



# Simplifying the Complexity of Order Management

Buying wholesale connectivity services can be a complex and confusing process, leading to high error rates and order fallout. The Neustar Concierge Services team specializes in order management and can manage all this for you.

As the industry leader with decades of wholesale network access and transport ordering experience and industry knowledge, Neustar can help you connect and grow your enterprise and wholesale businesses. We offer a full range of support for all wholesale access technologies and order types, including Dark fiber, Ethernet, Broadband and Dedicated Internet, SD-WAN, Fixed Wireless, 5G backhaul and fronthaul, and more. Customizing our services to your specific needs, we simplify any stage of your order creation and order management process.

## BENEFITS

- Fill knowledge gaps with Neustar expertise
- Improve operational efficiency
- Gain customized support for your needs
- Reduce operational costs

# Concierge Service for Network Buying

The Neustar Concierge Service provides end-to-end support for ordering Type 2 (off-net) connectivity services. As an add-on feature to our [Universal Order Connect \(UOC\)](#) suite of solutions, Neustar's Business Process Outsourcing (BPO) team helps on many fronts:

**Order Submission:** Neustar reviews assigned orders for accuracy and completeness, creates the order, submits it to the preferred supplier, and ensures specific supplier requirements are properly handled and expedited if required.

**Firm Order Commitment (FOC) Management:** Our services team will track orders for the receipt of acknowledgment (ACK) and FOC's, create and/or update records in your inventory management system with the correct circuit IDs, and ensure ACK/FOC's service level agreements are met.

**Fallout Management:** Order fallout can occur for a variety of reasons. Our team will locate and review order fallouts, correct the issues, and submit corrected orders utilizing our proven fallout management process.

**Test & Turn-up:** Synchronizing the order flow helps avoid conflicts and upstream failures. The Neustar team will schedule testing windows with the supplier, review and validate vital information, perform ping tests, troubleshoot issues if required, record, and update test results.

**Circuit Completion:** Ensure the Design Layout Record (DLR) is received, capture the Provider Test Acceptance (PTA) information provided by the supplier, and update the circuit term dates in your inventory management and billing systems.

**Supplier Performance Management:** Get the level of service you've contracted. Neustar tracks orders against your SLAs and pursues responses when these are not met. We also provide regularly scheduled performance reports that include order completion durations.

**Circuit ID/Inventory System Management:** Maintaining an accurate Circuit Inventory saves time when managing network expansions. Neustar services update Circuit IDs and other useful information such as PON, supplier, service date and term in your Inventory Management system, and refers information from the Inventory system to better manage Change/Disco/Record orders.

**Supplier Project Management:** Neustar manages your suppliers for you, tracking escalations and expedited orders and handling out-of-ordering-process updates and the Estimated/Actual Completion Dates (ECDs/ACDs).

**Buyer Project Management:** The BPO staff will host a weekly call to review order escalations, circuit progress status, supplier performance management reports, and liaison supplier comments or concerns. As part of our customer project management, we also receive and manage escalations.

With ongoing membership and participation with the Ordering Billing Forum (OBF) and the Metro Ethernet Forum (MEF), Neustar is well-positioned to support the most complicated wholesale orders.

LEARN MORE

To learn more, contact Neustar's team of experts by visiting [www.communications.neustar](http://www.communications.neustar) or calling **1-855-898-0036**.