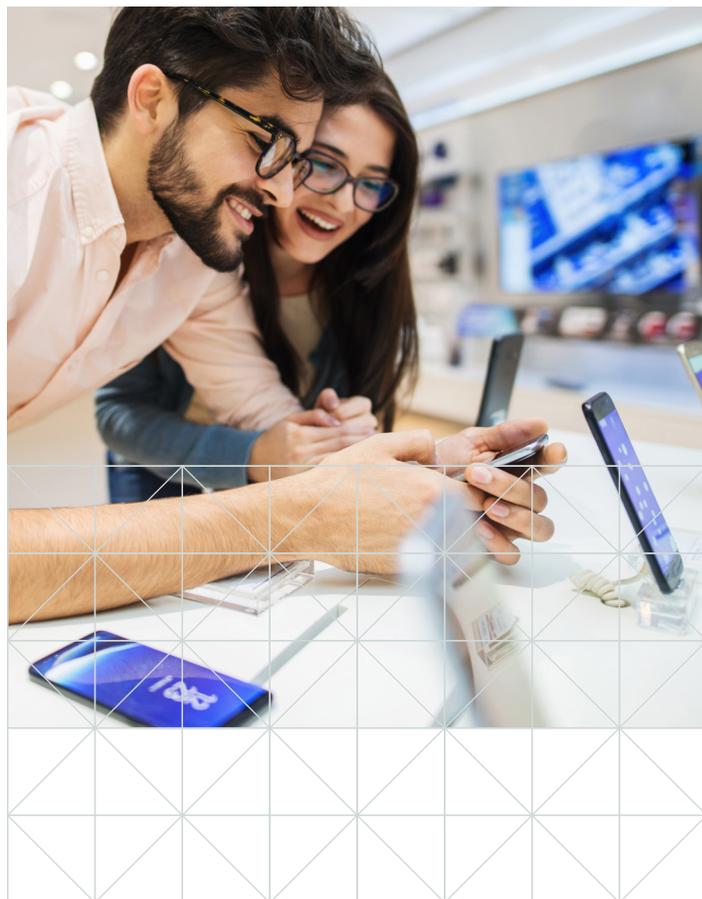


Enhanced Service Request: Paving the Way to Easier Telephone Number Porting

The Industry-Leading Solution That Simplifies and Automates the Entire Porting Experience

Telecom subscribers request to port their phone numbers for a variety of reasons. It could be to seek a better deal, upgrade service, or in the case of a wireline number, move to a new address. Porting a number and all of its associated services, such as E911, Directory Listing, and LIDB can be one of the most complex processes for a voice service provider, with numerous entities needing to be updated across multiple systems. The whole process is cumbersome, with each service provider having its own manual swivel-chair processes. This often results in errors and order fallout, leading to slower time-to-revenue and dissatisfied customers. To provide the quickest and most efficient service to your subscribers, it is essential to make this process as streamlined as possible.



Single Interface Reduces the Complexity of Inter-Carrier Porting

Neustar's Enhanced Service Request (ESR) simplifies inter-carrier number porting services for wireless, wireline, cable, VoIP, and Unified Communications as a Service (UCaaS) by providing a single interface with all national carriers and listing services for all order types, including Local Services Requests (LSR), Inter-Carrier Communication Process (ICP), Intermodal Porting, Service Order Administration (SOA), Directory Listing, Directory Assistance, Enhanced 911 (E911), Line Information Database (LIDB), and Customer Account Record Exchange (CARE). ESR supports porting for residential, small and medium sized business (SMB), and large enterprise customers, providing order flows that are continuously optimized to meet industry best practices.

Automated Processing Maximizes Order Success

Neustar's intelligent ESR solution automates the entire telephone number provisioning workflow by pre-validating orders, enriching missing or wrong data based on Neustar's proprietary database and years of expertise, and sequentially orchestrating each step for fast and reliable, end-to-end number porting and fulfillment. With ESR, the process of porting telephone numbers becomes automated and streamlined, resulting in ultra-fast port-ins with minimal fallout.

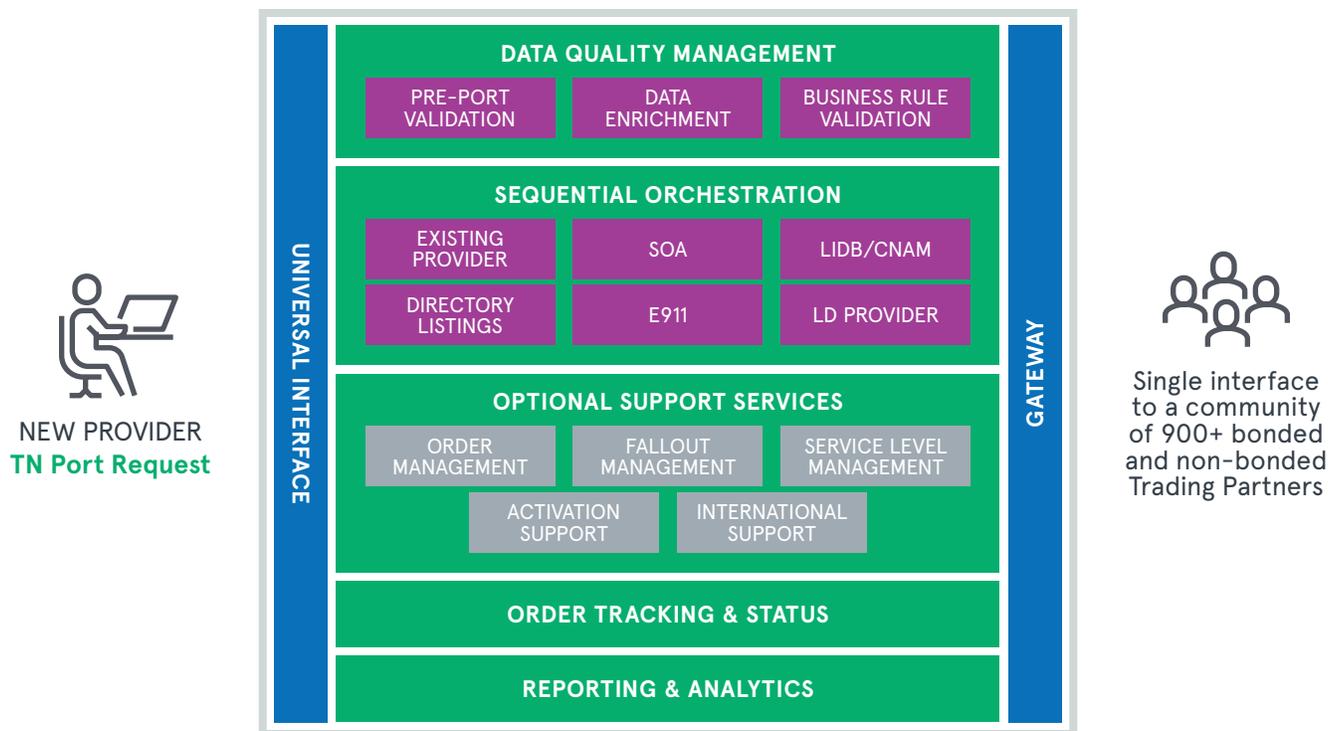
End-to-End LNP Ordering and Fulfillment

Too many complex, error-prone manual processes can lead to mistakes and activation delays - and slower time to revenue. With over 1 billion transactions to date, Neustar's ESR workflow manager ensures correct business processes are followed throughout the entire life cycle of an order. ESR initiates and tracks each step in the fulfillment process, reducing the need for manual intervention and monitoring, while also reducing errors and order fallout - for faster order activation and revenue recognition.

Self-Service Option Adds Customer Convenience

Despite best efforts, there are times when an order cannot be completed due to missing information that only the customer can provide, such as account number, PIN or address. ESR's optional Self-Service Portal automates the information gathering process, giving customers a quick and easy way to update information, while easing the load for your customer support reps.

ENHANCED SERVICE REQUEST



FASTER ACTIVATION. FASTER TIME TO REVENUE.

Neustar Enhanced Services Request Advantages:

- **Single platform for porting subscribers from any carrier**
- **Managed solution** that is standards-based and industry compliant
- **Universal interface** simplifies number porting for dozens of domestic and international services
- **One vendor for end-to-end automation** guides the entire porting process to reduce errors and order fallout
- **Comprehensive flow-through provisioning** provides faster activation and faster time to revenue
- **Advanced order validation and data enrichment** improves data quality and reduces fallout
- **Customizable workflow** adapts to your specific business needs
- **Self-Service Portal** enables your customers to self-correct common fallout conditions
- **Hosted solution with API or GUI fully integrated** to virtually any message gateway service increases productivity
- **Comprehensive reporting and performance metrics** provide decision-making intelligence for Order Management and Executive Reporting
- **Fastest number porting** in the Industry

LEARN MORE

Looking to reduce cost, reduce order fallout, get to revenue faster, or just want to learn more? Contact Neustar's team of experts by visiting www.communications.neustar or call **1-855-898-0036**.