

Neustar® Service Order Administration

A Complete Solution for Rapid Number Porting

Securing orders — whether wireless, wireline or intermodal (wireline-to-wireless or wireless-to-wireline) — can be challenging enough. When the time comes to port numbers quickly and easily; you need an end-to-end porting process that saves keystrokes and unnecessary “swivel-chair” scenarios.

In today's communications environment, customer loyalty depends on a number of interacting factors, such as price, service guarantees and customer care. A rapid, accurate porting solution that permits service turn-up and allows you to cultivate a positive customer relationship from the start is a necessity.

Neustar's Service Order Administration (SOA) delivers the operational efficiencies you need to turn number ports into viable revenue streams. Our solution provides a direct interface with the Number Portability Administration Center (NPAC) — so you have full use of all NPAC fields and features to ensure that your orders port quickly, without manual intervention.

Eliminate the Complexity

With Neustar's SOA solution, you get fast, efficient and simple porting that allows you to begin each customer relationship on a positive note.

Cost Effectiveness: Neustar's hosted solution comes with no hardware or software costs, low transaction costs and no unexpected charges.

Quality: Secure environment that supports all North American Numbering Council (NANC) requirements and NPAC Subscription Version (SV) requests, replies and notifications — ensuring a low fall-out rate.

Flexibility: Choice of GUI and XML/SOAP API interfaces allows custom integration and compatibility with legacy systems.

Efficiency: Single log-in for all NPAC regions with unique customer domains and unlimited user access.

Compliance: Continually enhanced systems to support industry changes and mandates — so you don't have to worry about keeping up with and implementing updates.

Why Neustar?

Neustar delivers results. We connect billions of endpoints, thousands of networks, and hundreds of technologies every day. Count on our SOA solution to simplify your number porting needs — leaving you more time to focus on your customers and grow your business. Our comprehensive solution provides:

- A dedicated account management and support team
- Full integration with other Neustar Ordering Solutions
- Automated processes throughout the entire port
- Full scalability to accommodate increased volumes
- Comprehensive reports and custom extracts
- Industry leadership and expertise for compliance and platform management
- Trust and neutrality on which you can rely

SOA Solution Features

Neustar enables communications service providers to eliminate the complexity of number porting with an end-to-end number porting solution that allows quick and easy port-in and port-out transactions between new and old North American service providers. The result: confidence that you have the best and most cost-effective solution to manage each number port without delay.

Transactional Capabilities

The Neustar SOA offering supports all request types, notifications, acknowledgements and error messages to and from the NPAC for Telephone Numbers (TNs), ranges of TNs and Number Pool blocks including:

- Create
- Activate
- Disconnect
- Modify
- Cancel
- Release
- Conflict

Additional Capabilities

- SV Management and tracking; instant access to historical data
- Account Management — group and manage TNs by business level account
- Sub-Domain capability — manage and segregate data by reseller or market utilizing Alt SPID
- NPA Splits
- Number Pooling Management
- Network Data Management
- Bulk Data Downloads
- Disaster Recovery
- Alternative SPID and URIs supported
- User administration across multiple access levels
- Advanced reporting capabilities
- NPAC Queries and Auditing
- Direct link to Port Power Search (PortPS) — a web-based application that provides a single portal for all public, commercial, and private TN inventory data
- All functionality supported via GUI and XML/SOAP API — allowing integration with your own systems

About Neustar, Inc.

Neustar, Inc. (NYSE: NSR) solves complex communications challenges by providing market-leading, innovative solutions and directory services that enable trusted communication across networks, applications and enterprises around the world. Visit Neustar online at www.neustar.biz.