GUIDE

Neustar universal order connect

User Guide

Spectrum BUSINESS®

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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 Business clients who order products electronically.

Spectrum Business business rule validations

Spectrum Business 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 Acknowledgment (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 Business has implemented business rule validation errors outside of ASOG.

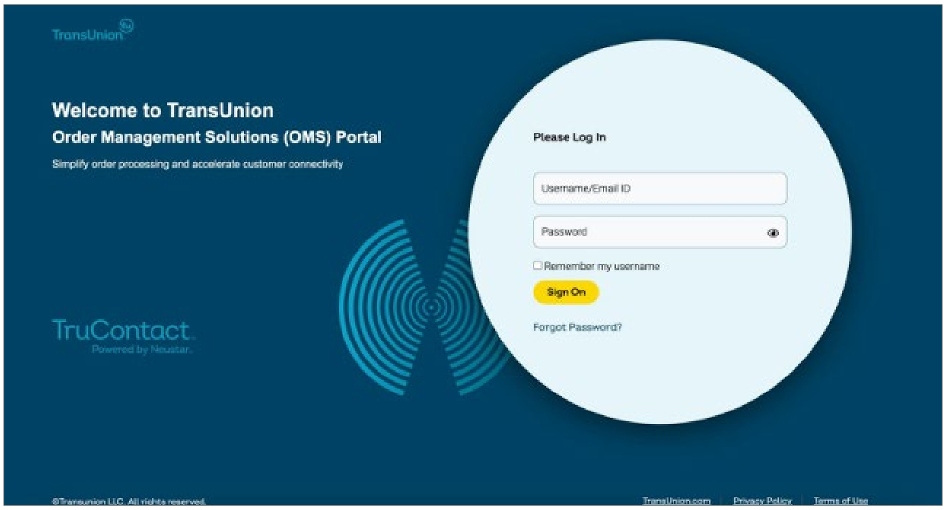
- Clients must follow Spectrum Business NC/NCI/SECNCI code combinations.
- Clients must provide LCON information for all orders with a SALI form.
- In order to request Class of Service (CoS) for an EVC/UNI circuit, the client ENNI must be CoS enabled.
- Acceptable values for the CoS/LOS would be GOLD,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

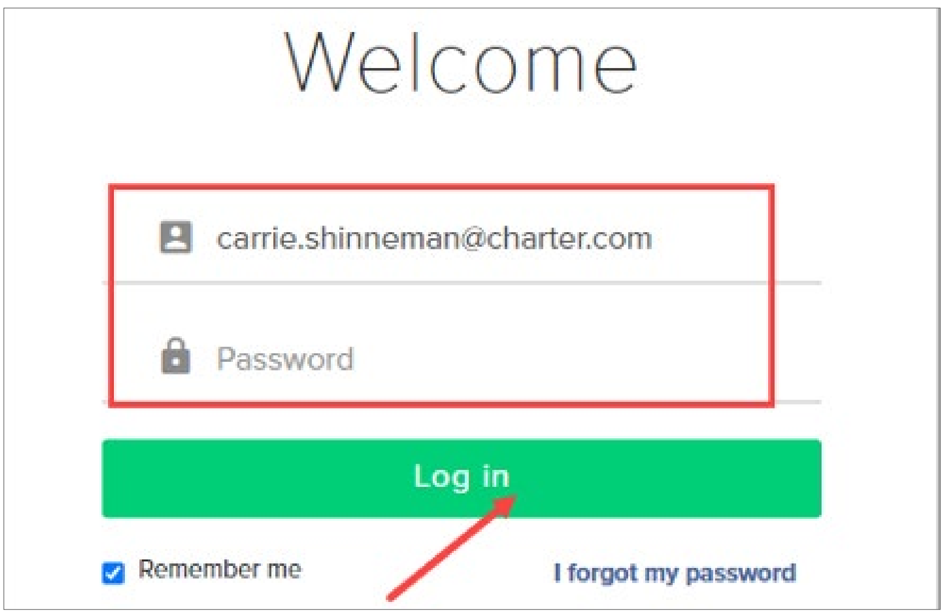
Important sites

- https://marketplace.neustar.com
- This portal works best in Chrome or Edge.

Logging into TransUnion (aka Neustar)

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



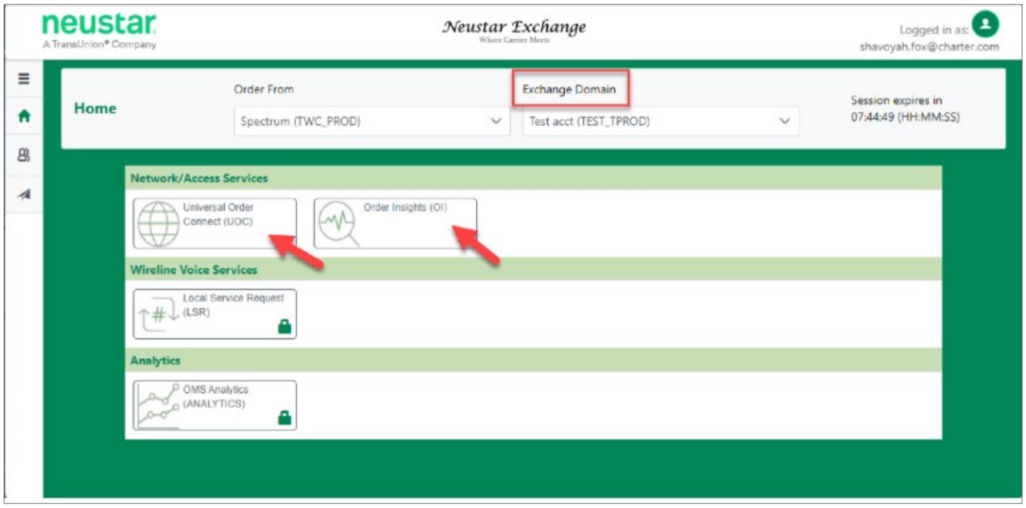


Important:

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

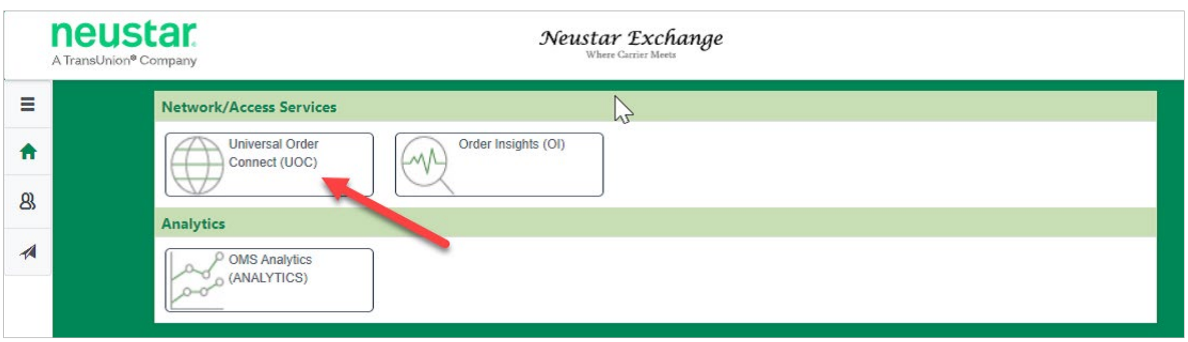
The Neustar UI defaults to the **Neustar Exchange** window.

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).

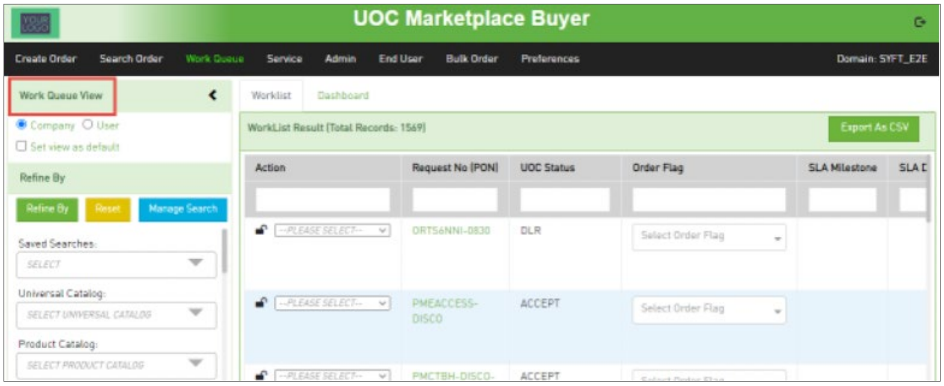
- UOC is an ASR tool that allows bonded and non-bonded carriers to submit orders via the same tool and allows clients to receive order status.
- Select **Order Insights** (OI) to access order statuses and order tracking (updates every 30 minutes).
- **OMS Analytics** is a tool which will allow you to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



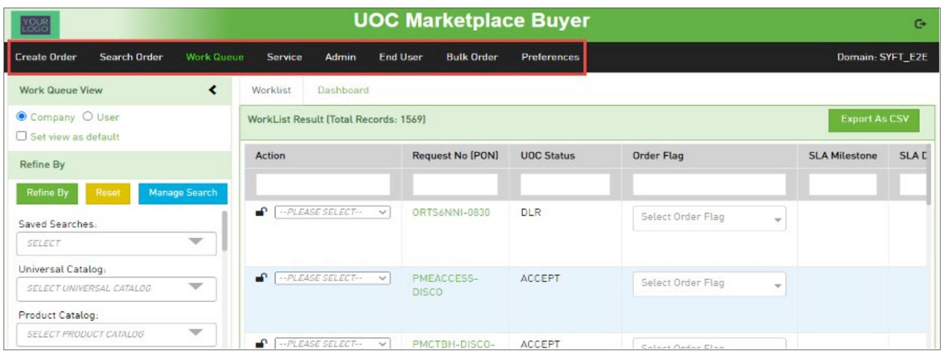
Note:

Use the **Exchange Domain** dropdown box to select the carrier you're submitting the order to.

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



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



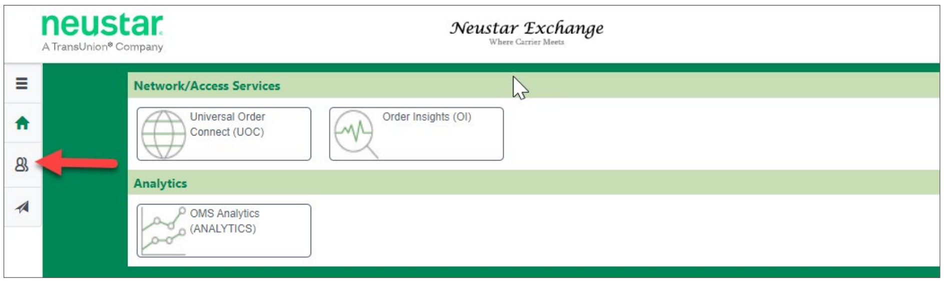
Menu	Description
Create Order	Allows user to create an order.
Search Order	Allows user to search for existing orders.
Work Queue	Allows user to monitor orders via a worklist or dashboard view.
Service	Do Not Use.
Admin	Allows a user designated as an administrator to perform administrative tasks.
End 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

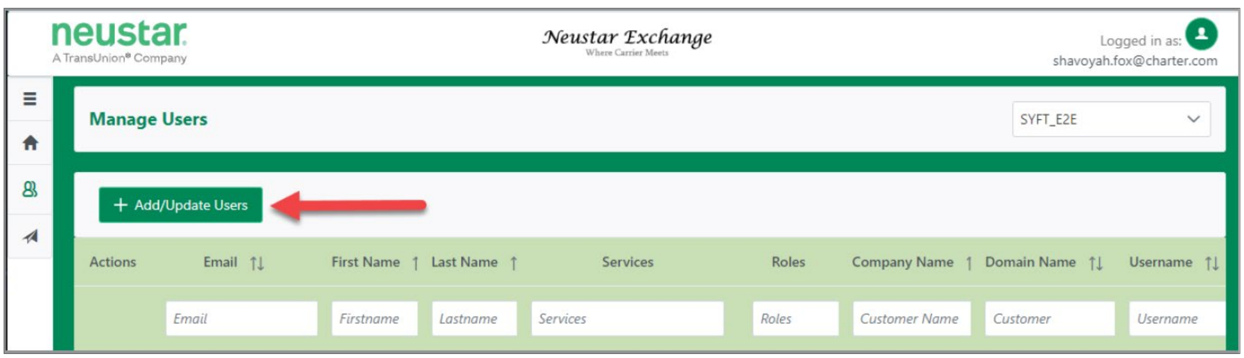
From the dashboard/home screen, click on the **Manage Users** icon in the left panel.

Note:

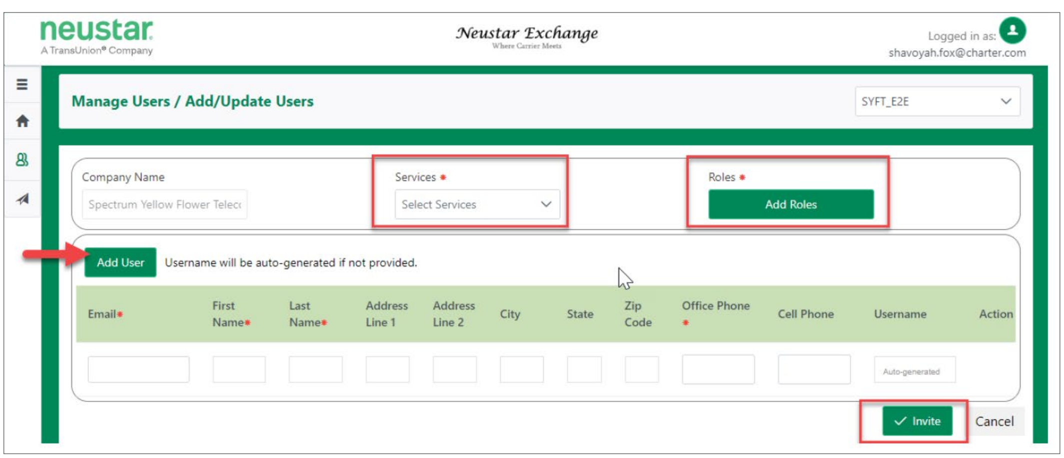
You can click on the icon to see the full name of each item in the left panel.



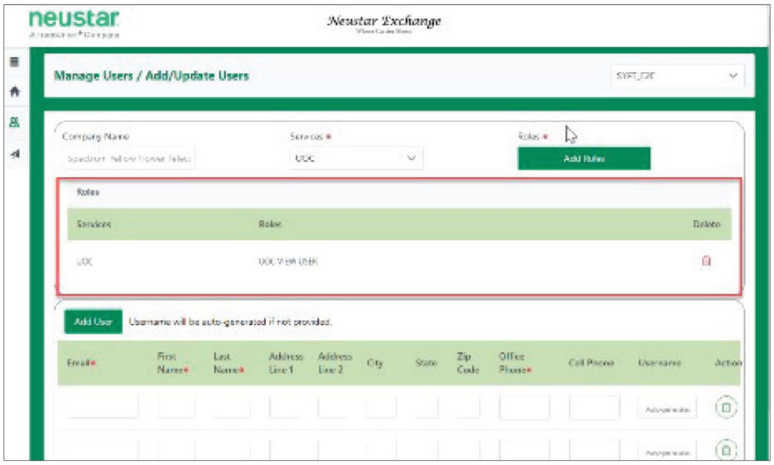
Manage Users screen will open. Click on **Add/Update Users** to add one or multiple users at a time.



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.

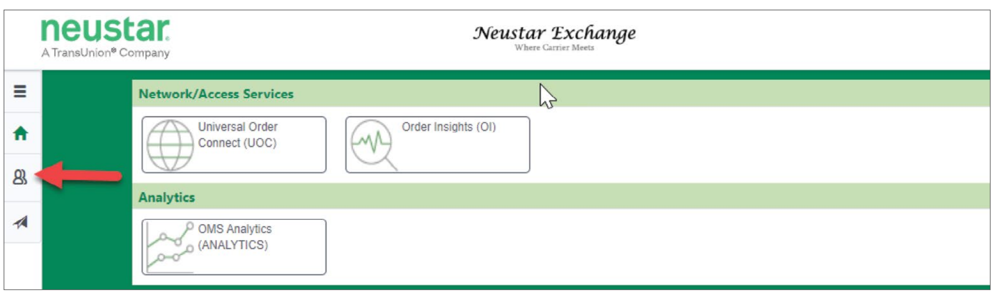


Note:

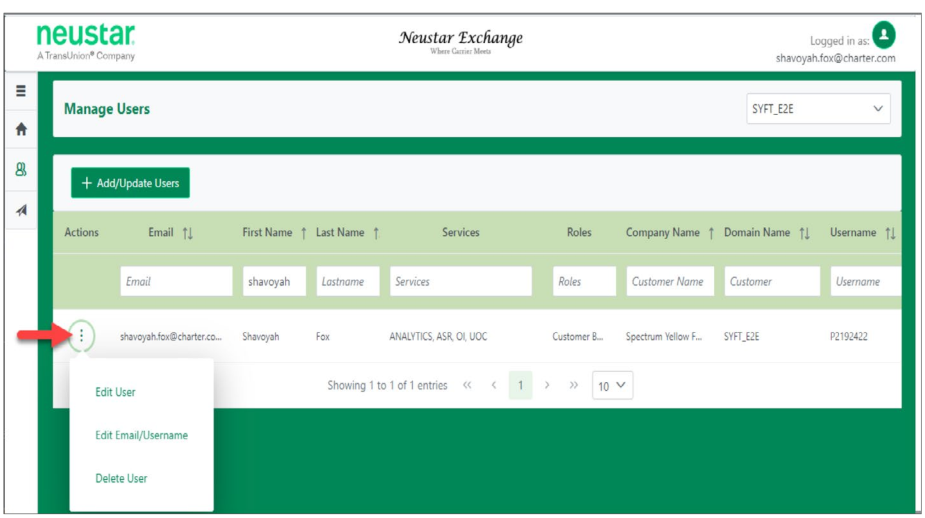
Unable to select different roles with multiple users. If a user requires a different role assignment from others in the group, add them separately or edit their roles after registration is completed.

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.

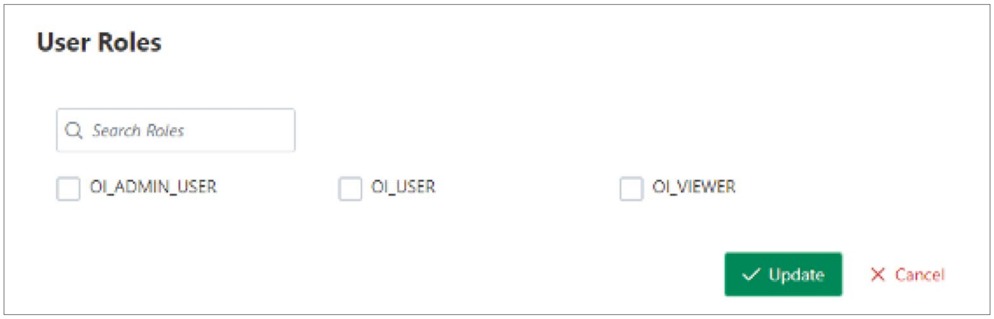
To edit a use, click on Manage Users to get to the Manage Users screen.



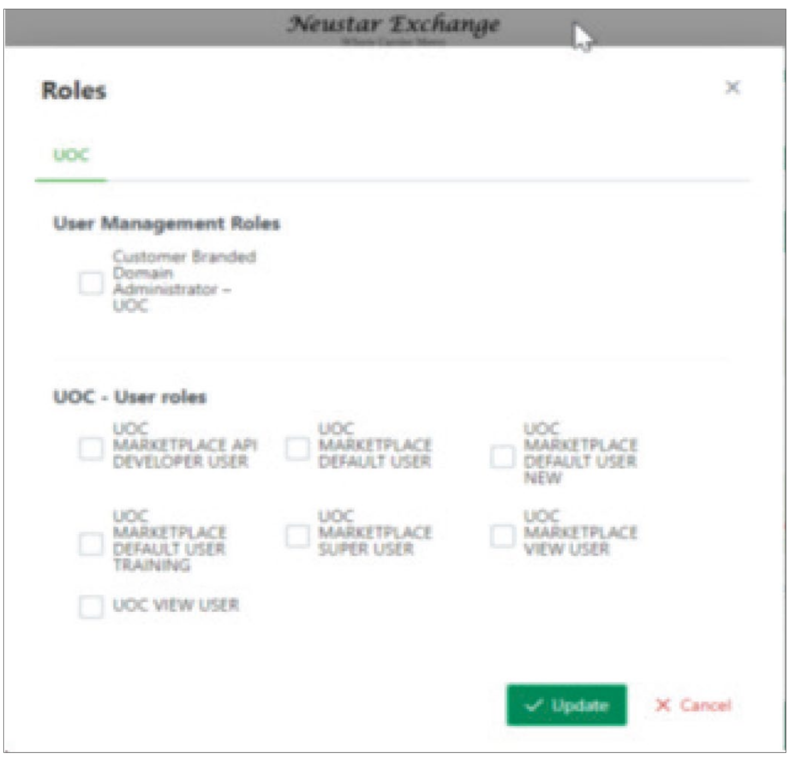
Search for user either by entering their email address or name and click on.



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



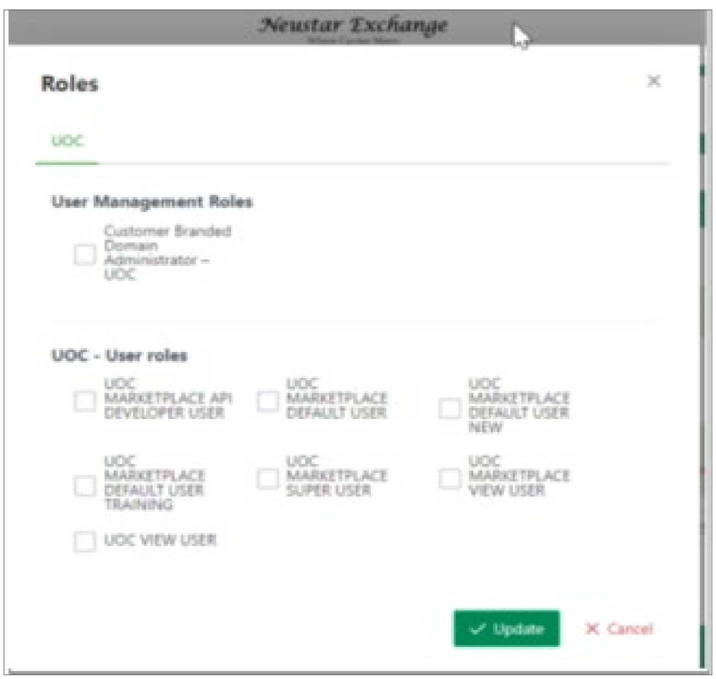
Menu	Description
OI_ADMIN_USER	This user can view orders in OI, open inquiries, perform bulk uploads and also see all users who have access to UOC. Currently, setting up users still needs to be handled by Neustar.
OI_USER	This user can view orders in OI, open inquiries and perform bulk uploads.
OI_VIEWER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

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.



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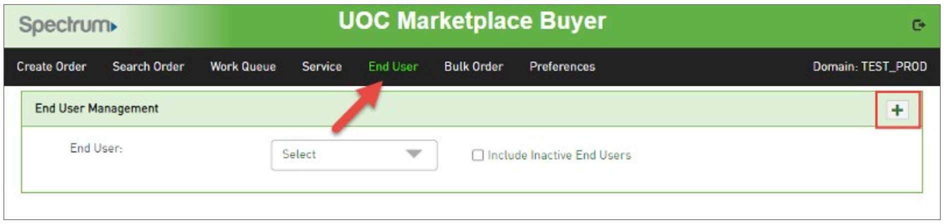
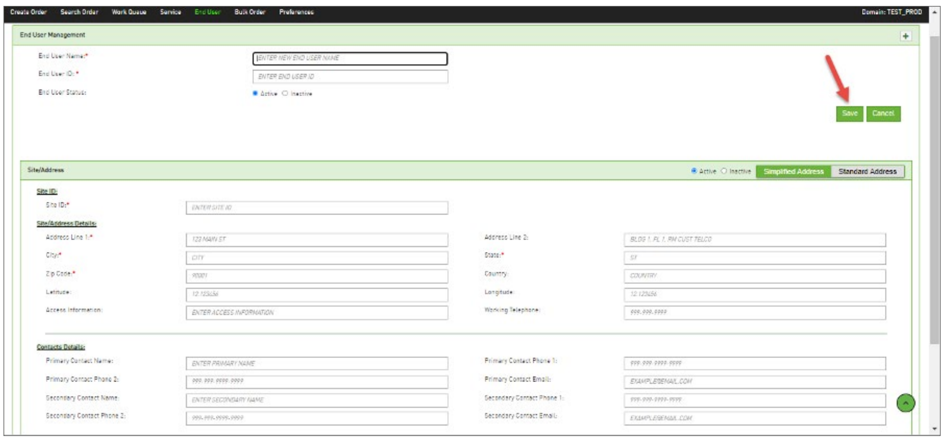
Menu	Description
UOC_View_User	This user can view the **Work Queue**, view order detail and print the orders.
UOC_Marketplace_View_User	This user has the same permissions as the UOC_View_User.
UOC_Marketplace_Default_User_New	This user has the same permissions as the UOC_Marketplace_Default_User, except 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

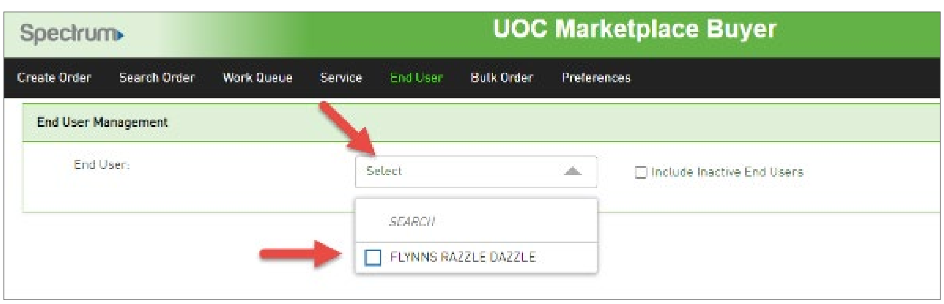
Click on **End User** in the menu at the top of the screen, then click the + to add a new end user.



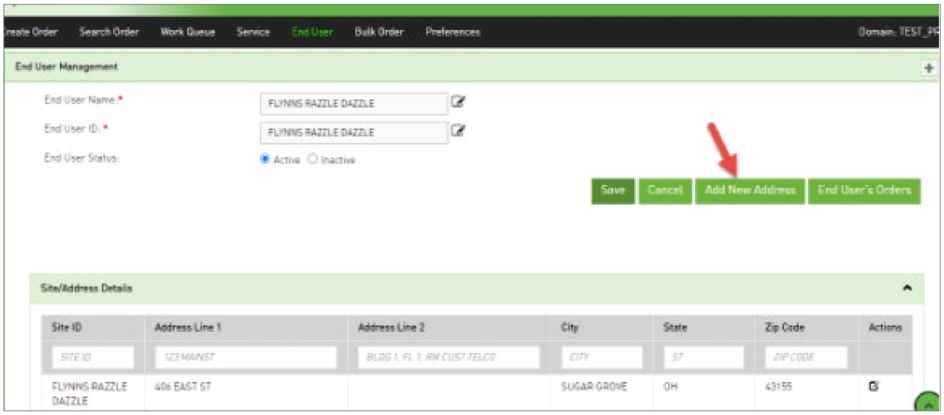
Fill out all the necessary information needed and then click the **Save** button.



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**.

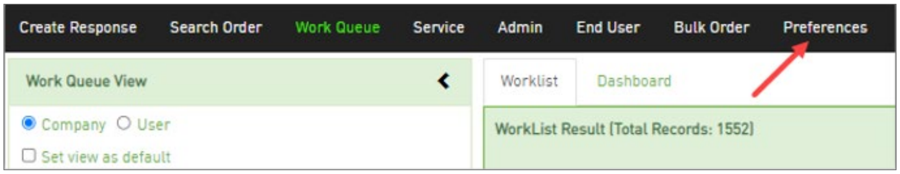


User preferences

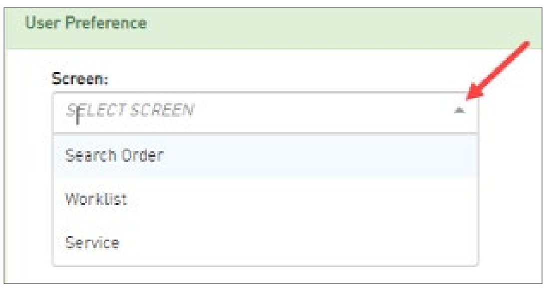
Users are able to set the preferences on the following screens:

- **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.

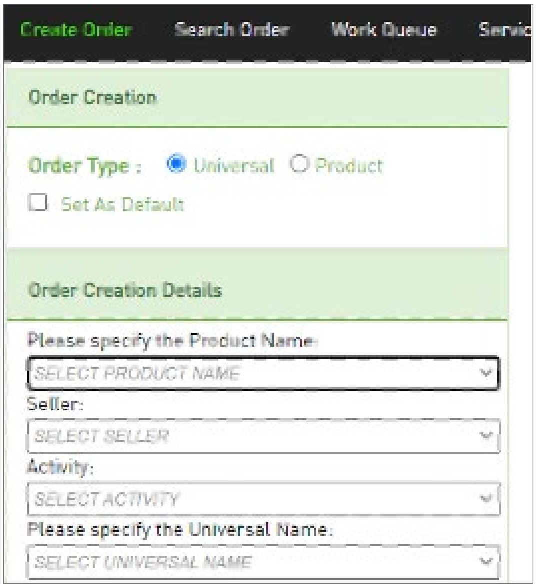
Note:

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

Creating an order

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

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



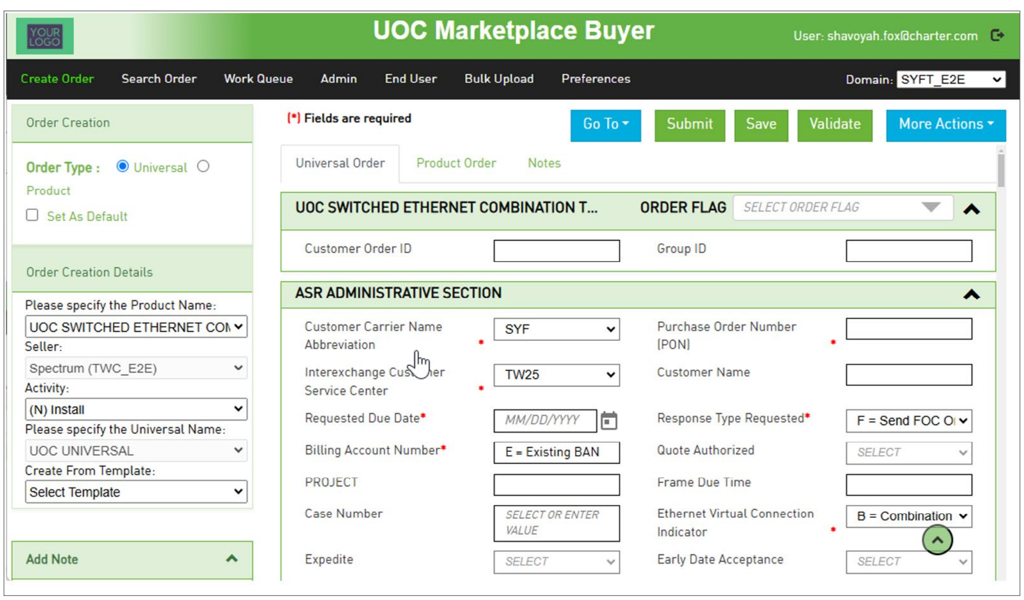
Description for each type of order and when to use it:

Order request	Product name	Activity type	When to use
Order request for New E-access circuit to an NNI	UOC Switched Ethernet Combination Terminating at EU with EVC	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	UOC Switched Ethernet Terminating at EU	Change	For the UNI side only
E-Access Renewal Circuit	UOC Switched Ethernet	Record	Renewal with no change to circuit; otherwise use Activity type change
E-Access Inside Move orders; Address is not Changing	UOC Switched Ethernet Terminating at EU	Move	For the UNI side only
E-Access Disconnect the UNI circuit only	UOC Switched Ethernet Terminating at EU	Disconnect	For the side only
NNI Order request	UOC Switched Ethernet Terminating at POP	New	For the NNI circuit only
NNI Upgrade/Downgrade	UOC Switched Ethernet Terminating at POP	Change	For the NNI circuit only
NNI Renewal Only	UOC Switched Ethernet Terminating at POP	Record	For NNI renewal only with no changes to the circuit; otherwise use Activity type change

NNI Disconnect	UOC Switched Ethernet Terminating at POP	Disconnect	For the NNI circuit only; cannot be disconnect if UNI circuits still assigned
Fiber Internet Access (FIA)/Dedicated Internet Access circuit request (DIA)	UOC Dedicated Internet	Record	For FIA renewal only with no changes to the circuit; otherwise use Activity type change
FIA/DIA Disconnect	UOC Dedicated Internet	Disconnect	For FIA/DIA circuit disconnect only
Wave orders request	UOC End User Special Access	New	For wave orders only
Wave Upgrade/Downgrade	UOC End User Special Access	Change	For wave orders only
Wave Renewal	UOC End User Special Access	Record	For wave orders only with no change to circuit; otherwise use Activity type change
Wave inside move; address not changing	UOC End User Special Access	Move	For wave orders only
Wave outside move; address not changing	UOC End User Special Access	Transfer	For wave orders only
Wave disconnect	UOC End User Special Access	Disconnect	For wave orders only
Dedicated Port orders	UOC Transport Special Access	New	For circuit that doesn’t connect back to an NNI
Upgrade/Downgrade,	UOC Transport Special Access	Change	For circuit that doesn’t connect back to an NNI
Dedicated Port Disconnect	UOC Transport Special Access	Disconnect	For circuit that doesn’t connect back to an NNI
EVC Only for A-Location	UOC EVC Standalone	New	Must be accompanied by a separate UOC Switched Ethernet Terminating at EU order and linked together using the Related PON (RPON) field
EVC Only Upgrade/Downgrade, VLAN change, COS change	UOC EVC Standalone	Change	This request will not have option to include the Z-Location address

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.

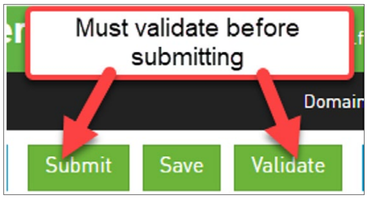
All required forms for the product type will display in the right panel. Anything with an asterisk (*) next to it is a required field.



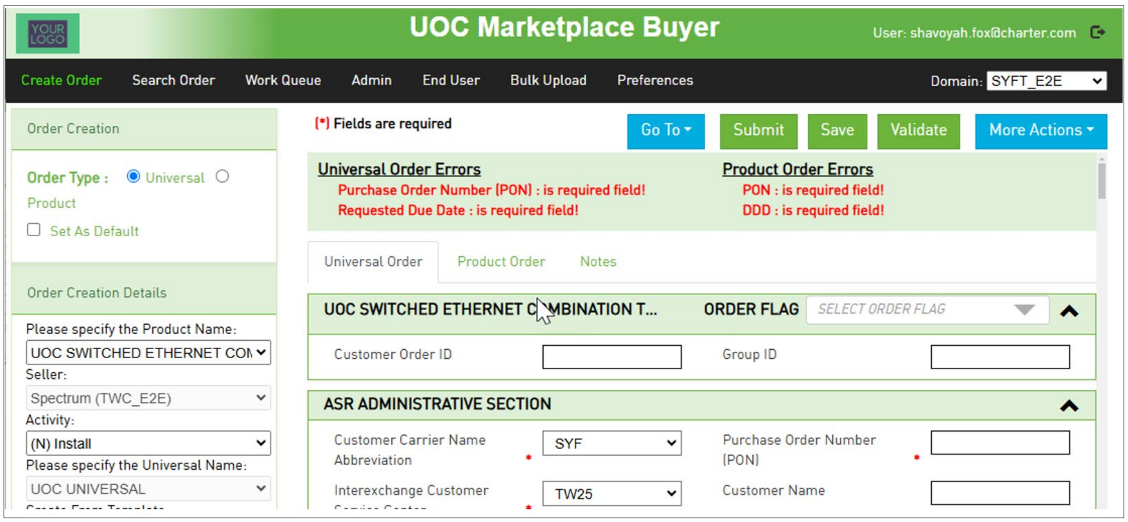
Note:

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.

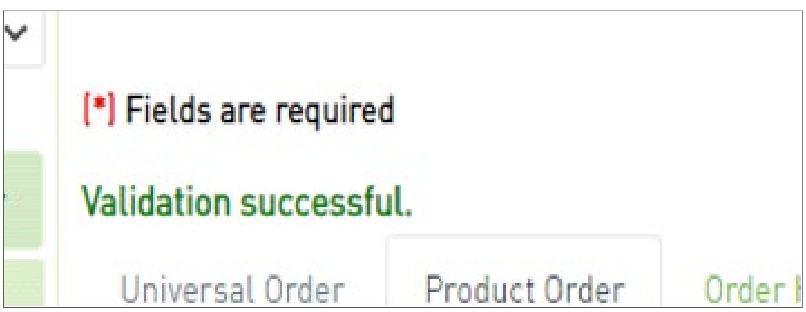
Once all fields needed have been populated, click **Validate** to verify all ASOG and Spectrum Business rules have been met.



- 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.



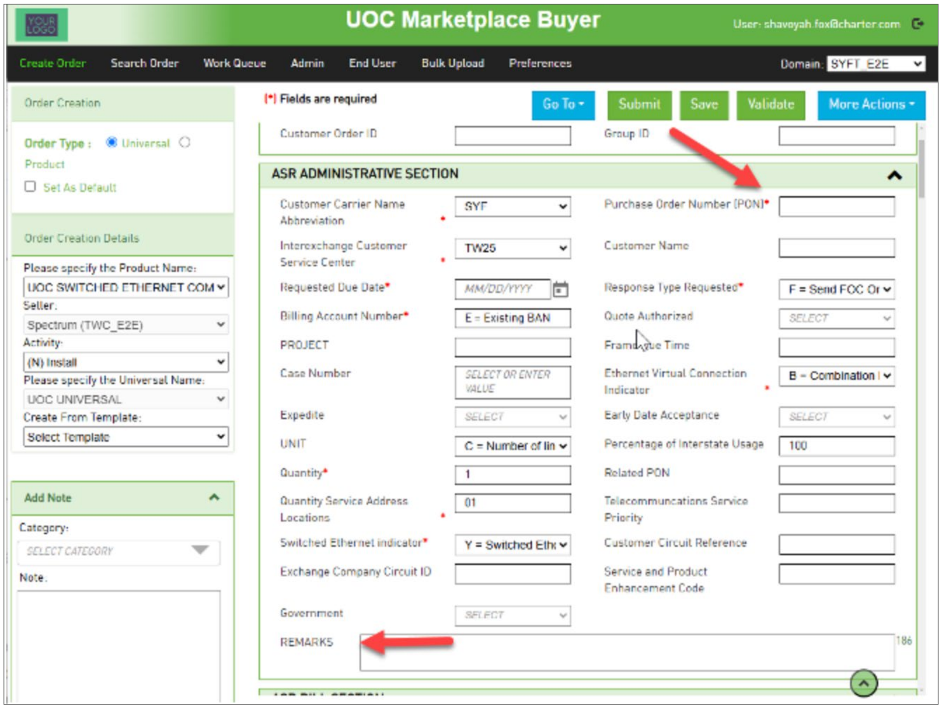
- If there are no validation errors after clicking the **Validate** button, then a **"Validation Successful"** message will be displayed.



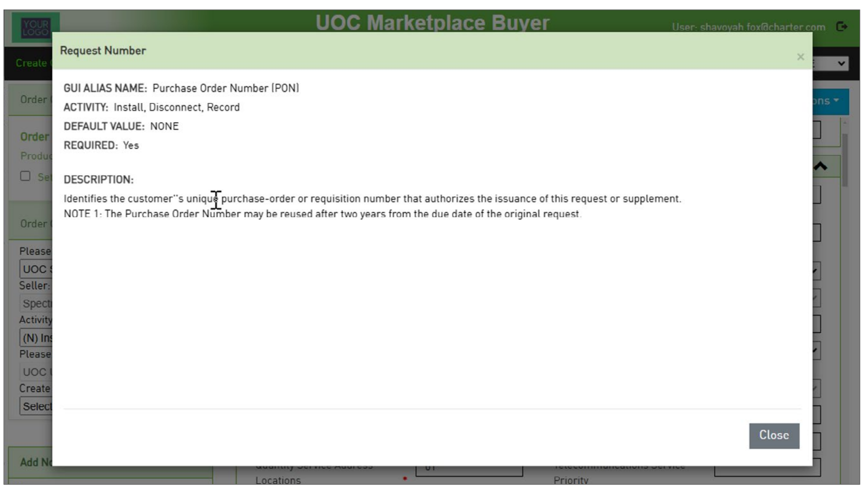
- Once an order is in canceled or completed status, no further action can be performed.

Tips on filling out the order form

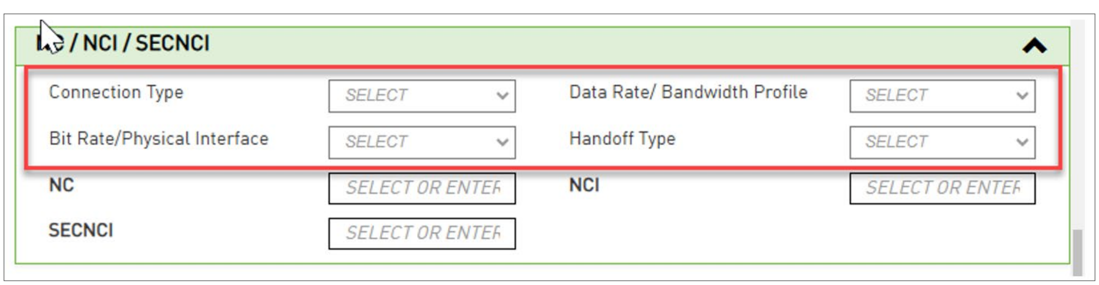
Here are some key things to consider when creating your order. Required fields will be identified with an asterisk by the field name. However, fields such as **Remarks** may not have an asterisk by it but could be just as important to the success of your order. The more information provided, the better.



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 **Purchase Order Number (PON) field.**

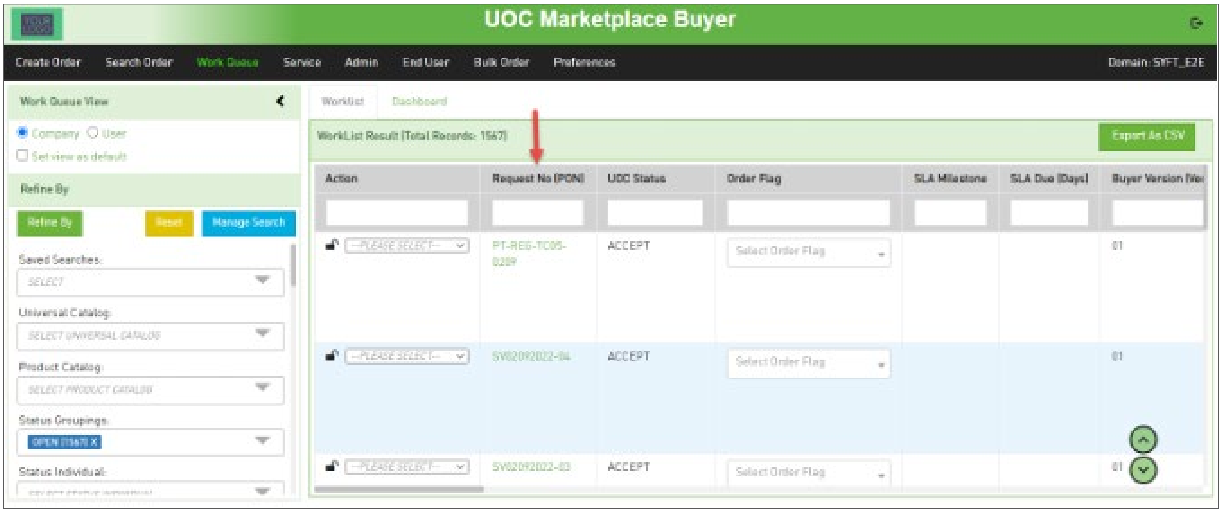


Under the NC/NCI section, the first group of dropdown fields should be selected moving left to right. Those fields will auto populate the last 3 fields.



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:

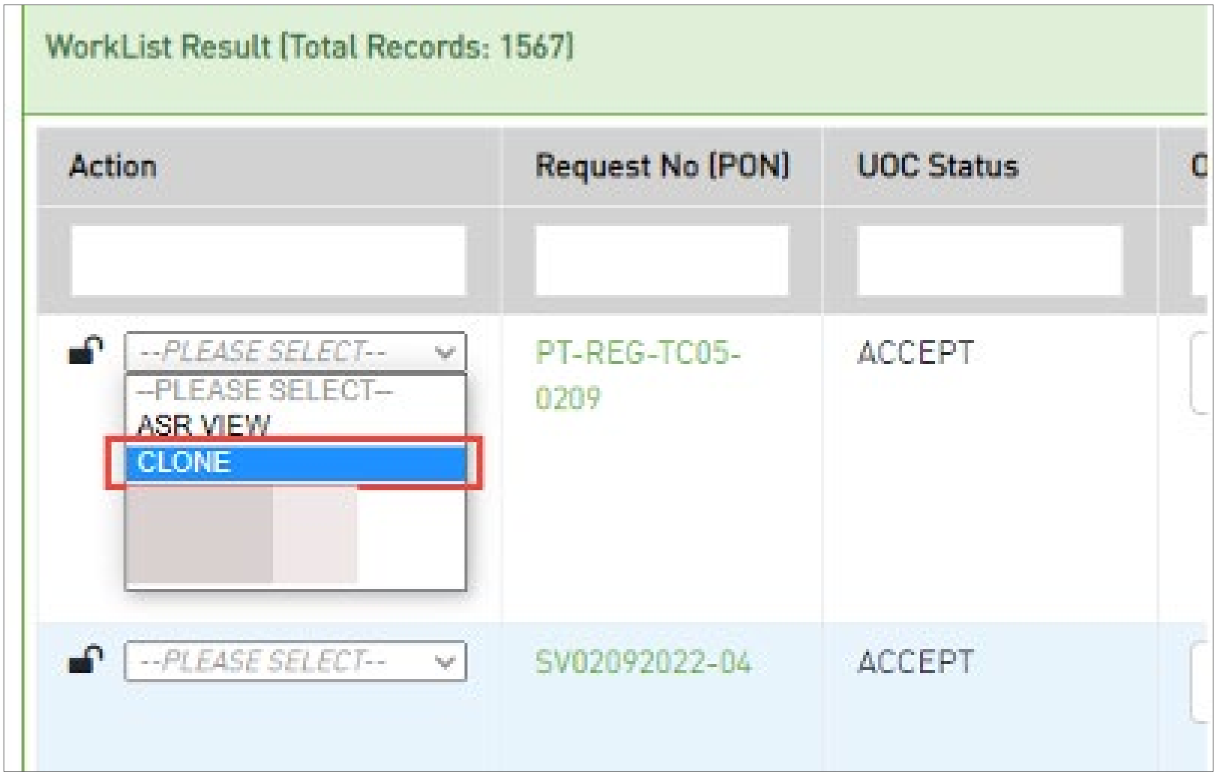
Supplement field is not visible from the main panel on the order screen, but is visible in the summary panel in the left menu. Supplement type is auto-selected by the system based on the changes being made.

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.



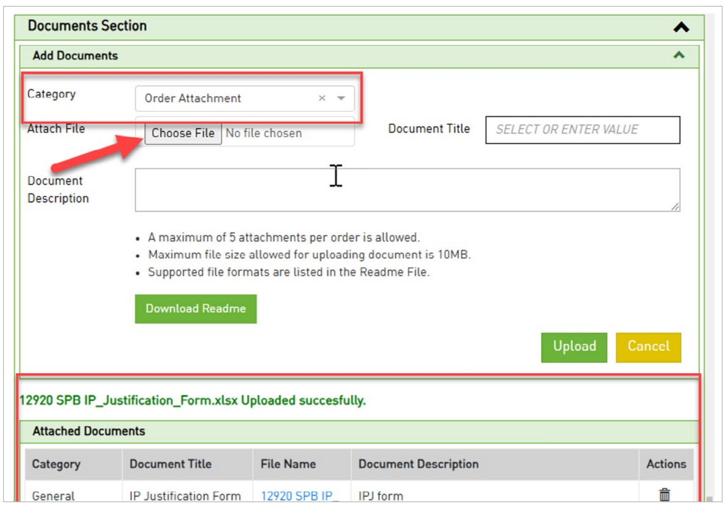
- On the order, you can add or change information that is unique to the new order. Be sure to check and enter all key data for the new order in the left and main panels.
- When the order is complete, validate and submit.

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.



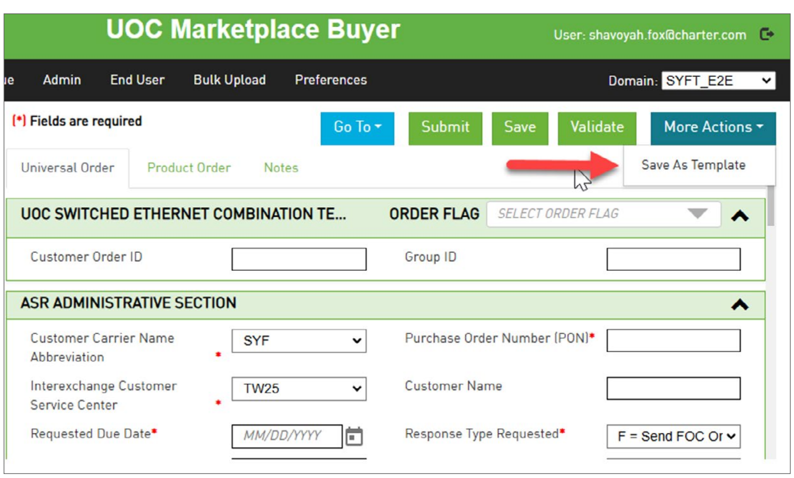
Note:

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

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

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.



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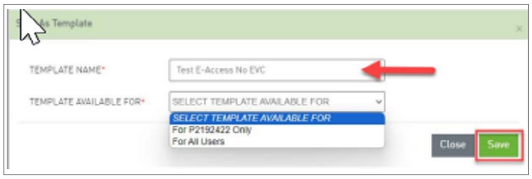
Give your Template a general name and select from who it will be available to. Then click save.

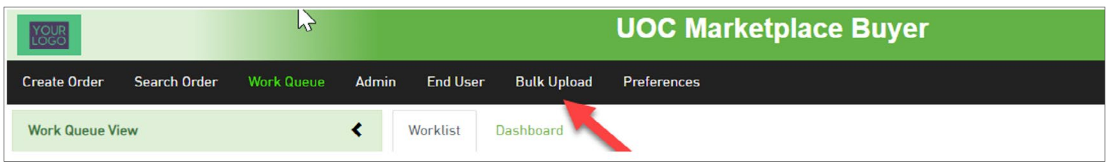


Note:

You can do this before or after submitting an order.

Bulk ordering

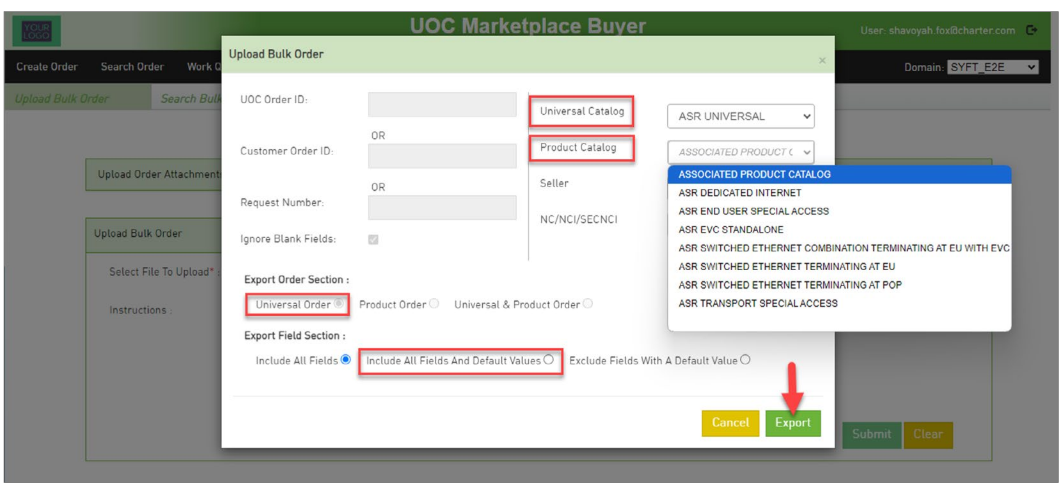
Click on Bulk Upload at the top of screen. Note: All order requests must be for the same Product Catalog (Product Name).



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.

Note:

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



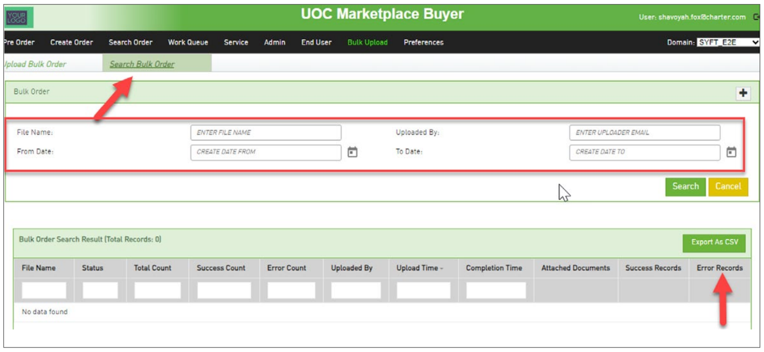
Note:

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.

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.

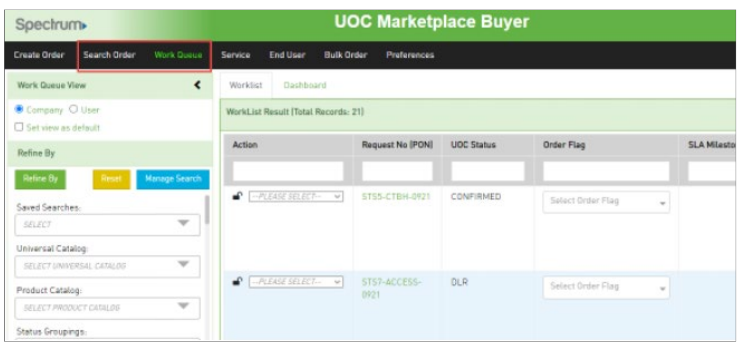


Note:

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.

Search for an order

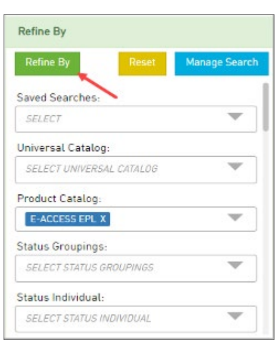
Users can perform searches by entering information in the left panel of the **Search Order** screen. Use any of the fields listed to enter as much information to locate your order. Then click Refine By. Results will display in the right panel. The Left panel window can be collapsed by selecting the collapsed icon (<) or expanded by selecting the expand arrow (>). Searches can be performed from the **Search Order** screen or the **Work Queue.**



Note:

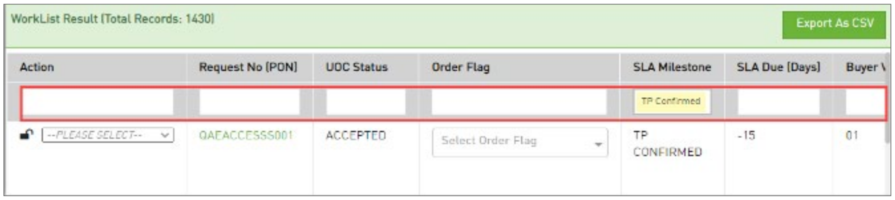
Worklist Search: The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **Worklist** main panel.

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.

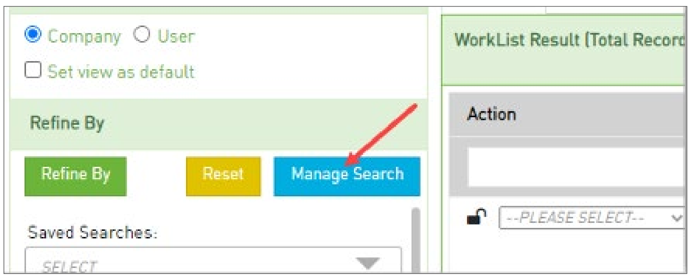


Note:

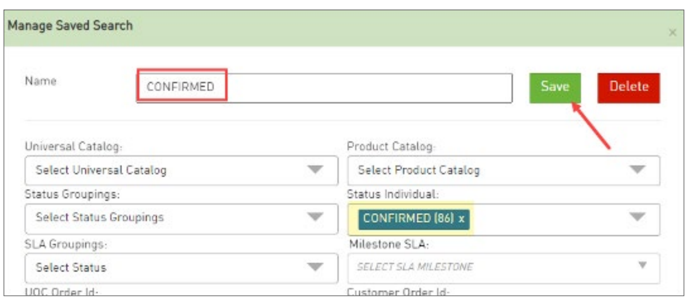
The search bar on the top of each worklist column provides the ability to find a specific order or set of orders from the orders displayed in the **WorkList** main panel.



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

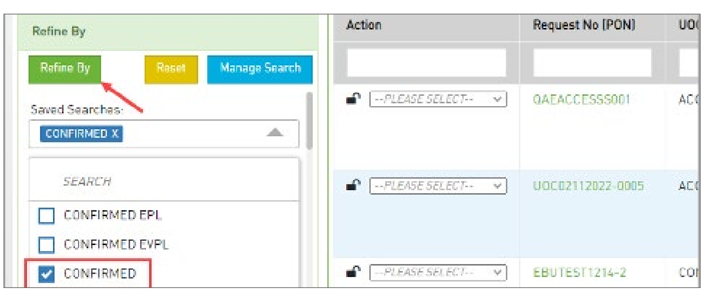


Enter the name of the search, then select/populate the search criteria.



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.



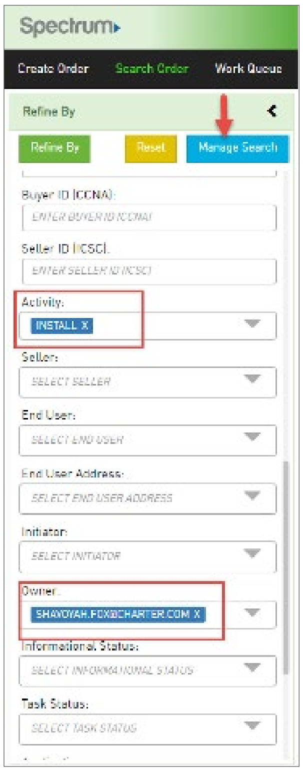
Click **Reset** to clear the search.

Manage search

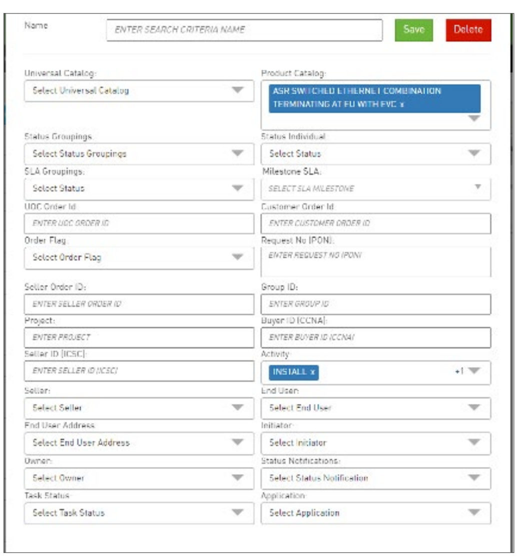
Creating search criteria may be helpful to quickly find updates on orders as they relate to your needs (e.g., all orders submitted by initiator, or if you want to see all install orders).

There are two ways to create a saved search.

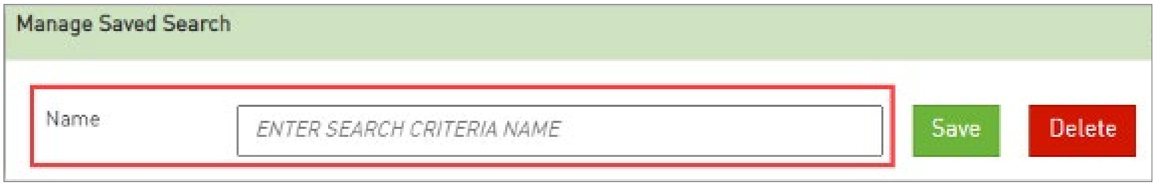
You can save searches by selecting the criteria in the left panel and then clicking on **Manage Search**. The criteria selected will already be displayed on the next screen.



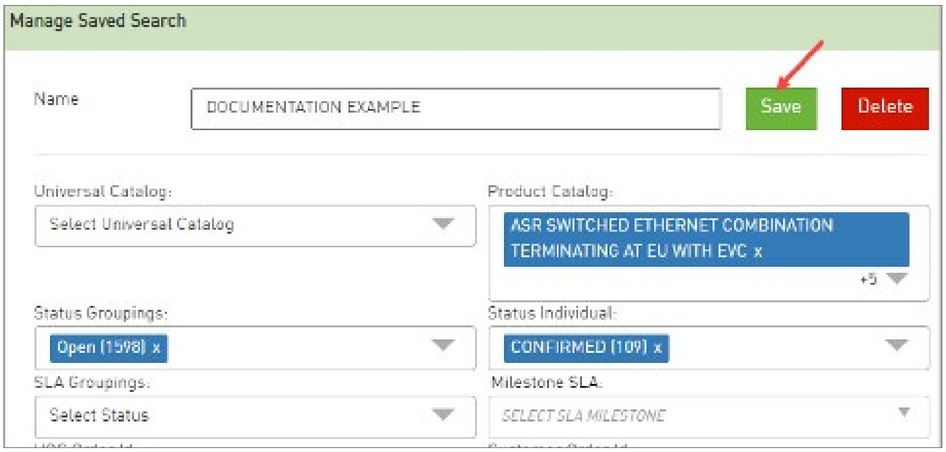
Start with clicking on **Manage Search** and selecting criteria from the next screen.



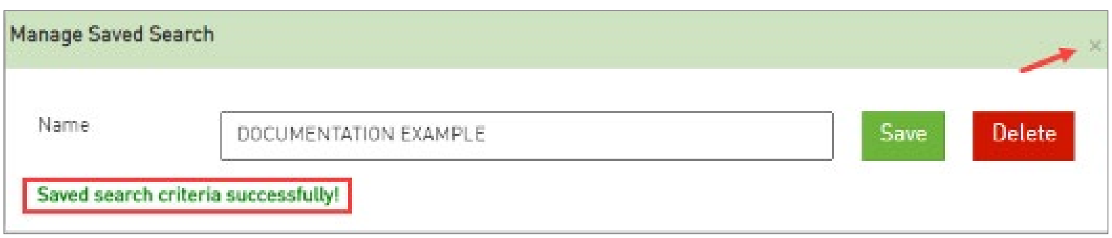
Once all criteria is selected, enter the name of the search in the **Name** text box.



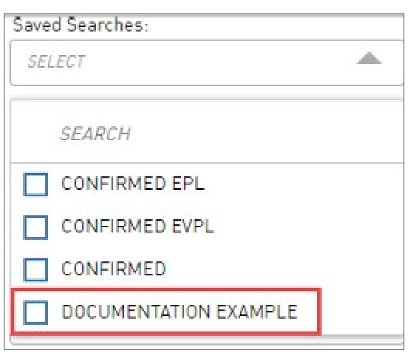
Then click **Save**.



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.

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--	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)

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 **Manage Saved Search** dropdown. Click **Manage Search** and then click **Delete**.

Manage Saved Search

Name: NEW INSTALL SEARCH

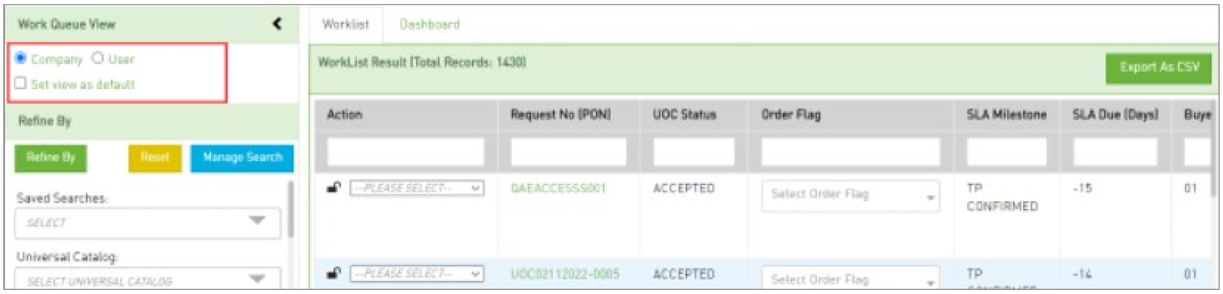
Save Delete

Saved Search Criteria Deleted Successfully

Spectrum BUSINESS®

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

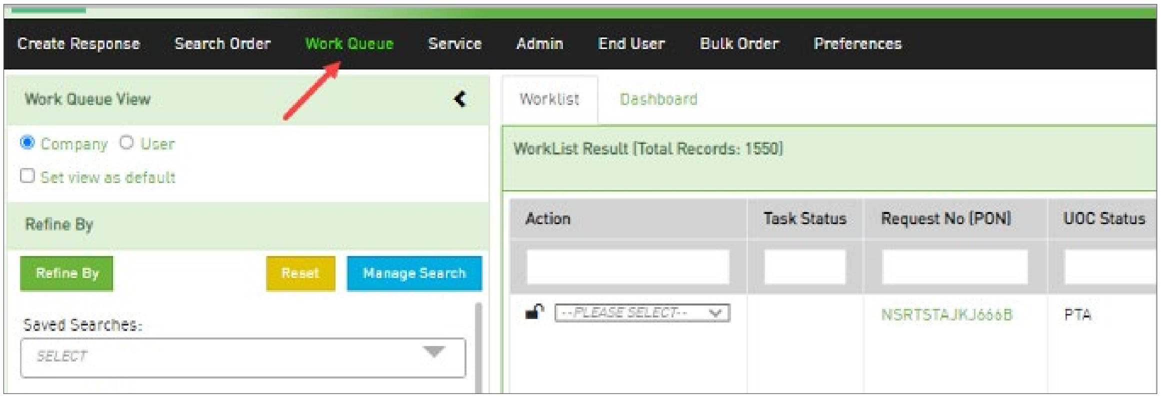
The **User** view displays only orders that are owner-assigned to the logged-in user within the domain.

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.

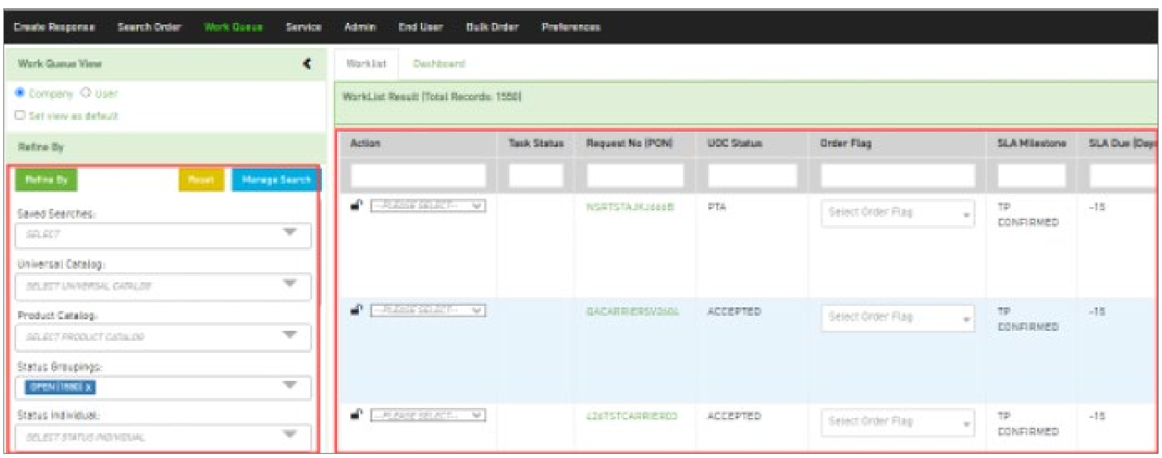
Managing work queue

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.



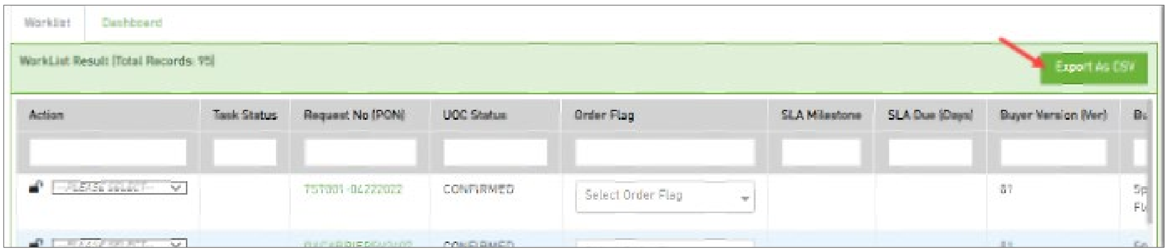
Note:

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**.

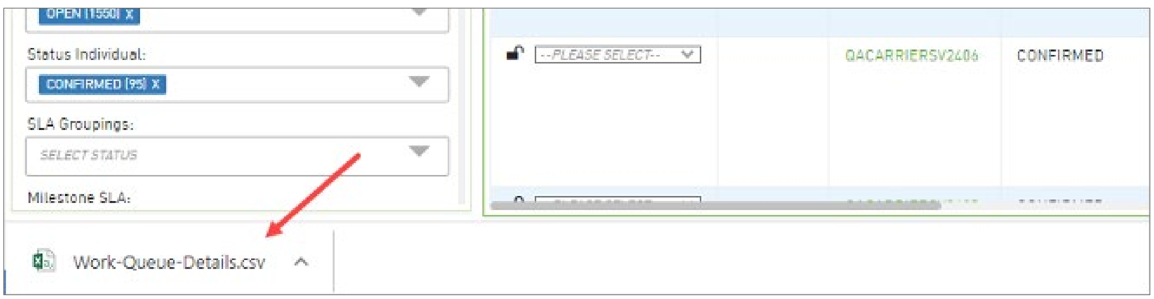
Query and export work queue

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.



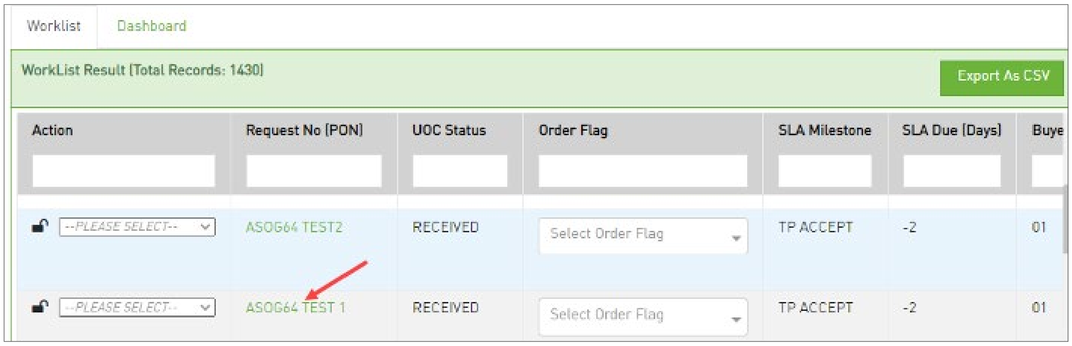
The spreadsheet downloads to the bottom left corner of the screen. Select the file to open.



Managing inflight orders

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

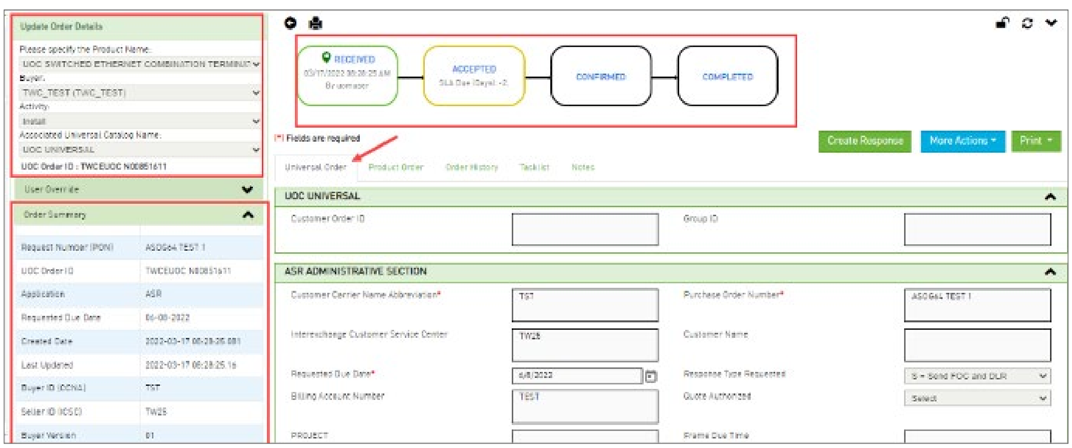
Select the PON (hyperlink) from the order list to open the **Order Main** panel.



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:

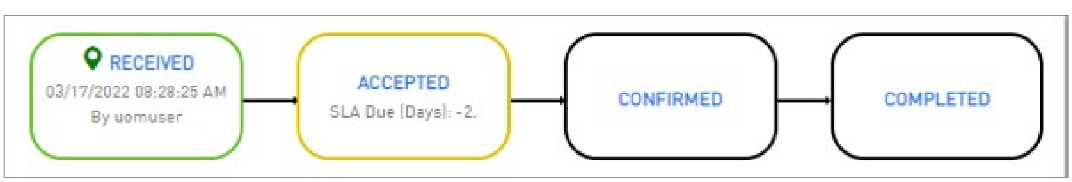
SR info is populated in the **Seller Order ID** field in the **Order Summary** (as another option to the work queue).



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.

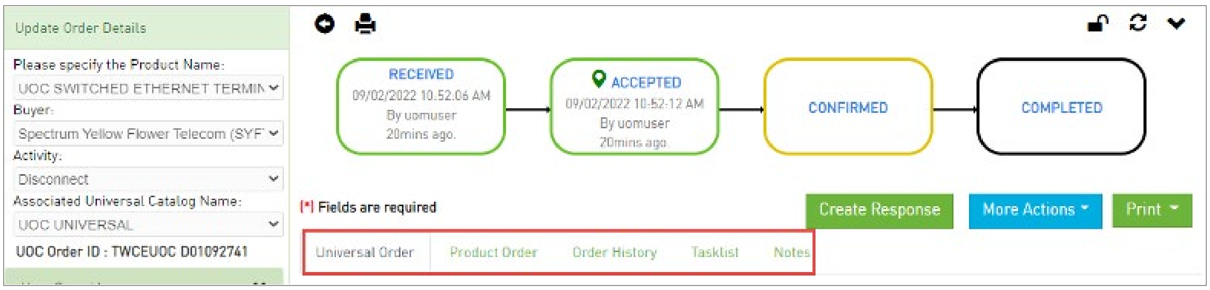


If any of the following events occur, the event value displays in red font within the rectangle box:

- 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.

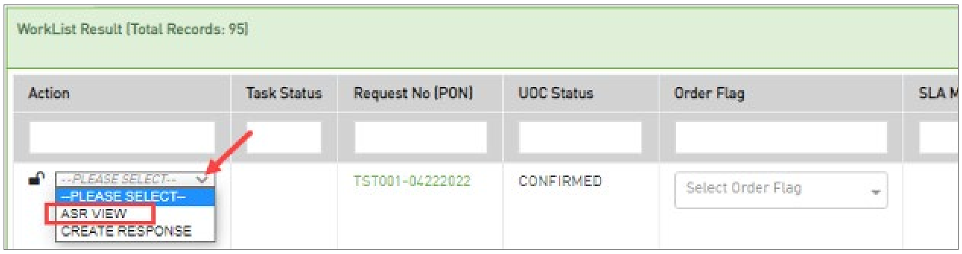


Tabs	Description
Universal Order	Allows user to create responses.
Product Order	Do Not Use Product Order tab.
Order History	After an initial order is saved or submitted, all versions and responses will be listed in descending order, with the latest on top. 
Task list	Clients do not have access to this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

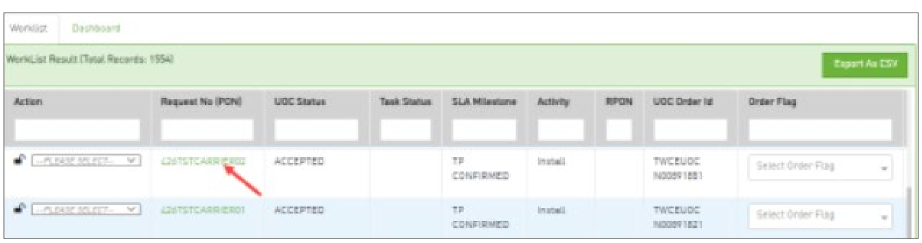
- With the UOC screen opened, select the **More Actions** dropdown, then select the **ASR View** from the menu.

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

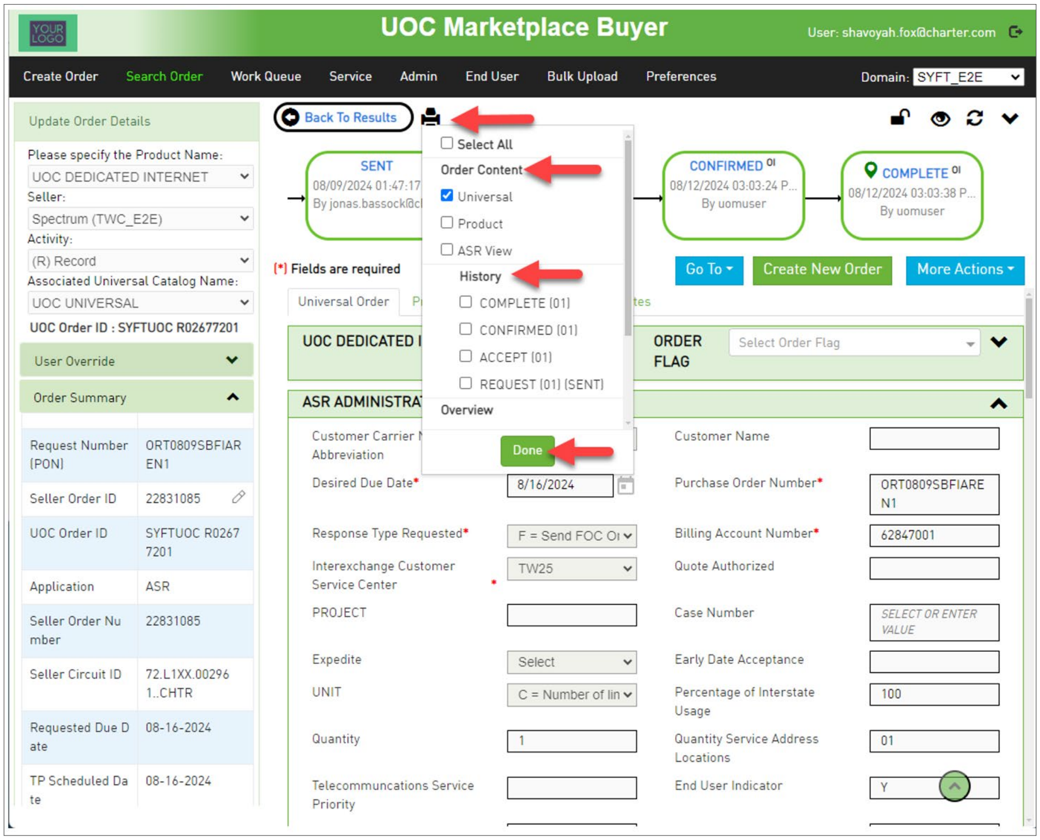
ASR save

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

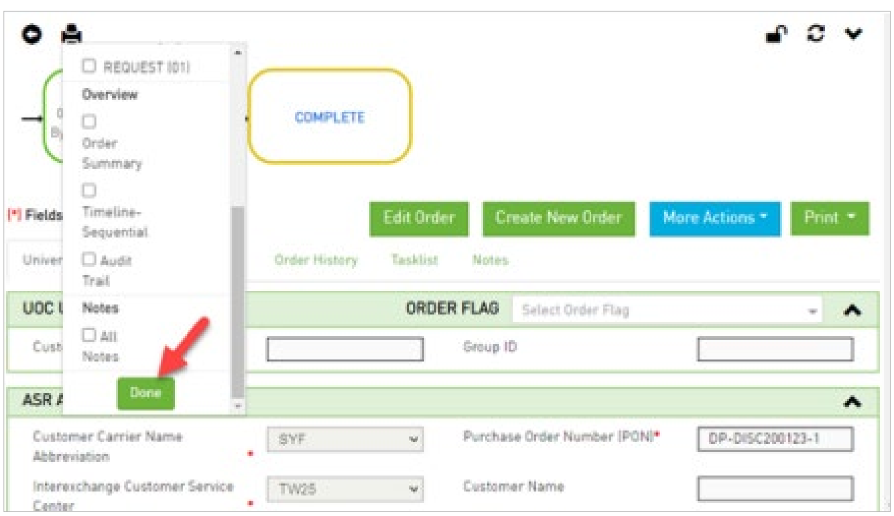
To save your order information, select the **Request No (PON)** to access the **Universal Order** screen.



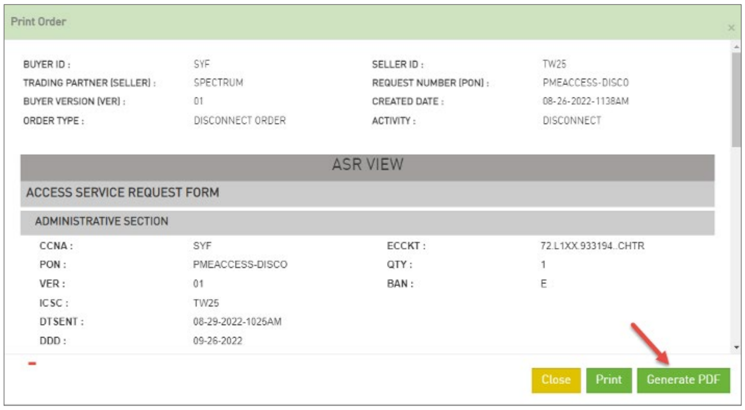
With the **Universal Order** screen opened, select the **Print** dropdown, then select the items to print. Remove the check from the **Universal** check box then populate the **ASR View** check box.



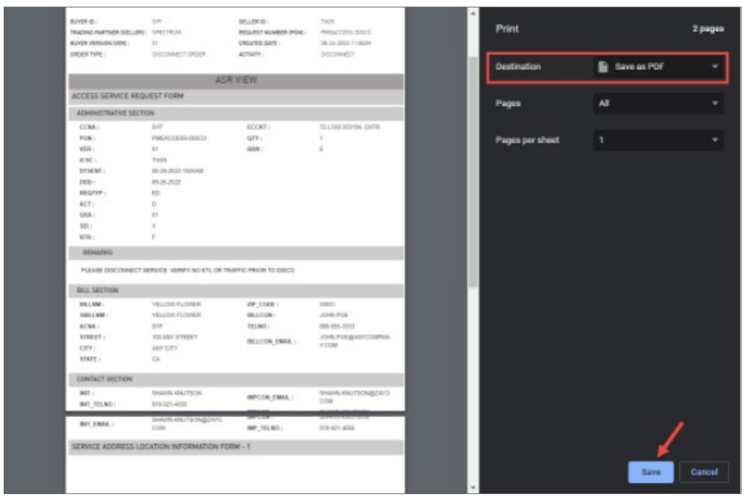
Scroll to the bottom of the menu and click the **Done** button.



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.



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. ADDITIONAL INFORMATION Response Type D.

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

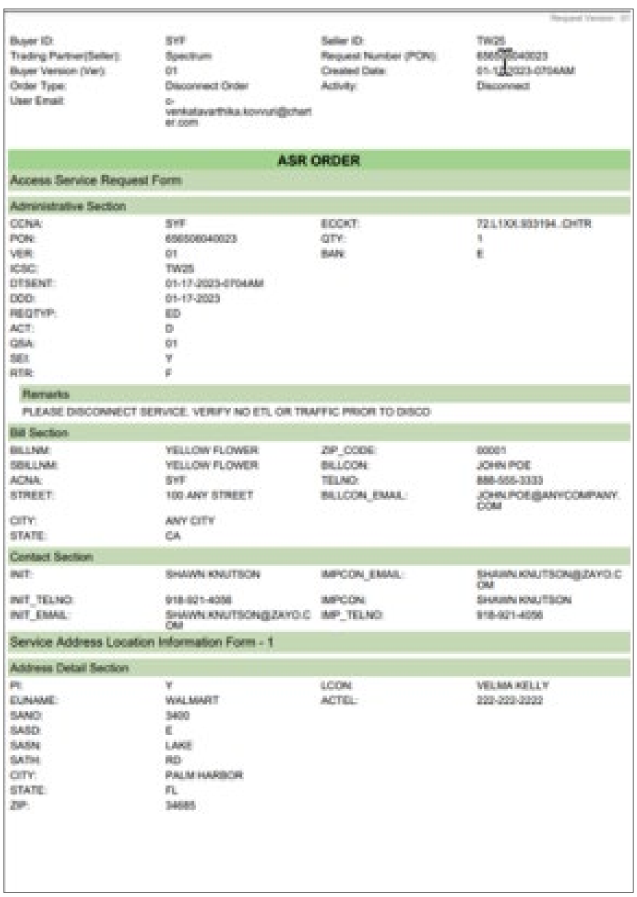
Job aids

Dedicated Fiber Internet Access (FIA/DIA)

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 are being used efficiently and properly allocated.
  - For Spectrum Business-provided IPs over a /29 address.
- BGP form
  - If the client wants to advertise a block of IPs.
    - /24 is the smallest Spectrum Business will advertise.
- LOA (Client provided)
  - For BGP requests requiring Spectrum Business 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):	656508040023
Buyer Version (Ver):	01	Created Date:	01-17-2023-0704AM
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:	656508040023	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:	918-921-4058	IMPCON:	SHAWN KNUTSON
INIT_EMAIL:	SHAWN.KNUTSON@ZAYO.COM	IMP_TELNO:	918-921-4058

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.

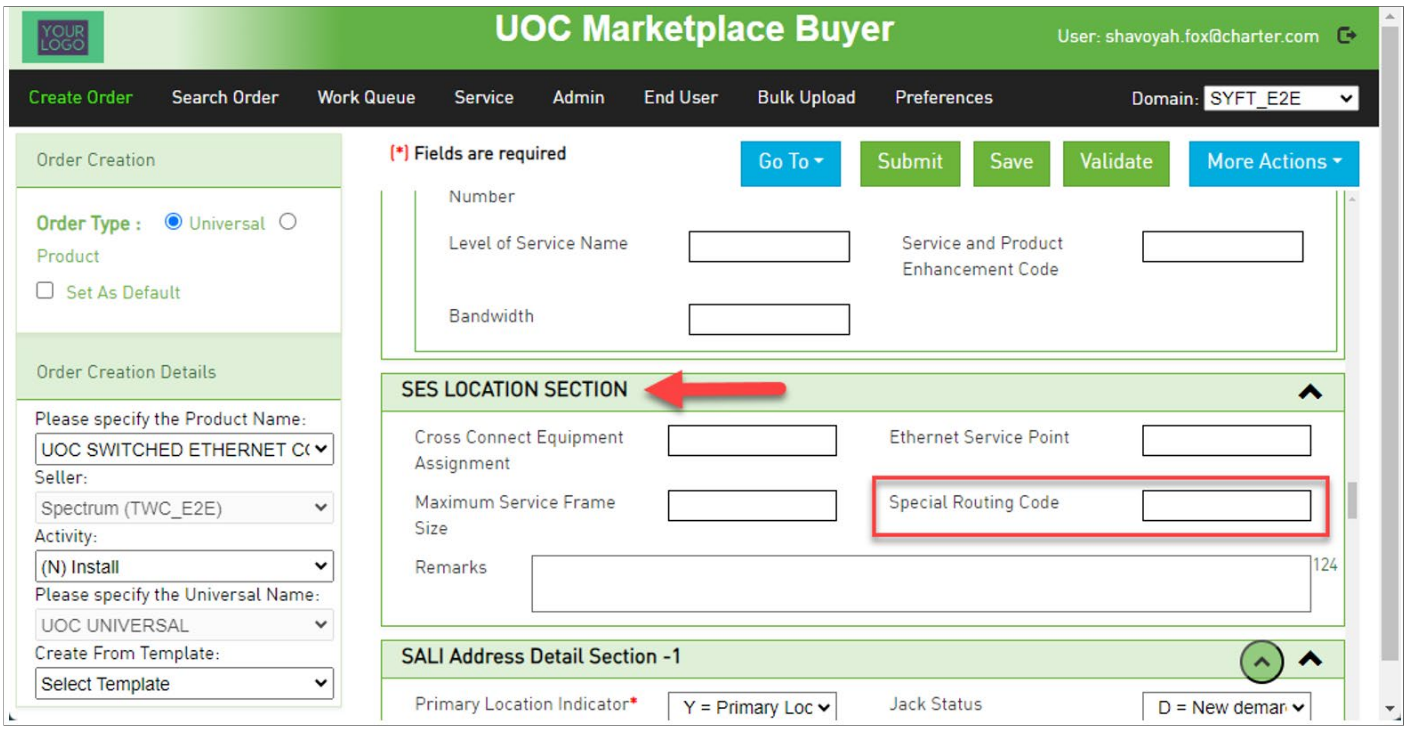
This information is populated in the **LOS** field on the **EVC** page of an **ASR**.

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

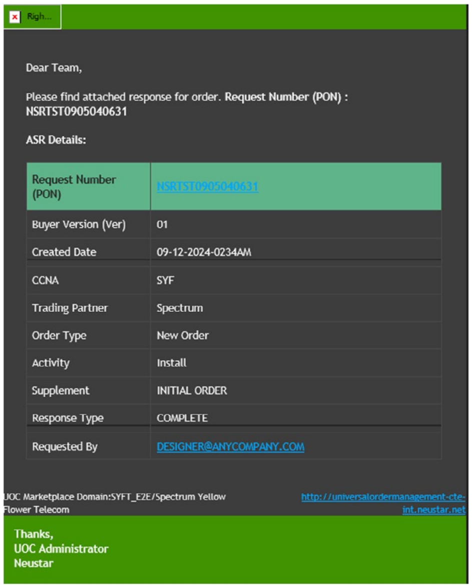


How to request Jumbo Frames

Jumbo Frames is indicated in the Maximum Service Frame Size (MSFS) field on the SES Location Section. It should have a value of 9000.

Email Responses

- The order initiator will receive an email from uoc@transunionapps.com 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:



Righ...

Dear Team,

Please find attached response for order. **Request Number (PON) :**
NSRTST0905040631

ASR Details:

Request Number (PON)	NSRTST0905040631
Buyer Version (Ver)	01
Created Date	09-12-2024-0234AM
CCNA	SYF
Trading Partner	Spectrum
Order Type	New Order
Activity	Install
Supplement	INITIAL ORDER
Response Type	COMPLETE
Requested By	DESIGNER@ANYCOMPANY.COM

UOC Marketplace Domain:SYFT_E2E/Spectrum Yellow Flower Telecom http://universalordermanagement-cte-int.neustar.net

Thanks,
UOC Administrator
Neustar

FAQs

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.

5. 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

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

Revision	Date history	Author(s)
1.0	March 2023	Shavoyah Fox
2.0	January 2025	Shavoyah Fox