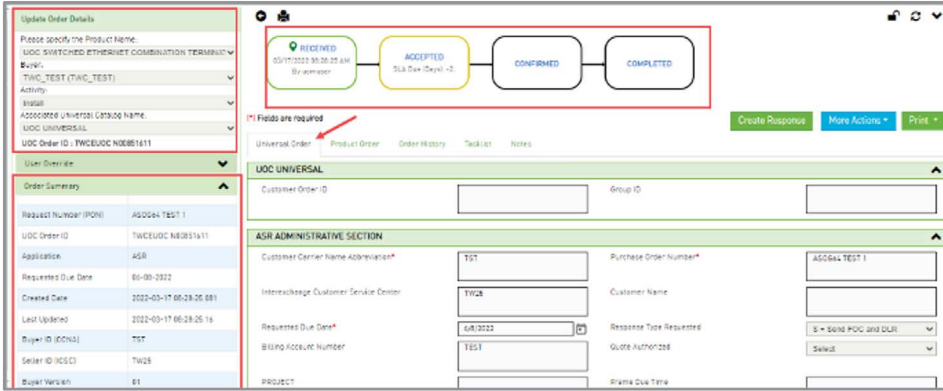
The main panel is used to populate the order information as well as perform actions using the action buttons.

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.

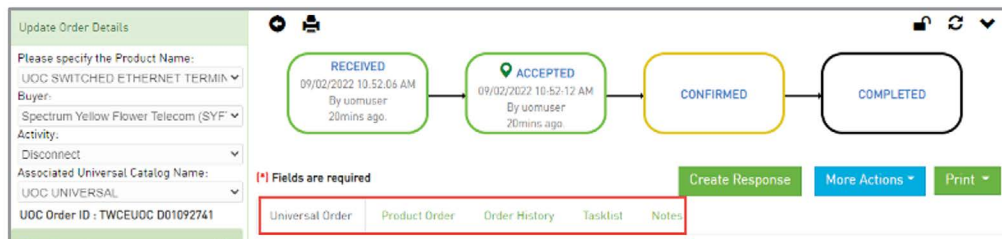


If any of the following events occur, the event value displays in red font within the rectangle box:

- 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
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Universal Order	Allows user to view existing order.
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Product Order	Allows users to view existing order in Access Service Ordering Guide language.
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After an initial order is saved or submitted, all versions and responses will be listed in descending order, with the latest on top.

Order History

Response for Version : 03 ASR (PON) Completion : COMPLETE ⁰¹	08/11/2022 01:51:31 PM	View Details
Response for Version : 03 Confirmation : CONFIRMED ⁰¹	08/11/2022 10:49:08 AM	View Details
Response for Version : 03 Acknowledgment : ACCEPT	08/11/2022 09:33:31 AM	View Details
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.
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Notes	Allows users to add information and track the history for the life of an order – not visible on the Spectrum Enterprise side.
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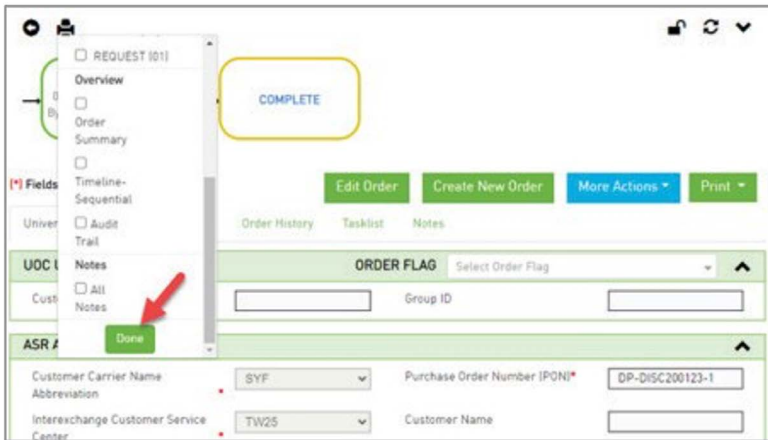
ASR save

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

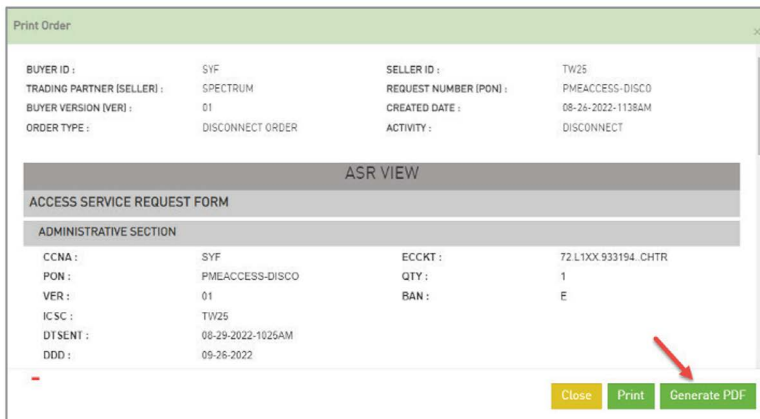
Action	Request No (PON)	UOC Status	Task Status	SLA Milestone	Activity	R/PON	UOC Order Id	Order Flag
▶ [ASK] [DELETE]	42473CARR1802	ACCEPTED	TP CONFIRMED	Install		TWCEUOC N0081801		Select Order Flag
▶ [ASK] [DELETE]	42473CARR1801	ACCEPTED	TP CONFIRMED	Install		TWCEUOC N0081801		Select Order Flag

With the **Universal Order** screen opened, select the **Print** dropdown, then select the items to print. Check the **Universal** check box.

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



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



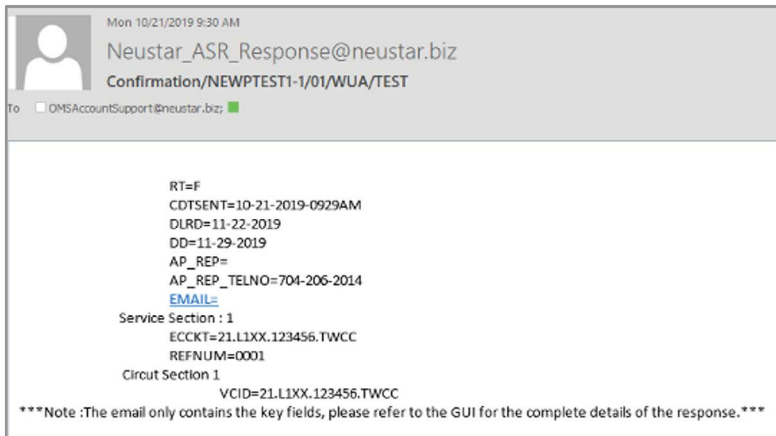
List of possible response types

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	Reason
ACCEPT	Ordered Received
COMPLETE	Order was Completed
CONFIRMED	Confirmation Sent
DLR	Design Layout Report Sent
ERROR	Issue with Order; Action Required
JEOPARDY	Original Confirmation Date may not be Met; No Action Needed
REJECT	Order was Instantly Rejected; Action Required
SUBMITTED	Order submitted but not Received yet
INFORMATIONAL	Notice to provide additional information; No Action Needed
CANCELED	Order Canceled by Carrier
CANCELED NOTIFY	Order Canceled by Provider
CLEAR	Previous Error Cleared
DRAFT	Order Saved but not Submitted

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:



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.

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.