Brightspeed Business Fiber UOC Change and Disconnect Job Aid

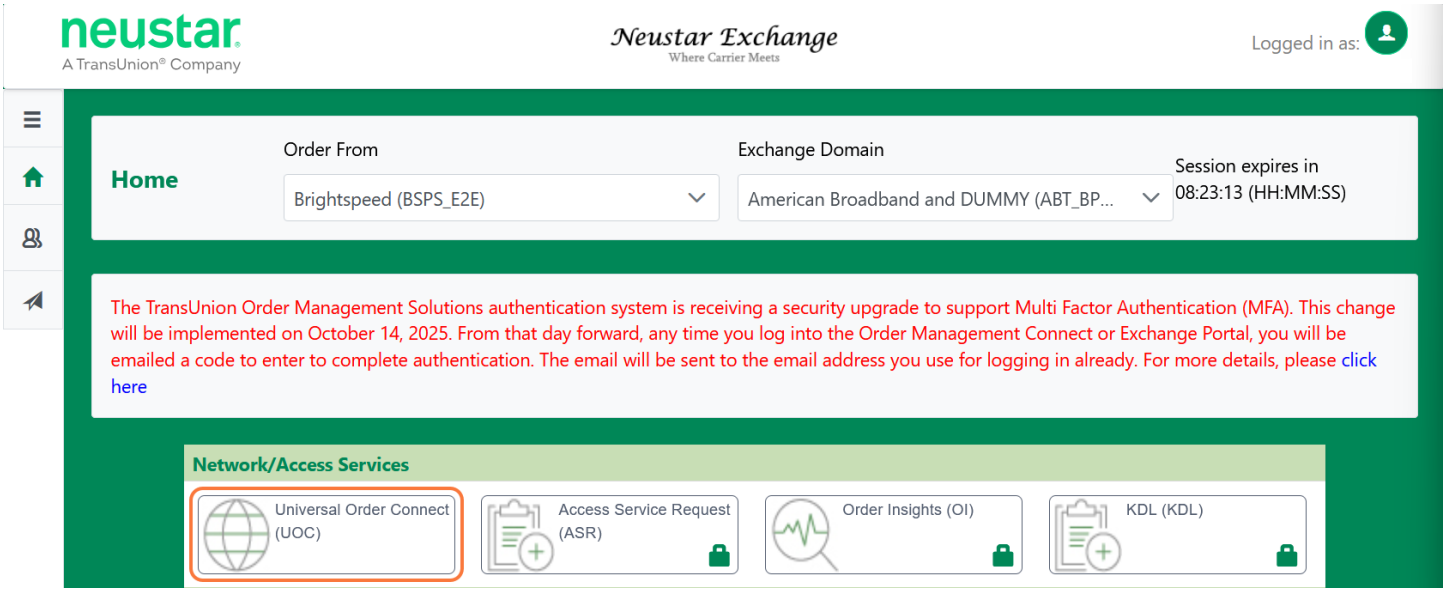
Rev 1.0 | Updated 12/19/25

Overview

This Job Aid describes the process to do Change and Disconnect Brightspeed Fiber Orders.

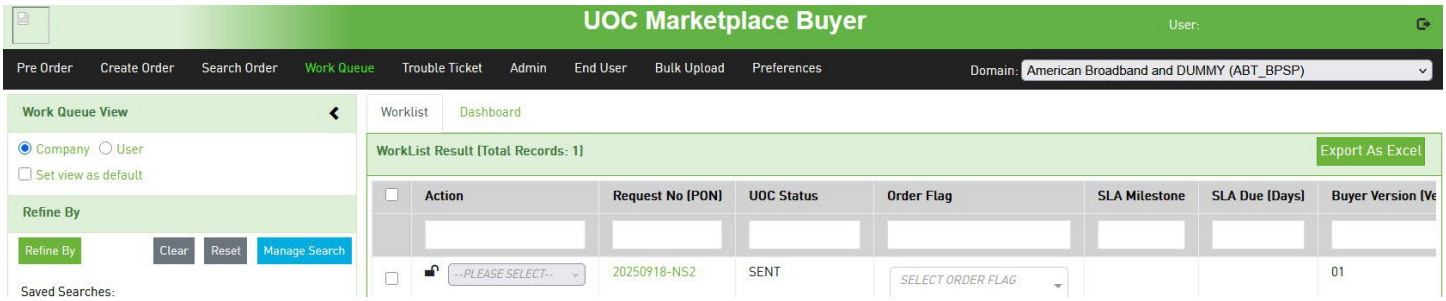
Neustar Connect

From The **Neustar Exchange Home** page click **Universal Order Connect (UOC)**.



UOC Marketplace Buyer

The **UOC Marketplace Buyer Work Queue View** page opens.

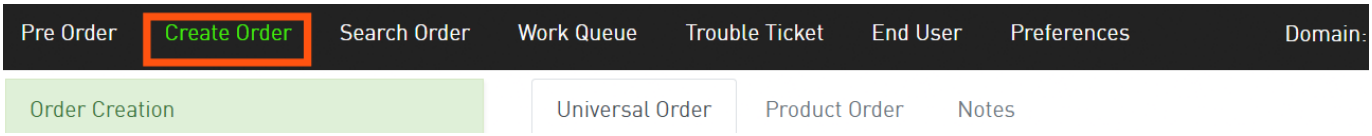


Fiber Change Order Section

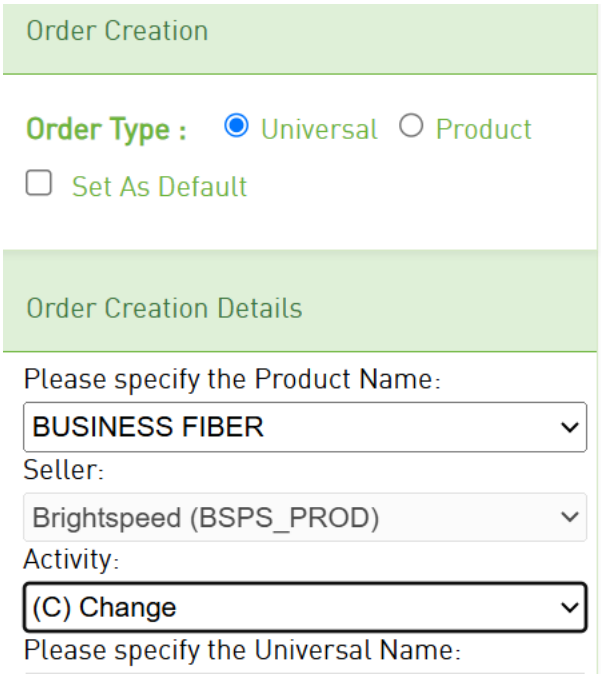
Create Order

Click on Create Order selection from the tab.

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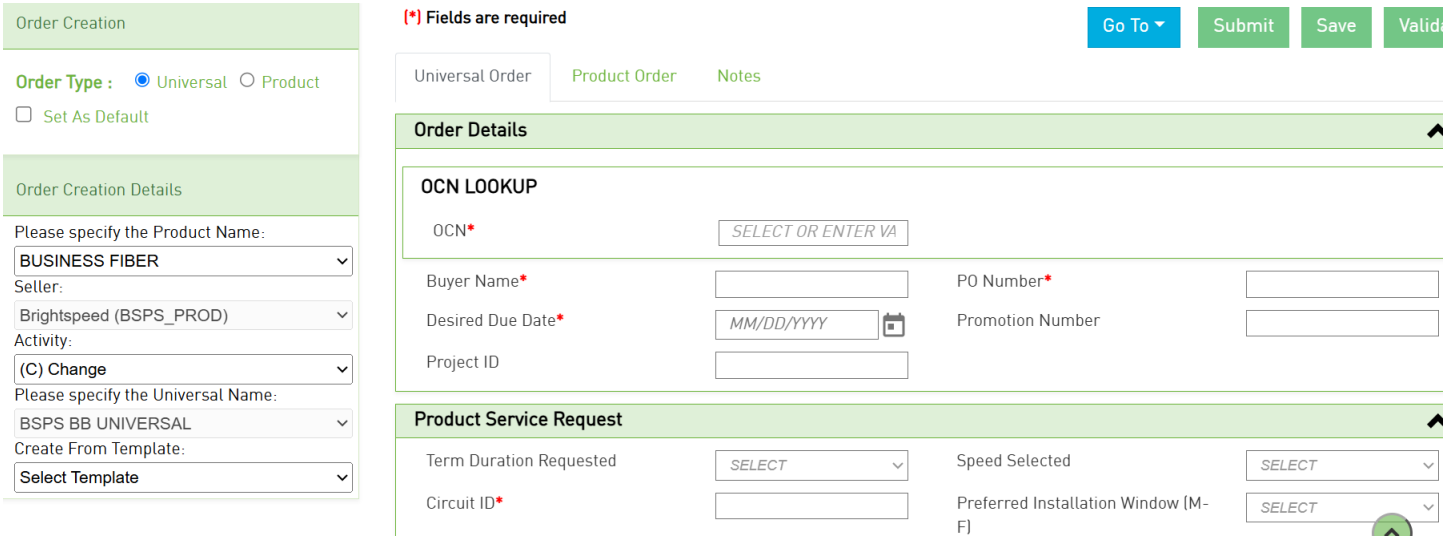
Select **Universal/Business Fiber (or Business Premium Fiber)** from the dropdown – and the appropriate activity – Change.



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Fiber Order Details

The **Fiber Order Details** screen opens.



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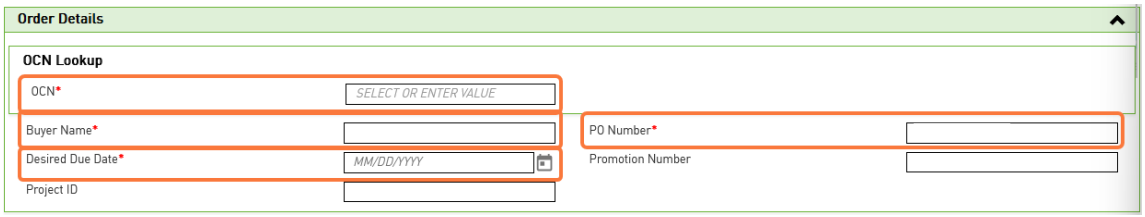
Note: Click **Save** at any time prior to Submit to save selections/details entered.



Order Details

All * Fields are required for every order:

- OCN
  - The OCN (begins with the letter R) assigned to the customer will appear in the dropdown of the OCN field. Select the OCN.
- Buyer Name (Customer Name)
  - Enter the Buyer (Customer)
- Desired Due Date (Date of Install)
  - Select the Desired Due Date from the **Calendar** .
- PO Number (PON)
  - Enter the PON
  -



*Key Items related to Change Orders – **Only populate what is needing to change***

- **Only Populate what attributes you wish to change beyond the standard required fields**.
- Change Orders **Can Change** the following values
  - Term Duration Requested
    - Can be changed as a standalone item.
    - If Term Duration is to be changed along with another attribute, then you must include a speed change.
  - Speed Selected
    - Can be changed as a standalone item
    - Or combined with any other attribute change
  - IP Address Configuration/Quantity of IP Addresses
    - Can be changed as a standalone item
    - If combined with a Term Duration change, it must include a speed change.
  - WIFI Disabled/Bring Your Own Device
    - Can be changed as a standalone item
    - If combined with a Term Duration change, it must include a speed change.

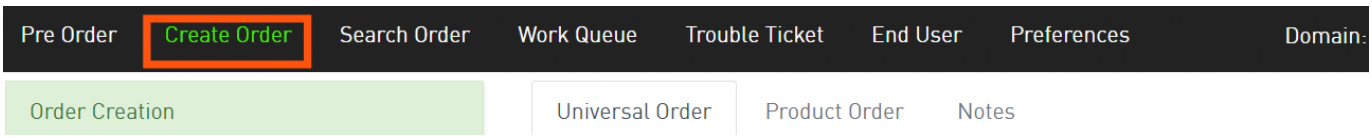
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- Change Orders **Cannot Change** the following values
  - Address (Requires new install order)

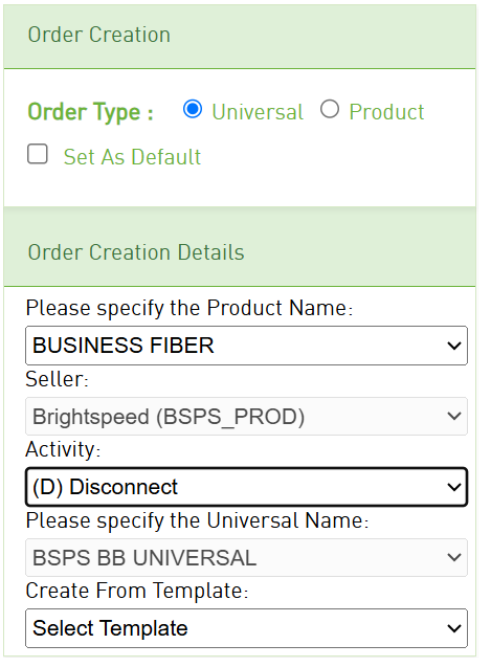
Fiber Disconnect Order Section

Create Order

Click on Create Order selection from the tab.



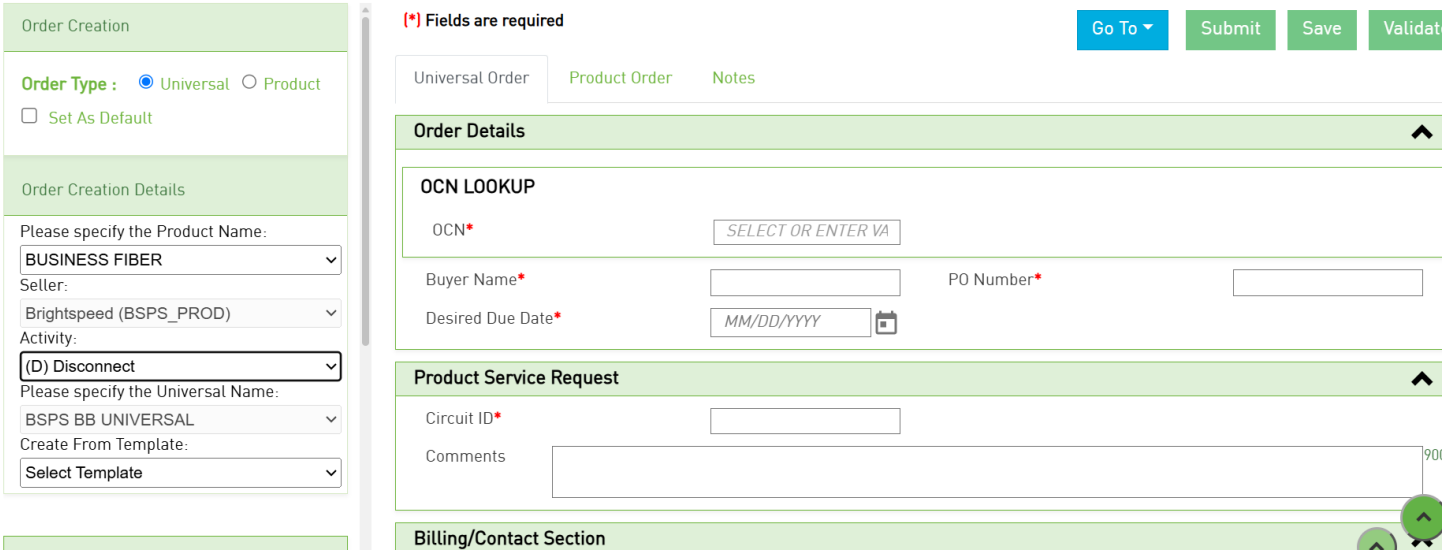
Select **Universal/Business Fiber (or Business Premium Fiber)** from the dropdown – and the appropriate activity – Disconnect.



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Fiber Order Details

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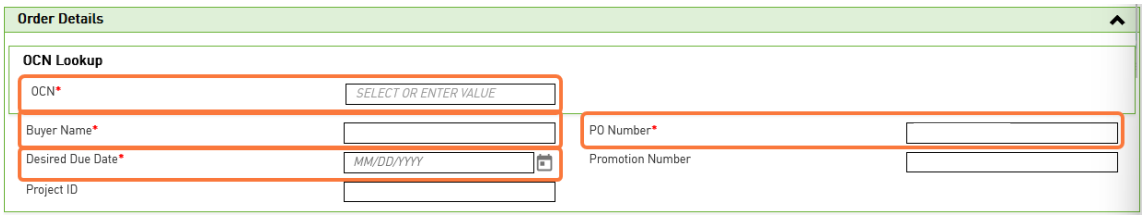
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Order Details

All * Fields are required for every order:

- OCN
  - The OCN (begins with the letter R) assigned to the customer will appear in the dropdown of the OCN field. Select the OCN.
- Buyer Name (Customer Name)
  - Enter the Buyer (Customer)
- Desired Due Date (Date of Install)
  - Select the Desired Due Date from the **Calendar** .
- PO Number (PON)
  - Enter the PON



Key Items related to Disconnect Orders

- Circuit ID (SID ID from Install) is required
- Desired Due Date
- Address is not required.

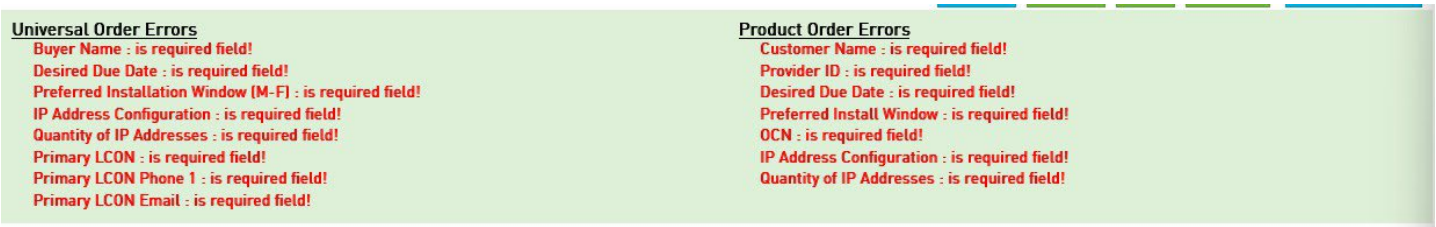
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Validate Order

Click **Validate** to view any missed requirements.



If any are missed, the missing details/requirements will be listed under the applicable categories.



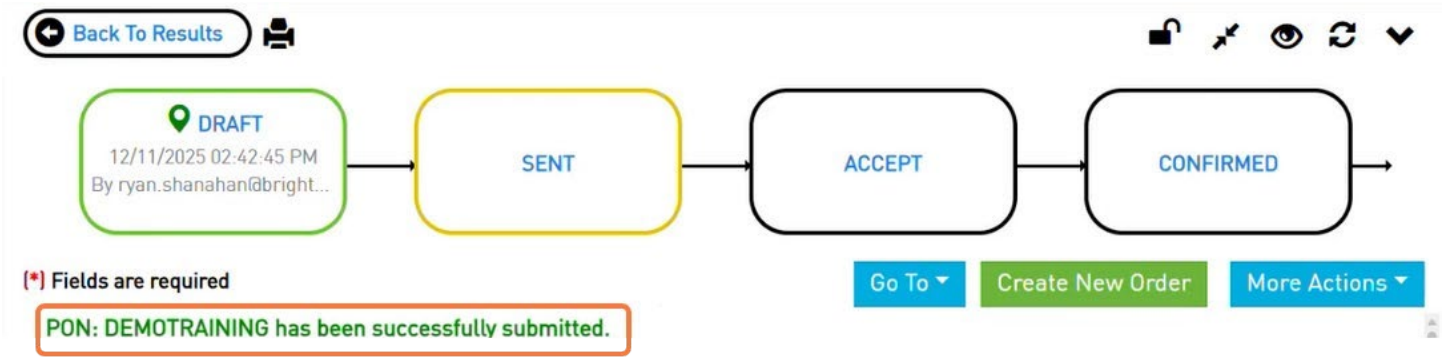
Submit Order

Once all requirements are met, click **Submit** to send the Order to Brightspeed.



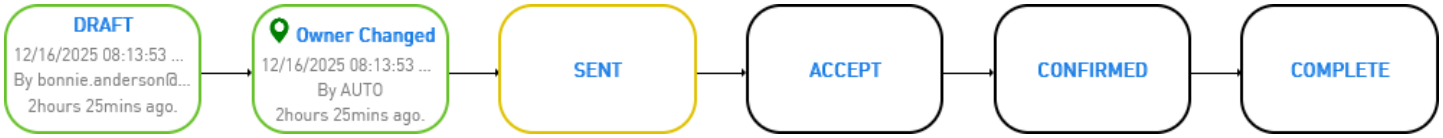
When submitted successfully, a message will appear.

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Order Status

The **Order Status** appears at the top of the order. Statuses with a time stamp populated have been completed.



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