GUIDE

Neustar order insights

User Guide

Spectrum ENTERPRISE

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Introduction

The Order Insights (OI) application is part of Neustar's Carrier Provisioning Solution Suite designed to streamline and improve the process of tracking and managing Access Service Request (ASR) orders between Spectrum Enterprise and our customers. The OI web portal provides status information, designed to remove the guesswork out of knowing where orders are within the Spectrum Enterprise process flow.

OI's web portal provides the following benefits:

- Ad hoc status inquiries.
- Search functionality using various criteria.
- Dashboard views and reporting.
- Proactive notifications based upon status change events (e.g., Customer Not Ready).

Business guidelines

- OI works with Google Chrome, Firefox and Safari browsers.
- Any pop-up blocker software should be disabled to ensure OI pop-up windows function properly.
- **Domain**, **User** and **Password** fields are case-sensitive.
- Users should avoid using the browser **Back** button. Some screens contain a **Back** link to move backward.
- Users are automatically logged off when OI is open and idle for four hours.

Restrictions

- The OI system does not support the Internet Explorer browser.

Related documents

Spectrum Enterprise Information Library – Carrier
Carrier – Universal Order Connect

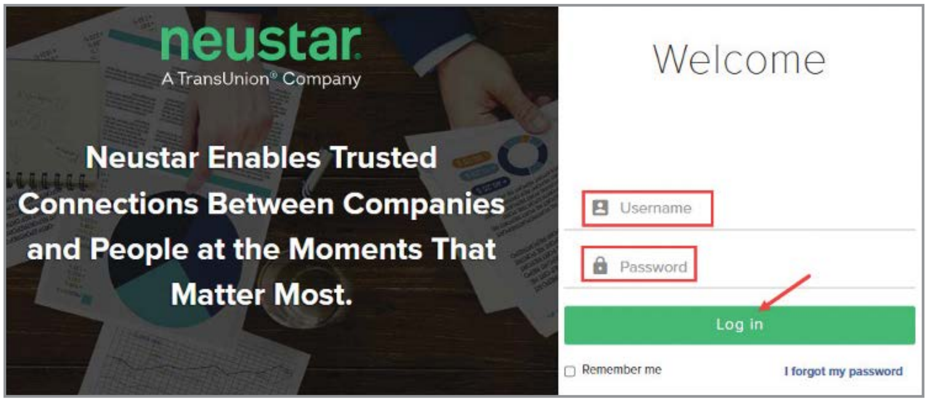
What is OI?

The OI web portal provides status information, designed to remove the guesswork out of knowing where orders are within the Spectrum Enterprise process flow.

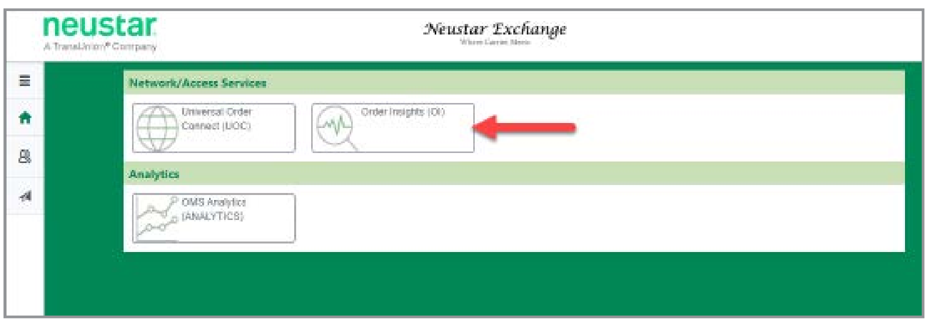
The following information details the steps for the OI application.

Logging in to Order Insights

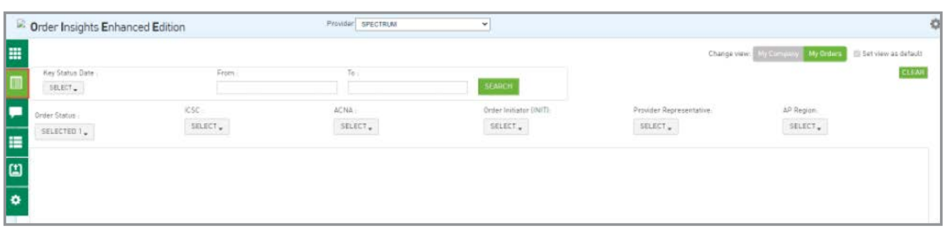
1. Launch the Neustar application, then populate the **Username** and **Password**, then click the **Log in** button.



2. On the **Neustar Exchange** screen, select **Order Insights**.

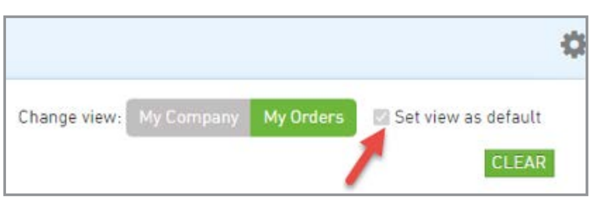


3. **Order Insights** will open up to the **Statusing – Data** screen by default.



Note:

The **Username** and **Password** fields are case-sensitive. The default view can be changed. Just click the box next to **Set view as default.**



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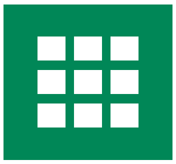
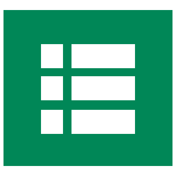
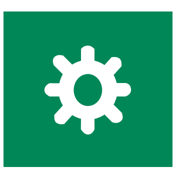
Navigating Order Insights

Navigation bar

On the left side of the window is a navigation bar with five different screens. To select a screen, hover over the icons, and then click the requested screen. The table below provides information on each icon and a general description of the option.

Icon	Navigation bar option	General description
	Dashboard	Provides an order overview, such as Overall Status, Build Complexity and Customer Not Ready (CNR). Can be used for executive reporting.
	Statusing – Data	Provides a list of open, complete and cancelled orders. Allows user to search and select an individual order for a detailed view and status.
	PON inquiry	Allows user to send and receive messages linked to their order.
	Ordering	Provides a link to the Neustar ASR Portal.
	Preference	Allows user to sign up for proactive notifications, create alias names and view their profile.

Important:

Avoid using the browser **Back** button. A **Back** link is provided on some screens and can be used to move backward. If the **Back** button on the browser is clicked, then click the **Forward** button to return to the previous page.

Dashboard

The Dashboard contains a summary of open orders with the following information:

- Overall status
- Open PON inquiries
- Build – infrastructure complexity summary
- Build – network complexity summary
- Customer Not Ready summary
- Error summary
- Site survey past estimated completion date
- Customer Premise Ready (CPR) past estimated completion date
- Build past Estimated Completion Date (ECD)

User can select the **Provider** they wish to view from the **Provider** drop-down menu and/or select the **ACNA (Access Customer Name Abbreviation)**.

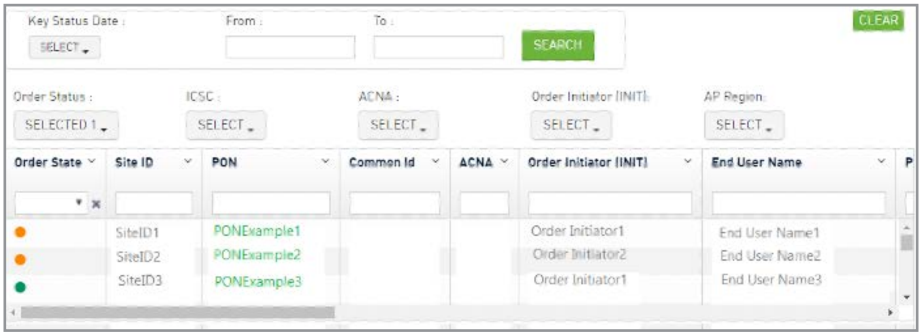
The table below provides information regarding the Dashboard's graphs and lists.

Title of report	General description
Overall status	• Provides a count of total open firm orders and service inquiries. • Provides a count of where the open orders fall within the access provider process flow. • Provides a pie chart with percentages of the different statuses.
Open PON inquiries	• Displays any open communication on an order until inquiry is completed and closed.
Build – infrastructure complexity summary	• Provides a count of the access provider's build type determination for open orders. • Provides a pie chart with percentages of the different statuses.
Build – network complexity summary	• N/A

Title of report (continued)	General description (continued)
Customer Not Ready summary	• Provides a count of total open CNRs. • Provides the average age in days of total open CNRs. • Provides a count of total open CNRs past expected resolution date. • Provides a line chart for calendar days in CNR status.
Error summary	• Provides a count of total open with Errors. • Provides the average age in days of total open with Errors. • Provides a count of total open with Errors past expected resolution date. • Provides a line chart for calendar days in Error status.
Site survey past estimated completion date	• Provides a table with a list of orders that are past the estimated completion date for the provider's site survey to be performed.
Customer Premise Ready past estimated completion date	• Provides a table with a list of orders that are past the estimated completion date for the customer premises to be ready based on site survey requirements.
Build past estimated completion date	• Provides a table with a list of orders that are past the estimated completion date for the provider's build.

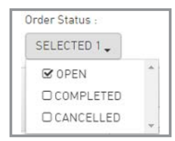
Statusing – Data

The **Statusing – Data** screen is where all orders received for the Access Provider are available to view.



Utilize the search fields to locate a specific PON or set of PONs.

When a drop-down menu allows more than one option to be selected, there will be a checkbox to the left of each option contained in the drop-down menu and you may select and check as many options as needed.



Note:

The default display of PONs is open orders. To view completed and/or cancelled orders, select the appropriate values from the **Order Status** drop-down menu.

Once the drop-down menu is closed and an option(s) has been selected, click **SELECTED** and then select the number of options that have been selected, such as 1, 2, etc., within that particular drop-down menu.

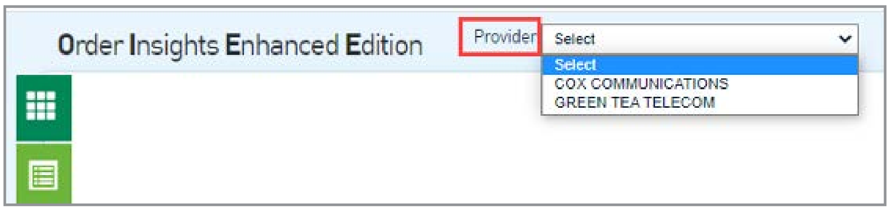
Each column on the table in the bottom portion of the screen contains options to filter the output within the list of orders displayed.

- **Down arrow** (⌄): Allows for sorting of that column in ascending or descending order, as well as an option for temporarily hiding the column.

- **Open text box** ( ): Partial or full data can be used for searching.
- **Scroll bars:** Up/down scroll bars allow for more field associated with an order to be viewed.
- **Clear** (CLEAR): The **Clear** button at the top right of the screen clears all search fields.

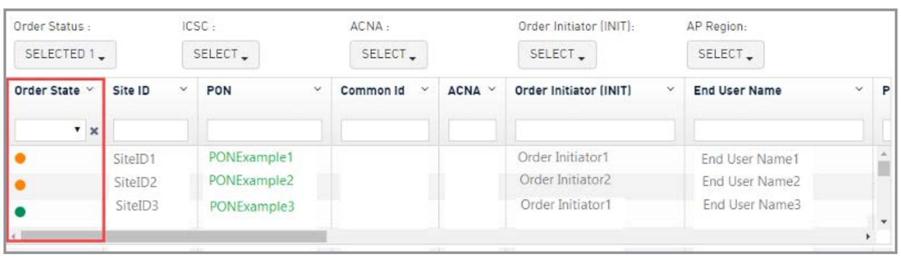
Once the searched PON is located, click on either the PON or site ID hyperlink (the selectable field will be in green font and will be underlined when hovered over) to view more detail in the individual order screen.

When first entering the **Statusing – Data** screen, the **Provider** drop-down menu defaults to **Select** and the PON data IS NOT displayed. A specific provider must be selected to view PON data; select the provider from the drop-down menu located at the top of the page.



Order state color key

The first column on the **Statusing – Data** screen table is the **Order State**.

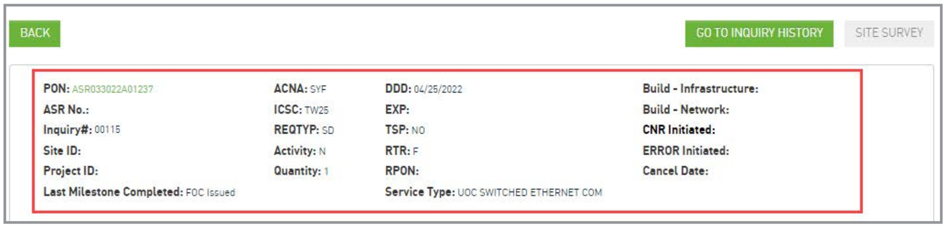


The table below defines each color that can appear in the **Order State** field.

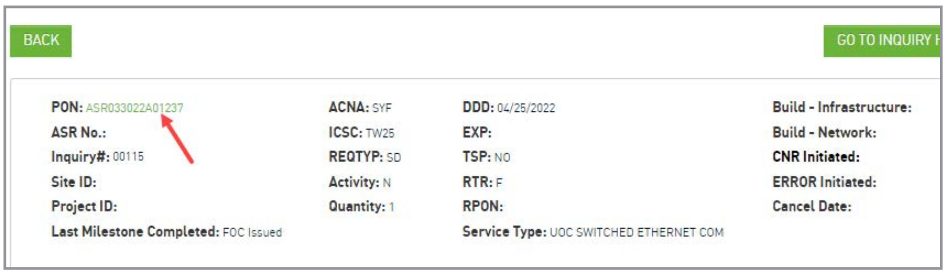
Color	Definition	General description
Black	Order is complete or cancelled	• Order (ASR) has been completed or cancelled and is no longer an active order. • Appears when the individual order screen contains at least one milestone date in black.
Brown	Order number is complete or cancelled	• An order number associated with an ASR has been completed or cancelled. • Appears when the individual order screen contains at least one milestone date in brown.
Red	Order is stopped or action is required	• Open orders only. • A milestone associated with the order contains an ECD in the past and no Actual Completion Date (ACD). • Appears when the individual order screen contains at least one milestone in red and no milestones in brown or black.
Orange	Milestone date jeopardy (the order has a milestone date that was missed)	• Open orders only. • A milestone associated with the order contains an ECD that is the current date and not an ACD.
Yellow	Milestone date alert	• Open orders only. • A milestone associated with the order contains an ECD that is the current date and not an ACD. • Appears when the individual order screen contains at least one milestone in yellow and no milestones in orange, red, brown or black.
Green	Order is in progress	• Open orders only. • All milestone dates are progressing without any alerts or jeopardies. • Appears when the individual order screen contains no milestones in yellow, orange, red or black.

Single Order View

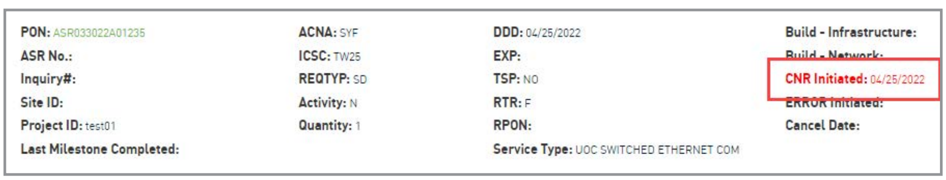
The **Single Order View** screen displays when a user selects a **PON** or **Site ID** from the **Statusing – Data** screen (all orders view). The top portion of the screen contains basic identifying information for the order.



More detailed information is provided after selecting the PON hyperlink.



The top portion of the screen also contains alerts that identify why an order has stopped processing and requires immediate attention, such as a CNR scenario. These fields contain red font when an initiated date is populated.

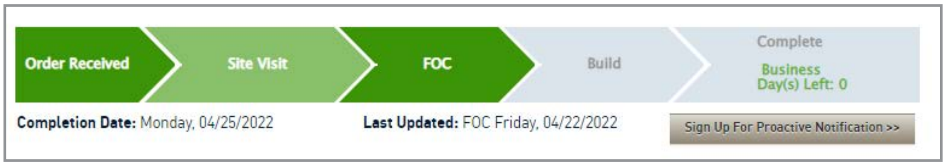


The rest of the screen is broken into the following components:

- **Timeline**: An actual picture of key historical, planned or projected events (milestones) that are marked in the sequence of their occurrence.
- **Order status**: All milestones and their associated status.
- **Order transaction history**: A record of all transactions associated with the order.
- **Document details**: Lists the uploaded documents or provides the ability to upload documents related to the selected order.
- **PON inquiry details**: Lists inquiries or provides the ability to submit an inquiry related to the selected order.

Timeline

A timeline of the individual order allows for a quick glance to determine where the order is in the provider process flow. It contains all key milestones.



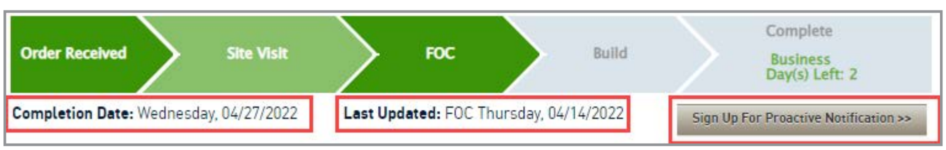
- When an ACD has been received against a milestone, the arrow associated with that milestone will contain white font on a green background.
- When an ACD is pending against a milestone, the arrow associated with that milestone will contain dark gray font on a light gray background.
- Within the Complete milestone arrow on a pending order, once there is a confirmed due date, there will be a **Business Day(s) Left** field inserted:
    - If the **Business Day(s) Left** field is in green font, it indicates that the completion date is in the future or is the current date and provides the number of business days left until completion (current date will be "0").
    - If the **Business Day(s) Left** field is in red font, it indicates that the completion date is in the past and the number of business days left will always be "0".

Once an ACD is received against the ASR Complete milestone, a check mark replaces the **Business Day(s) Left** field to acknowledge that the order is complete.

Note:

The **Business Day(s) Left** field takes weekends and provider-known holidays into consideration.

Fields beneath the timeline:

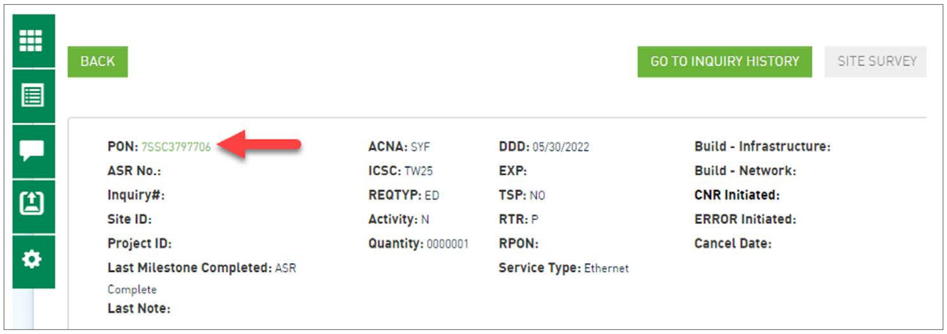


Completion date: Contains the confirmed due date once the Firm Order Confirmation (FOC) milestone is met and changes to the ACD once the Complete milestone is met.

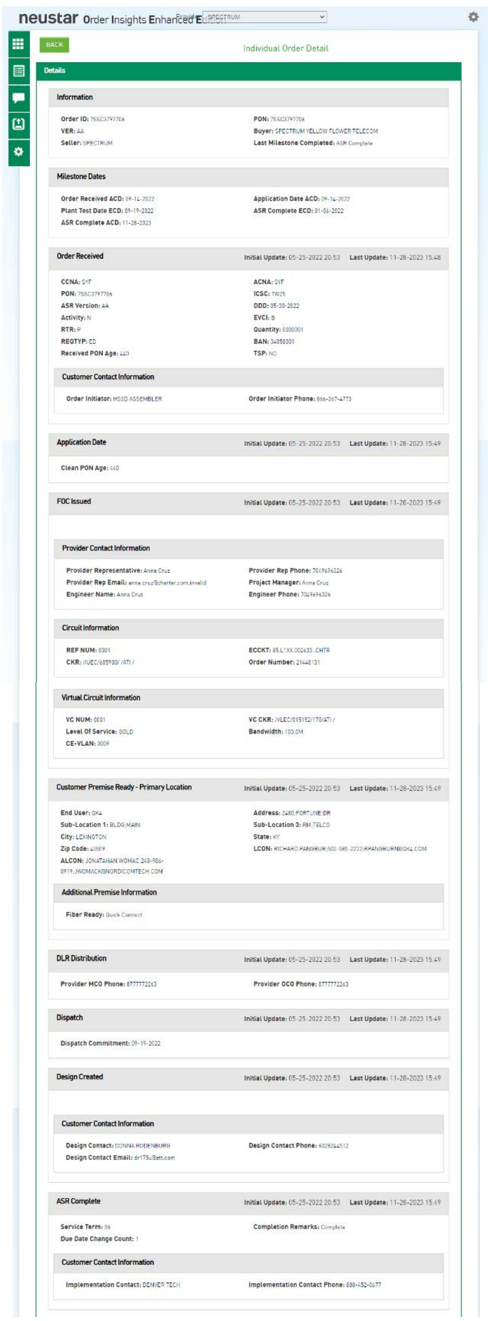
Last updated: Contains the date an arrow on the timeline was last updated from a gray background to a green background and the timeline milestone associated with the update.

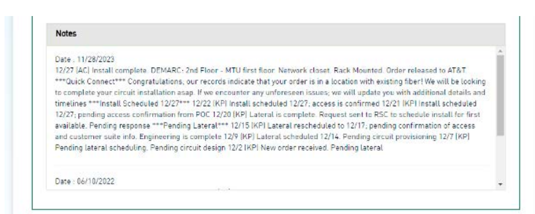
Sign up for Proactive Notifications: This button takes the user to the **Proactive Notification** screen to sign up for proactive notifications.

To see additional details on the order, click on the **PON hyperlink** to open the **Individual Order Details** page.



This page will display information such as Milestone Dates, DLR, and Circuit information.





Order Insights Field Name	Order Insights Field Name Description	Description
INFORMATION		
Order ID	PURCHASE ORDER NUMBER	THE CUSTOMER'S UNIQUE PURCHASE ORDER OR REQUISITION NUMBER THAT AUTHORIZES THE REQUEST
PON	PURCHASE ORDER NUMBER	THE CUSTOMER'S UNIQUE PURCHASE ORDER OR REQUISITION NUMBER THAT AUTHORIZES THE REQUEST
VER	VERSION	IDENTIFIES THE CUSTOMER VERSION NUMBER
Buyer	Ordering Customer	Carrier Name
Seller	Last Mile Provider	Spectrum Enterprise
Last Milestone Complete	Last Notice Sent	FOC, DLR, Completion, Jeopardy, Clear, Informational, Error, Jeopardy with Error, Provider Initiated Cancel
MILESTONE DATES		
Order Received ACD	Order Received Actual Completion Date	ASR Received Date
Application Date ACD	Application Date Actual Completion Date	ASR Accepted Date
FOC Issued ACD	FOC Issued Actual Completion Date	FOC (Firm Order Confirmation) Sent Date
DLR Distribution ACD	DLR Distribution Actual Completion Date	DLR (Design Layout Record) Sent Date
Plant Test Date ECD	Plant Test Date Estimated Completion Date	Scheduled Installation Date
ASR Complete ACD	ASR Complete Actual Completion Notice	Completion Notice Date
ASR Complete ECD	ASR Complete Estimated Completion Date	FOC (Firm Order Confirmation)
ORDER RECEIVED		
CCNA	CUSTOMER CARRIER NAME ABBREVIATION	IDENTIFIES THE COMMON LANGUAGE IAC CODE FOR SUBMITTING ORDERS
ACNA	Access Carrier Name Abbreviation	IDENTIFIES THE COMMON LANGUAGE IAC CODE FOR BILLING ORDERS
PON	PURCHASE ORDER NUMBER	THE CUSTOMER'S UNIQUE PURCHASE ORDER OR REQUISITION NUMBER THAT AUTHORIZES THE REQUEST
ICSC	Interexchange Customer Service Center	Spectrum Enterprise (Seller) ID
ASR Version	ASR Version	IDENTIFIES THE CUSTOMER VERSION NUMBER
DDD	Desired Due Date	IDENTIFIES THE CUSTOMER'S DESIRED DUE DATE
ACTIVITY	ACT	IDENTIFIES THE ACTIVITY INVOLVED IN THIS REQUEST (Ex. NEW, CHANGE, DISCO, ETC)
RTR	RESPONSE TYPE REQUESTED	IDENTITIES THE TYPE OF CONFIRMATION RESPONSE OPTIONS BY THE CUSTOMER
QUANTITY	QTY	IDENTIFIES THE QUANTITY OF CIRCUITS

Order Insights Field Name	Order Insights Field Name Description	Description
REQTYP	Request Type	IDENTIFIES THE TYPE OF SERVICE BEING REQUESTED AND THE STATUS OF THE REQUEST (Ex. ED, DD, SD) SAME AS THE PRODUCT NAME
SUP	Supplement	SUP 1: CANCELED REQUEST BY THE CARRIER. SUP 2: Desired Due date for the order. SUP 3: A CHANGE TO AN ORDER AFTER FOC (CONFIRMATION) RECEIVED SUP 4: A CORRECTION TO AN ORDER BEFORE FOC (CONFIRMATION) RECEIVED
BAN	BILLNG ACCOUNT NUMBER	THE ACCOUNT NUMBER THE CIRCUIT WILL BE BILLED UNDER
Received PON Age	Received PON Age	AGE OF THE PON
TSP	Telecommunications Service Priority	PRIORITIZATION TO RESTORE CODE (CUSTOMER PROVIDED)
CUSTOMER CONTACT INFORMATION		
Order Initiator	Carrier Order Initiator	Identifies the customer employee who originated this request.
Order Initiator Phone	Carrier Order Initiator Phone	Identifies the customer employee phone for who originated this request.
Order Initiator Email	Carrier Order Initiator Email	Identifies the customer employee email for who originated this request.
APPLICATION DATE		
Clean PON Age	Clean Purchase Order Number Age	AGE of when we received an order with in errors
FOC ISSUED		
SSWC	Secondary Service Wire Center	Z Location CLLI Code
SWC	Service Wire Center	A Location CLLI Code
PROVIDER CONTACT INFORMATION		
Provider Representative	Provider Representative	Spectrum Enterprise Project Manager
Provider Rep Phone	Provider Representative Phone	Spectrum Enterprise Project Manager Phone
Provider Rep Email	Provider Representative Email	Spectrum Enterprise Project Manager Email
Project Manager	Project Manager	Spectrum Enterprise Project Manager
Engineer Name	Engineer Name	Spectrum Enterprise Project Manager
Engineer Phone	Engineer Phone	Spectrum Enterprise Project Manager Phone
CIRCUIT INFORMATION		
ECCKT	EXCHANGE COMPANY CIRCUIT ID	IDENTIFIES THE PROVIDER CIRCUIT ID OR MULTIPLE CIRCUIT IDS
Order Number	Service Request Number	Spectrum Enterprise Service Request Number

Order Insights Field Name	Order Insights Field Name Description	Description
CUSTOMER PREMISE READY - PRIMARY LOCATION		
End User	End User Name	Name of the company to receive the service
Address	End User Address	Address
Sub-Location 1	End User Sub-location 1	Floor, Room, Suite, Etc
City	End User City	City
State	End User State	State
Zip Code	End User Zip Code	Zip code
LCON	End User Local Contact	Contact Person
ALCON	End User Alternate Local Contact	Alternate Contact Person
ADDITIONAL PREMISE INFORMATION		
Fiber Ready	Fiber Building Serviceability Status	
DESIGN		
ECCKT	Exchange Company Circuit ID	Identifies the provider circuit ID or multiple circuit IDs.
Location	Z Location Device ID	
Equipment Type	Ethernet	Identifies the type of equipment received
Facility/Cable Designation		CPE Transport ID (1st set of numbers)
Facility Type		CPE Transport ID (2nd set of numbers)
DLR NOTE		
ECCKT	Exchange Company Circuit ID	Identifies the provider circuit ID or multiple circuit IDs
Notes	1st DLR Note section	Contains the NNI ID, VLAN, Bandwidth
Notes	2nd DLR Note section	Contains the Z Location Device ID, Port
CUSTOMER PREMISE READY - SECONDARY LOCATION		
Secondary Location CLLI	Secondary Location Common Language Location Identifier	Contains the Z Location CLLI Code
NETWORK FACILITIES COMPLETE		
Construction Job ECD	Construction Job Estimated Completion Date	
Construction Job ACD	Construction Job Actual Completion Date	
Construction Job Status	Construction Job Status	
Construction Job: ROE Needed	Construction Job: Right of Entry Agreement Needed	

Order Insights Field Name	Order Insights Field Name Description	Description
Construction Job: ROE Stage	Construction Job: Right of Entry Agreement Stage	
Construction Job: ROE Status	Construction Job: Right of Entry Agreement Status	
DISPATCH		
Dispatch Commitment	Plant Test Date	
CUSTOMER CONTACT INFORMATION		
Design Contact	Order Initiator	Identifies the customer employee who originated this request.
Design Contact Phone	Order Initiator Phone	Identifies the customer employee phone for who originated this request.
Design Contact Email	Order Initiator Email	Identifies the customer employee email for who originated this request.
ASR COMPLETE		
Service Term	Service Term	How long the contract term
Completion Remarks	Demarc Information	Provides Demarc information for the circuit
Due Date Change Count	Due Date Change Count	How many times due date changed
CUSTOMER CONTACT INFORMATION		
Implementation Contact	Order Initiator	Identifies the customer employee who originated this request.
Implementation Contact Phone	Order Initiator Phone	Identifies the customer employee phone for who originated this request.
NOTES		
Customer Shared Comments		Comments left on your order by internal personal

Order status

The order status table contains all possible milestones that can be associated with the order. The table is broken into four columns:

- Order Status: Displays a specific color to be used to monitor the progress of the milestone.
- Milestone: A major progress point that must be reached to achieve success.
- ECD: Estimated completion date of the milestone.
- ACD: Actual completion date of the milestone.

Order status	General description
Order received	Date the Access Provider accepts the ASR sent from the Access Customer.
Application date	Date ASR becomes error-free and the Access Provider starts working on the ASR.
Site visit	Date the Access Provider visits and surveys the end-user location.
Firm Order Confirmation issued	Date the Access Provider issues the FOC to the Access Customer.
Customer premises ready	Date the end-user location is ready for the service requested to be installed.
Infrastructure complete	Date the physical foundation (e.g., equipment) is complete.
Network facilities complete	Date the transmission pathway (e.g., copper, fiber, etc.) from the Access Provider's serving wire center, switch point, etc. to the destination point is complete.
Record Issue Date (RID)	Manual or mechanized order tracking date identifying when all design and assignment data is sent to the necessary service implementation groups.
Designed Layout Report (DLR) distribution	Date the DLR is sent to or is available to be viewed by the Access Customer.
Design Verification Assignment (DVA)	Date implementation groups report all documents and materials are received and complete.
Wired Office Test (WOT)	Date all wiring completed, all plug-ins optioned and aligned, frame continuity established, switching equipment (with translation loading) installed and tested and, if applicable, interoffice facilities tested.
Frame Continuity Date (FCD)	Date that frame-to-frame continuity is assured by appropriate tests.
Plant Test Date (PTD)	Date that installation and testing of all facilities and equipment is completed. Acceptance testing performed with the Access Customer and the end user if applicable.
ASR complete	Date service requested is installed and no more changes can be made to the ASR.
ASR cancelled	Date service requested is cancelled and no more changes can be made to the ASR.
Order number complete	Date circuit requested is installed and no more changes can be made to the circuit on the ASR.
Order number cancelled	Date circuit requested is cancelled and no more changes can be made to the circuit on the ASR.
Inventory Availability Date (IAD)	Date the inventory can be reused for another order.

Order status color key

The first column on the order status table is the Status.

Order Status

Status	Milestone Name	ECD	ACD
●	Initial Order Received		04/14/2022

The table below defines each color that can appear for a milestone.

Color	Definition	General description
Blue	Milestone date pending	The ECD for the milestone is in the future and no ACD is populated.
Yellow	Milestone date due	The ECD for the milestone is the current date and no ACD is populated.
Orange	Milestone date missed	The ECD for the milestone is in the past and no ACD is populated.
Green	Milestone date complete	The ACD for the milestone (other than ASR or order number complete or cancelled) is populated.
Red	Order stopped or action required	The milestone is on hold pending customer action (e.g., CNR or error).
Black	ASR complete or cancelled	The ACD for either the ASR Complete or ASR Cancelled milestone is populated.
Brown	Order number complete or cancelled	The ACD for either the Order Number Complete or Order Number Cancelled milestone is populated.

Site survey

If there are any site survey requirements needed to get the end-user premises ready for the service requested (such as power and/or space), the site survey button will change from disabled to enabled. Selecting the button brings up a document containing the site requirements.

Order transaction history

The order transaction table contains the record of all transactions between Neustar and the Access Provider associated with the order.

- **Milestone Name:** A major progress point that must be reached to achieve success.
- **Milestone Date:** ECD or ACD of the milestone.
- **Update Timestamp:** Date and time of the transaction.

Milestone Name	Milestone Date	Update Timestamp

Individual Order Detail Screen

The **Individual Order Detail Screen** displays when the **PON** or **Site ID** is selected on the top portion of the **Individual Order Detail Screen**.

The screen is broken into numerous components as follows:

- Identifying Information: General ASR information.
- End-User Information: Primary and secondary location information.
- Build: Detailed build information.
- Dispatch: Dispatch information and associated milestone dates.
- Contact Information: A mix of customer and provider contact information.
- Customer Not Ready: Post-FOC jeopardy information.
- Error: Pre- and post-FOC error information.
- ASR: Additional ASR level and circuit level information, including all circuits associated with the order.

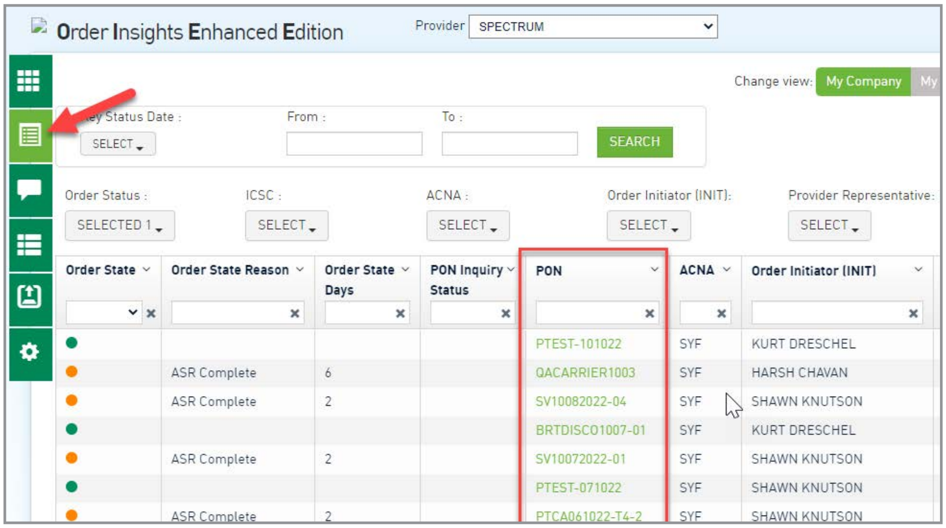
Note:

The internet browser's pop-up blocker must be disabled in order to download the site survey documentation.

Create a PON inquiry

PON inquiries allow you to ask questions or voice concerns as they pertain to the order without sending an email. This process keeps a history of any inquiries opened under that order.

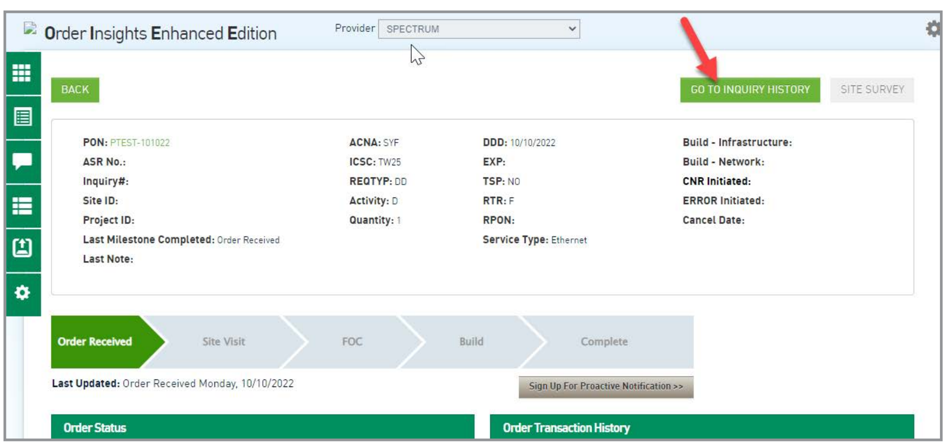
From the **Statusing – Data** screen, click the hyperlink of the PON you would like to open an inquiry on.



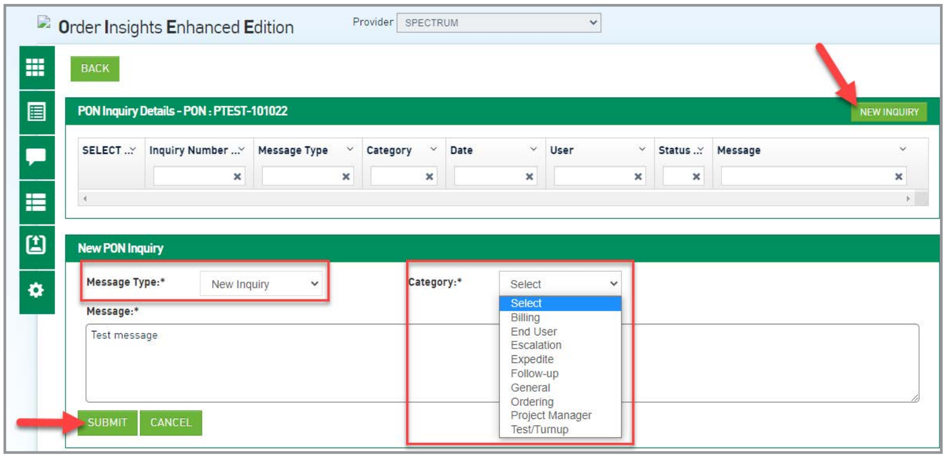
Note:

An email will be sent when an inquiry is created, updated or responded to.

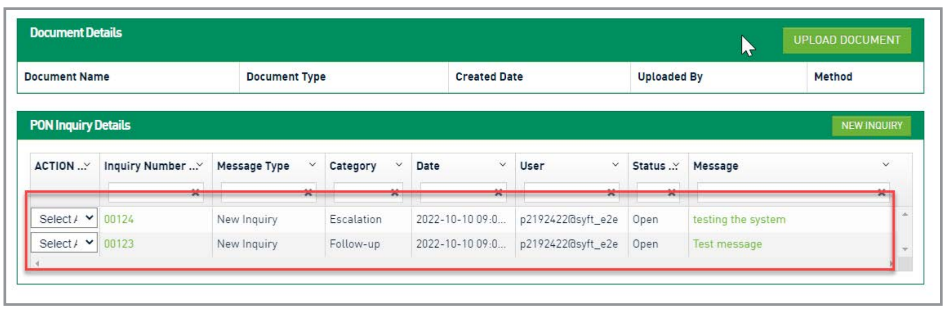
On the next screen, you can either click on **GO TO INQUIRY HISTORY** or scroll to the bottom of the page to the **PON Inquiry Details** section.



Click on **NEW INQUIRY**, which will open to the inquiry screen. Select the category closest to the reason for your inquiry, provide your message in the **Message** field and then click **SUBMIT**. This inquiry will be routed to the person assigned to the order for review and response.



You will receive a PON Inquiry added successfully! response and you should see a record of it under the **PON Inquiry Details** section.

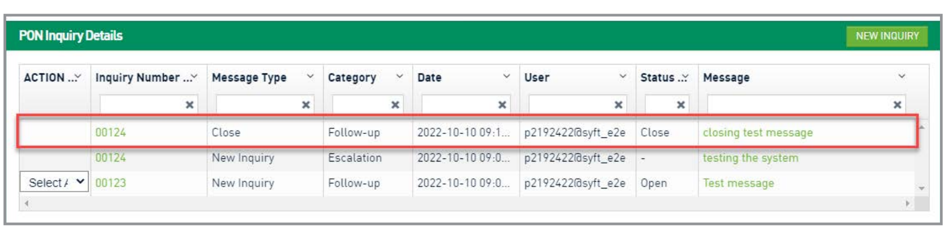


All communications to and from the Project Manager will be performed within this system to keep a time stamp and history of all questions and responses.

Once an inquiry is created and/or a response is sent, you can perform the following actions on the inquiry:

- Response
- Close
- Update Inquiry

Once an inquiry is closed, you should receive a Close successfully! message, and all action options will disappear, no longer allowing you to respond to the inquiry. If additional information or questions arise, you can submit a new inquiry request.



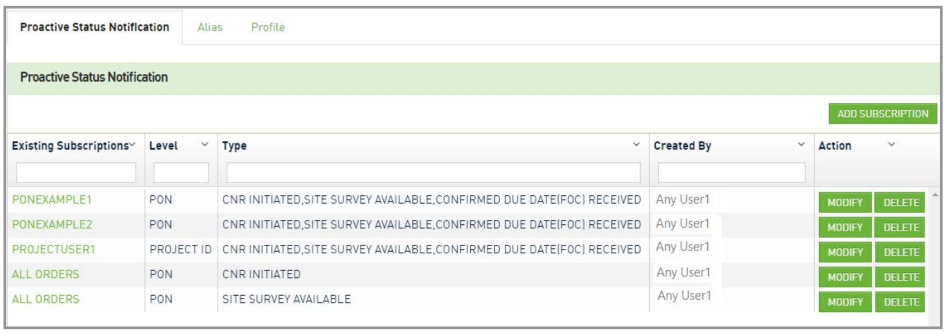
Preference

The following options are available under the following tabs:

- Proactive Status Notification
- Alias
- Profile
- PON Inquiry Notification
- Statusing – Data Preference

Proactive Status Notification tab

The **Proactive Status Notification** tab displays a list of existing proactive status notifications. From the landing page, the user can view, add, modify and delete **Proactive Status Notification** subscriptions.



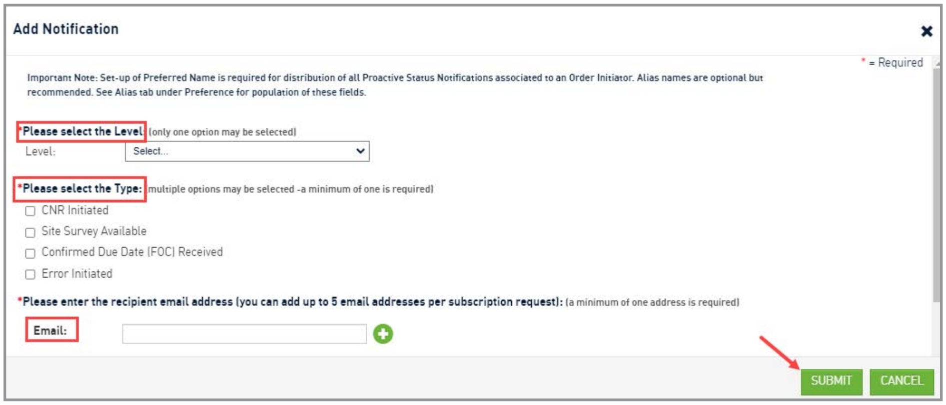
The landing page contains any subscription the user created and any subscriptions created by others containing the user's email address as a recipient of a **Proactive Status Notification**.

To view additional details about a specific subscription beyond what is provided on the landing page, go to the **Existing Subscriptions** column on the landing page and select the appropriate subscription hyperlink.

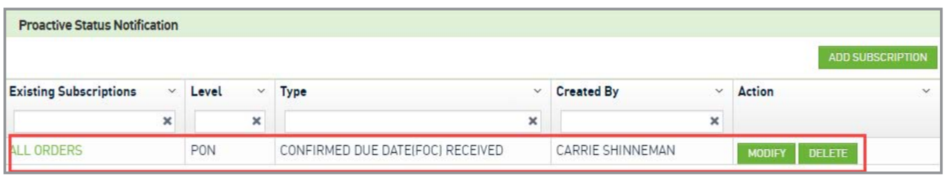
To add a subscription, click the **ADD SUBSCRIPTION** button.

When the **Add Notification** window appears, populate the following fields, then click the **SUBMIT** button.

- Level
- Type
- Email



The submitted subscription appears on the **Proactive Status Notification** screen.



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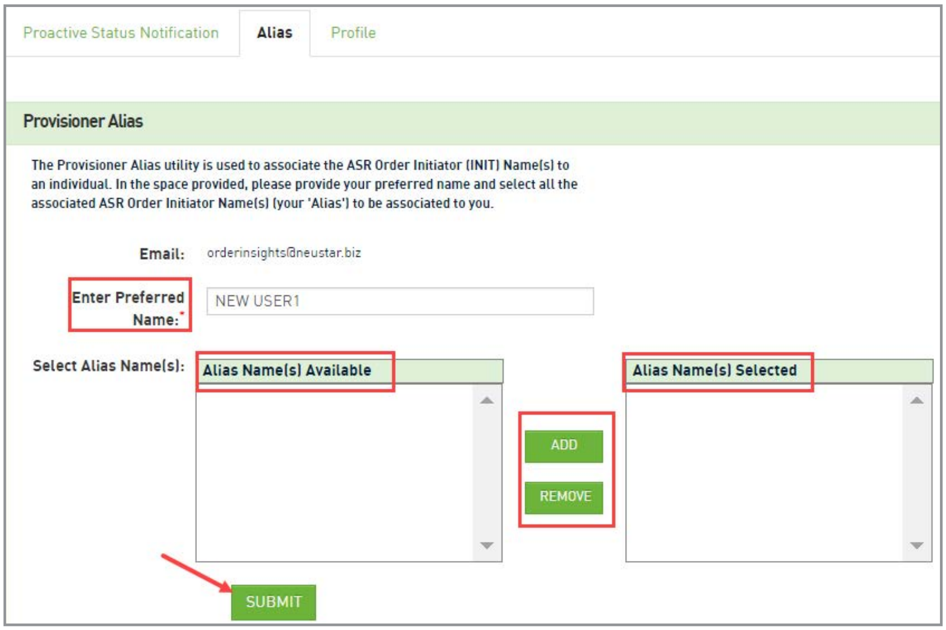
Alias tab

The **Alias** utility is used to associate the ASR Order Initiator (INIT) name(s) to an individual. In the space provided, please provide the preferred name and click all the associated ASR INIT Name(s) (your "alias") to be associated to you.

On the **Alias** screen, populate the **Enter Preferred Name** and **Select Alias Name(s)** (**ADD/REMOVE**) fields and then click the **SUBMIT** button.

Verify that the **Enter Preferred Name** field is accurate to ensure orders are identified and mapped to the user correctly.



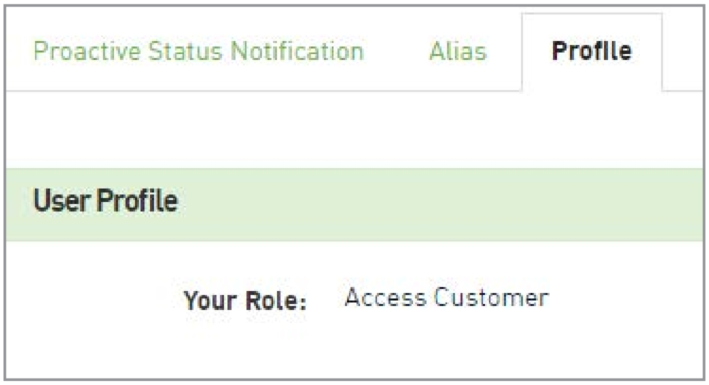
The **Alias Name(s) Available** and **Alias Name(s) Selected** boxes allow more than one option to be selected. Hold down the CTRL button as you select names to choose more than one alias name.

Note:

The application will not update the **Preferred Name** field after initial population, even if an administrative update occurs against the user information.

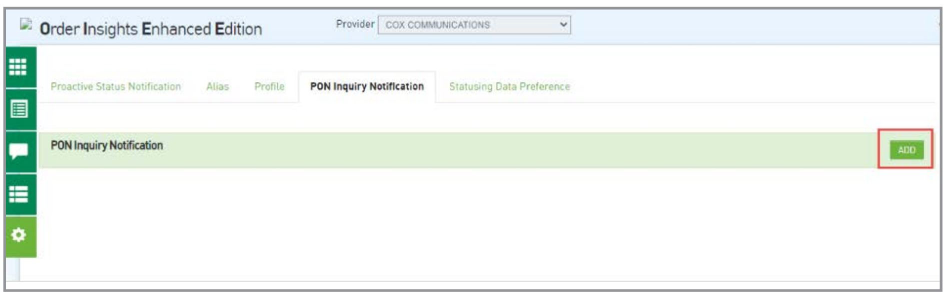
Profile tab

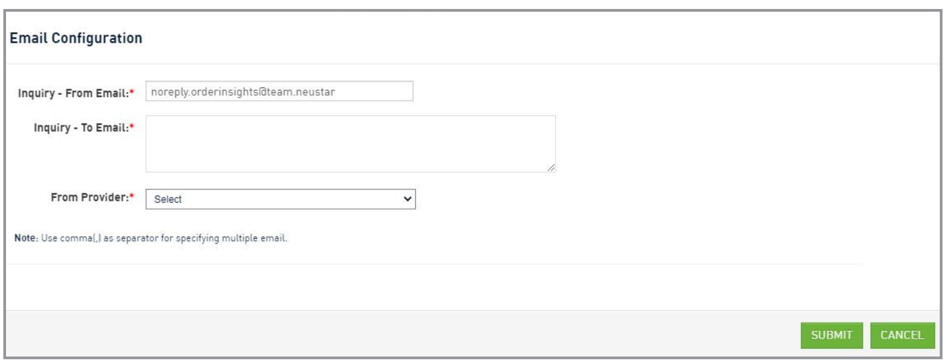
The **Profile** tab identifies the user's role as an **Access Customer** or **Access Provider** based on how the user logged in to the application. This value cannot be edited after login.



PON Inquiry Notification tab

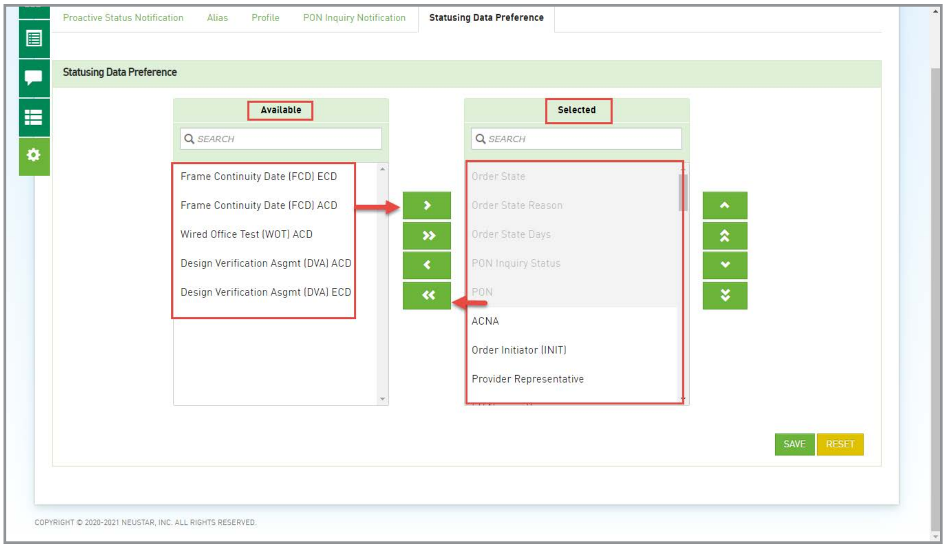
The **PON Inquiry Notification** tab is used to set up automated emails to the initiator when an inquiry is open regarding an order by the provider.





Statusing data preference tab

The screen opens with **Available** and **Selected** columns.



Click the fields the user wishes to add or remove to/from the **Selected** column, then click either the > to add the field to the **Selected** column or click < to remove the field from the **Selected** column.

Note:

Column names that are grayed out cannot be moved.

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.
	Moves the selected field in the **Selected** column to the **Available** column.
	Moves the selected field from the **Available** column to the **Selected** column.

For additional questions or issues, please contact:

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Revision	Date history	Author(s)
1.0	February-23	Shavoyah Fox
2.0	December-24	Shavoyah Fox

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.