



# **Brightspeed Business Fiber**

## **UOC Quote & Order**

### **Job Aid**

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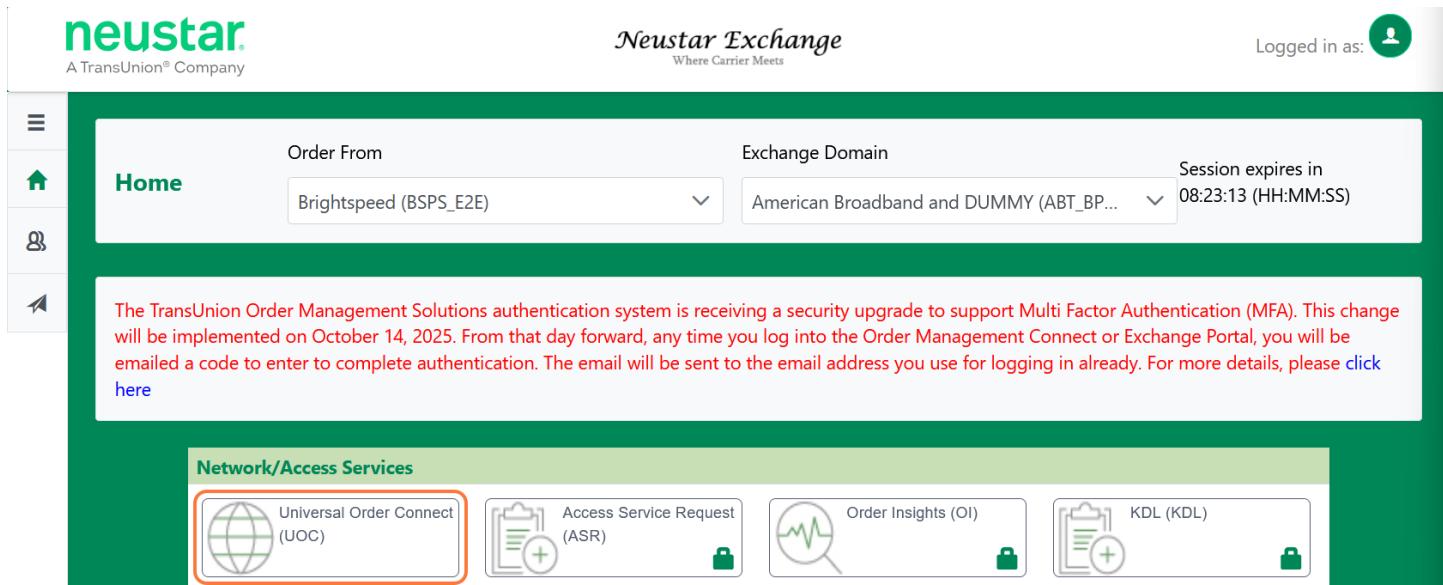
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## Overview

This Job Aid describes the process to Order Brightspeed Fiber.

## Neustar Connect

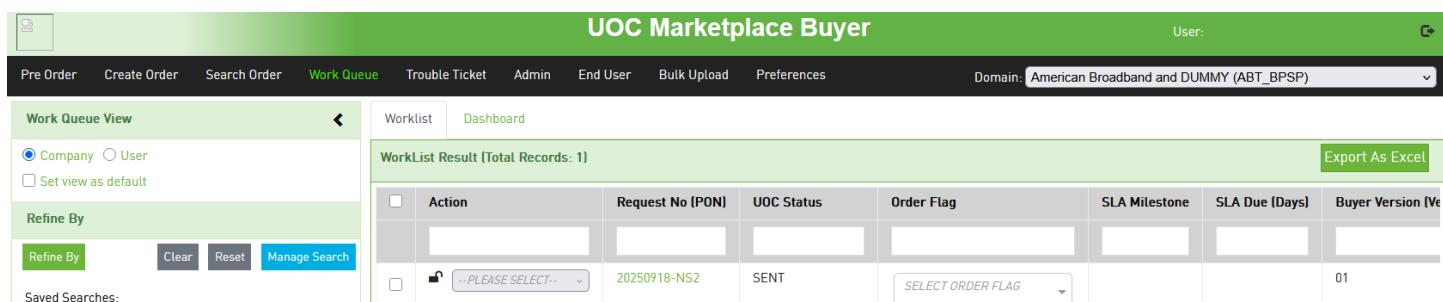
From The **Neustar Exchange Home** page click **Universal Order Connect (UOC)**.



The screenshot shows the Neustar Exchange Home page. At the top, there are navigation icons for Home, User, and Admin. The main header reads "Neustar Exchange" and "Where Carrier Meets". On the right, it says "Logged in as: [User Icon]". Below the header, there are two dropdown menus: "Order From" set to "Brightspeed (BSPS\_E2E)" and "Exchange Domain" set to "American Broadband and DUMMY (ABT\_BP...)" with a session expiration of "08:23:13 (HH:MM:SS)". A red box highlights the "Universal Order Connect (UOC)" button in the "Network/Access Services" section, which also includes "Access Service Request (ASR)", "Order Insights (OI)", and "KDL (KDL)". A red box also highlights a security notice message about Multi Factor Authentication (MFA) implementation on October 14, 2025.

## UOC Marketplace Buyer

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



The screenshot shows the UOC Marketplace Buyer Work Queue View page. The top navigation bar includes "Pre Order", "Create Order", "Search Order", "Work Queue" (which is selected and highlighted in green), "Trouble Ticket", "Admin", "End User", "Bulk Upload", and "Preferences". The domain is set to "American Broadband and DUMMY (ABT\_BPSP)". The left sidebar shows "Work Queue View" with options for "Company" (selected) and "User", and a "Refine By" section with "Refine By", "Clear", "Reset", and "Manage Search" buttons. The main content area shows a "WorkList Result (Total Records: 1)" table with columns: Action, Request No (PON), UOC Status, Order Flag, SLA Milestone, SLA Due (Days), and Buyer Version (Ver). The first row shows an action of "PLEASE SELECT-->" with a dropdown, a PON of "20250918-NS2", a status of "SENT", and a flag of "SELECT ORDER FLAG".

## Pre-Order Quote

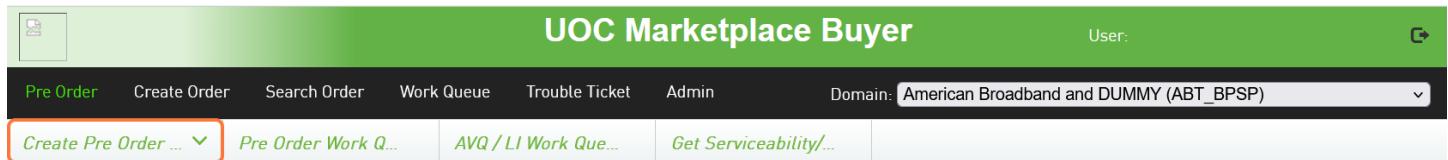
If you don't see **Create Pre Order Request**, click **Pre Order** to proceed to the next step.



The screenshot shows the UOC Marketplace Buyer Work Queue View page with the "Pre Order" tab selected (highlighted in orange). The top navigation bar and domain selection are the same as the previous screenshot. The left sidebar shows "Work Queue View" with "Pre Order" selected. The main content area is identical to the previous screenshot, showing the "WorkList Result" table with one record.

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Click **Create Pre Order Request**.



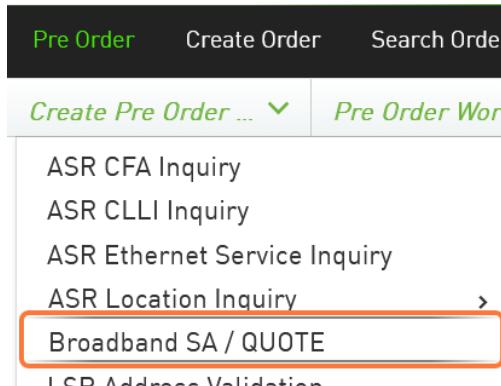
**UOC Marketplace Buyer**

User:

Pre Order Create Order Search Order Work Queue Trouble Ticket Admin Domain: American Broadband and DUMMY (ABT\_BPSP)

[Create Pre Order ...](#) [Pre Order Work Q...](#) [AVQ / LI Work Que...](#) [Get Serviceability/...](#)

Select **Broadband SA/Quote** from the dropdown.



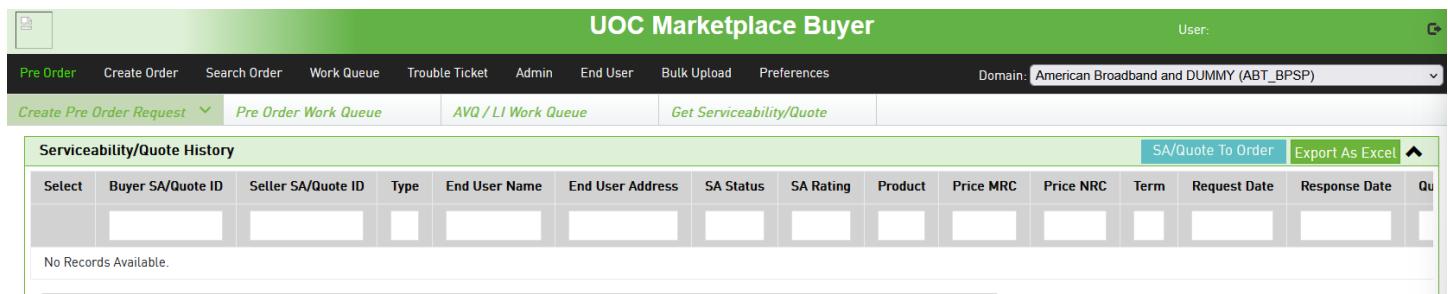
Pre Order Create Order Search Order

[Create Pre Order ...](#) [Pre Order Work Q...](#)

ASR CFA Inquiry  
ASR CLLI Inquiry  
ASR Ethernet Service Inquiry  
ASR Location Inquiry >  
**Broadband SA / QUOTE**

ISP Address Validation

The **Serviceability/Quote** opens.



**UOC Marketplace Buyer**

User:

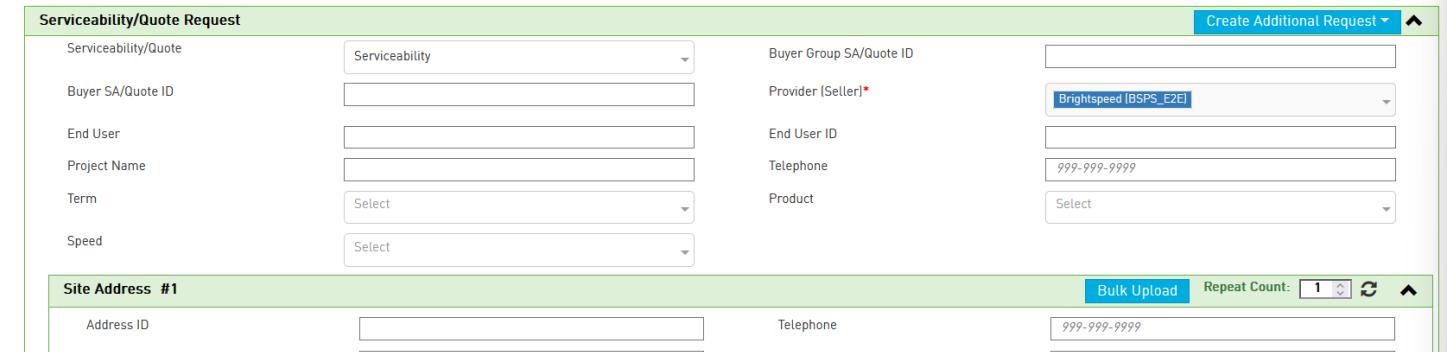
Pre Order Create Order Search Order Work Queue Trouble Ticket Admin End User Bulk Upload Preferences Domain: American Broadband and DUMMY (ABT\_BPSP)

[Create Pre Order Request](#) [Pre Order Work Queue](#) [AVQ / LI Work Queue](#) [Get Serviceability/Quote](#)

**Serviceability/Quote History**

Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	End User Name	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term	Request Date	Response Date	Quantity

No Records Available.



**Serviceability/Quote Request**

[Create Additional Request](#)

Serviceability/Quote	Serviceability	Buyer Group SA/Quote ID	
Buyer SA/Quote ID		Provider (Seller)*	Brightspeed (BSPS_E2E)
End User		End User ID	
Project Name		Telephone	999-999-9999
Term	Select	Product	Select
Speed	Select		

**Site Address #1**

Bulk Upload Repeat Count: 1

Address ID		Telephone	999-999-9999
...		...	

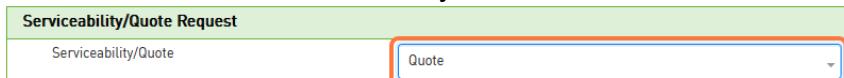
### Serviceability/Quote Request

Proceed to the **Serviceability/Quote Request** section and populate the following:

- Serviceability/Quote

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- Select **Quote** as this will allow you to transition to an Order.



Serviceability/Quote Request

Serviceability/Quote

Quote

- End User

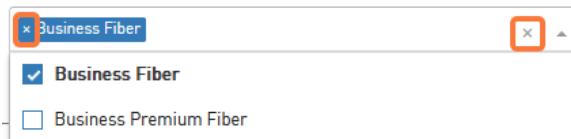
- Enter the **End User**



End User

Upon selecting **Quote**, the following are required \*.

**NOTE:** After making the desired selection, click anywhere on the screen to close the dropdown menu. **DO NOT** click either **X**, as that will remove the selection.



Business Fiber

Business Fiber

Business Premium Fiber

- **Product \***

- Select the desired **Product** from the dropdown



Product\*

Select

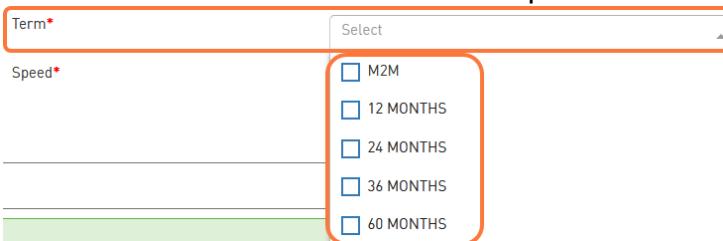
Product Option(s)

Business Fiber

Business Premium Fiber

- **Term \***

- Select the desired **Term** from the dropdown



Term\*

Select

Speed\*

M2M

12 MONTHS

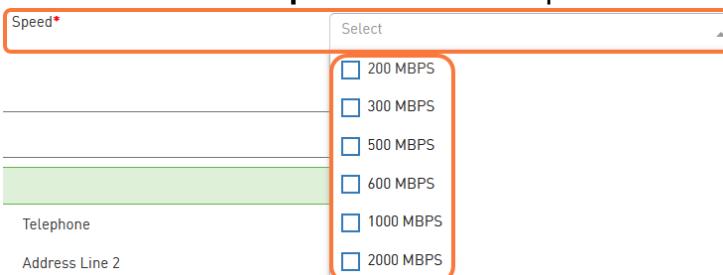
24 MONTHS

36 MONTHS

60 MONTHS

- **Speed \***

- Select the desired **Speed** from the dropdown



Speed\*

Select

Telephone

Address Line 2

200 MBPS

300 MBPS

500 MBPS

600 MBPS

1000 MBPS

2000 MBPS

- Product Options = Static IP

- Select the Static IP Block from the dropdown if needed.

Product Option(s)	Select
Remarks	<input type="checkbox"/> BLOCK OF 4 (1 USEABLE) <input type="checkbox"/> BLOCK OF 8 (5 USEABLE) <input type="checkbox"/> BLOCK OF 16 (13 USEABLE)
Site Address #1	

### Site Address #1

Populate the Service Address details, including the Address Line 2 is if there is sub address information to populate (Unit, Suite, etc.). The Address Line 2 must be an exact match. If the address doesn't validate for Serviceability, try different options until you receive an exact match. Ex. If the address has a Suite, use Suite instead of Unit, or vice versa.

Site Address #1	Address ID	Telephone	Bulk Upload	Repeat Count: 1
Address Line 1*		999-999-9999	<input type="button"/> <input type="button"/> <input type="button"/>	
City*		Address Line 2		
ZIP*		State*		
		Country*	US	

Click **Submit**.

Clear  Submit

### Serviceability Quote History

After clicking submit, the quote information will appear as shown below.

If the **SA Rating** is **Green**, the **Address is Qualified**.

Serviceability/Quote History								SA/Quote To Order	Export As Excel		
Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	End User Name	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term
●	Q1920	Q1920	QUOTE	GRANITE	325 E FRANK ST CARO MI 48723	ON-NET	● GREEN	Business Fiber	89.99	0	24 MONTH

If the **SA rating** is **Red**, the **Address is NOT Qualified**.

Serviceability/Quote History												SA/Quote To Order	Export As Excel		
Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	End User Name	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term	Request Date	Response Date	Query Status	PON Status
●	Q1920	Q1920	QUOTE	GRANITE	111 8TH AVE NEW YORK NY 10011	OFF-NET	● RED					12/16/2025 07:22:07	12/16/2025 07:22:07	SUCCESS	

## SA/Quote to Order

To proceed with the Quote, click **SA/Quote to Order**.

Serviceability/Quote History															SA/Quote To Order	Export As Excel
Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	End User Name	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term	Request Date	Response Date	Query Status	PON Status	
<input checked="" type="radio"/>	Q1924	Q1924	QUOTE		325 E FRANK ST CARO MI 48723	ON-NET	● GREEN	Business Fiber	89.99	0	12 MONTHS	12/16/2025 07:32:30	12/16/2025 07:32:30	SUCCESS		

Buyer SA/Quote ID :Q1924 request processed successfully.

Serviceability/Quote Request										UOC SA/QUOTE ID: ABTBQ00008261	Create Additional Request			
Serviceability/Quote					Quote	Buyer Group SA/Quote ID								
Buyer SA/Quote ID		Q1924			Provider (Seller)*	Brightspeed (BSPS_E2E)								
End User					End User ID									
Project Name					Promotion Number									
Telephone		999-999-9999			Term*	12 MONTHS								
Product*		Business Fiber			Speed*	500 MBPS								
Product Option(s)					Color									

## Fiber Order

The **SA/Quote To Order Details** populate.

SA/Quote To Order																
Activity:*				Install			Project Name (Group ID):				ENTER GROUP ID					
Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	PON*	Product Catalog	End User Name*	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term	Request Date	Resp	
<input type="checkbox"/>	Q1926	Q1926	QUOTE		BSPS BB PRODUCT	GRANITE	325 E FRANK ST CARO MI 48723	ON-NET	● GREEN	Business Fiber	89.99	0	12 MONTHS	12/16/2025 07:46:59	12/16/2025 07:47	

Click the **Checkbox**  and then click **Submit**.

SA/Quote To Order																
Activity:*				Install			Project Name (Group ID):				ENTER GROUP ID					
Select	Buyer SA/Quote ID	Seller SA/Quote ID	Type	PON*	Product Catalog	End User Name*	End User Address	SA Status	SA Rating	Product	Price MRC	Price NRC	Term	Request Date	Resp	
<input checked="" type="checkbox"/>	Q1926	Q1926	QUOTE		BSPS BB PRODUCT	GRANITE	325 E FRANK ST CARO MI 48723	ON-NET	● GREEN	Business Fiber	89.99	0				

The **Preview Before Submit** window opens showing the details for the Order that will be created.

Preview Before Submit

Below Order will be created :

Buyer SA/Quote ID	Seller SA/Quote ID	SA Status	SA Rating	Seller	Term	Product	End User Name	End User Address	PON	Product Catalog
Q1926	Q1926	ON-NET	● GREEN	BSPS_E2E	12 MONTHS	Business Fiber	GRANITE	325 E FRANK ST CARO MI 48723	DEMO TRAINING	BSPS BB PRODUCT

Cancel Save Order Submit Order

Review the details. If everything is as expected, click **Submit Order** to create the Fiber Order.

Preview Before Submit

Below Order will be created :

Buyer SA/Quote ID	Seller SA/Quote ID	SA Status	SA Rating	Seller	Term	Product	End User Name	End User Address	PON	Product Catalog
Q1926	Q1926	ON-NET	● GREEN	BSPS_E2E	12 MONTHS	Business Fiber	GRANITE	325 E FRANK ST CARO MI 48723	DEMO TRAINING	BSPS BB PRODUCT

Cancel Save Order Submit Order

### Fiber Order Details

The **Fiber Order Details** screen opens.

Pre Order Create Order **Search Order** Work Queue Trouble Ticket Admin End User Bulk Upload Preferences Domains American Broadband and DUMMY (ABT\_BPSP)

Update Order Details [Back To Results](#)

Please specify the Product Name: BUSINESS FIBER

Seller: Brightspeed

Activity: (N) Install

Associated Universal Catalog Name: BSPS BB UNIVERSAL

UOC Order ID : ABTBBSPSB05780411

User Override

Order Summary

Request Number (PON) DEMO TRAINING

Buyer Order ID

Seller Order ID

Group ID

UOC Order ID ABTBBSPSB05780411

Application Broadband

Owner bonnie.anderson@... x

Requested Due Date 12-16-2025

Created Date 2025-12-16 08:13:53.015

Last Updated 2025-12-16 08:13:53.456

**Workflow Status:**

```

graph LR
    DRAFT((DRAFT  
12/16/2025 08:13:53 ...  
By bonnie.anderson@...  
1min ago.)) --> OWNER_CHANGED((Owner Changed  
12/16/2025 08:13:53 ...  
By AUTO  
1min ago.))
    OWNER_CHANGED --> SENT((SENT))
    SENT --> ACCEPT((ACCEPT))
    ACCEPT --> CONFIRMED((CONFIRMED))
    CONFIRMED --> COMPLETE((COMPLETE))
  
```

**Fields are required**

Universal Order Product Order Order History Notes

Go To Submit Save Validate More Actions

**Order Details**

**OCN Lookup**

OCN\*

Buyer Name\*

Desired Due Date\*

Po Number\*

Promotion Number

Project ID

**Quote Details**

MRC

Quote Id

Technician Install Fee Waived

NRC

Technician Install Fee

**Product Service Request**

Term Duration Requested\*

Speed Selected\*

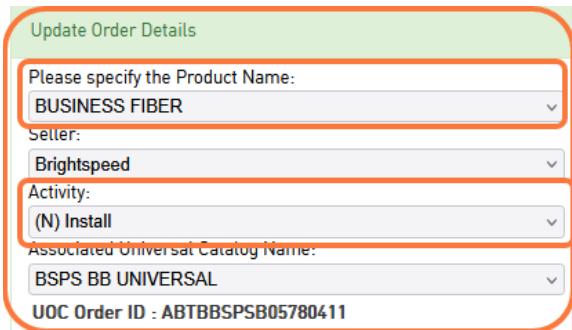
Preferred Installation Window (M-F)

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



The **Product Name** (Product Selected) and **Activity ((N) Install)** are listed in the left panel under the Update Order Details section.



Please specify the Product Name:  
BUSINESS FIBER

Seller:  
Brightspeed

Activity:  
(N) Install

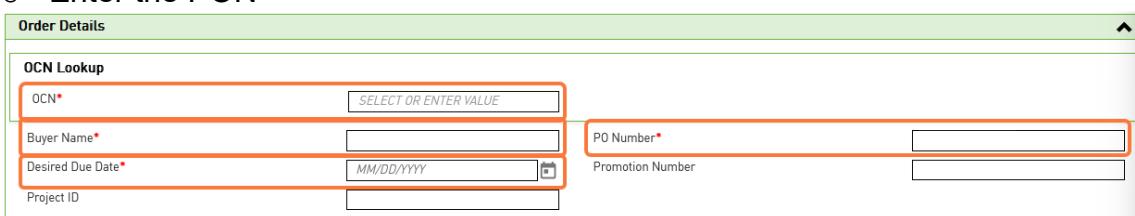
Associated Universal Catalog Name:  
BSPS BB UNIVERSAL

UOC Order ID : ABTBBSPSB05780411

### 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



Order Details

OCN Lookup

OCN\*

Buyer Name\*

Desired Due Date\*  

PO Number\*

Promotion Number

Project ID

### Quote Details and Product Service Request

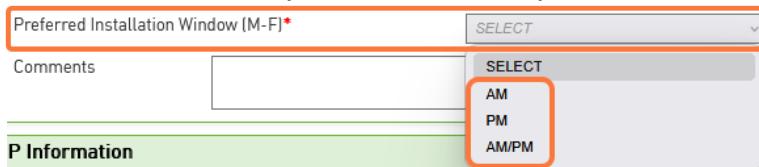
The **Quote Details** and **Product Service Request** sections carry over from the Quote.

Quote Details			
MRC	89.99	NRC	0
Quote Id	Q1926	Technician Install Fee	99
Technician Install Fee Waived	NO		

Product Service Request			
Term Duration Requested*	12 MONTHS	Speed Selected*	500 MBPS
Preferred Installation Window (M-F)*	SELECT		
Comments	900		

- Preferred Installation Window (M-F) is also required.
  - Select the desired option from the dropdown.



Preferred Installation Window (M-F)\*

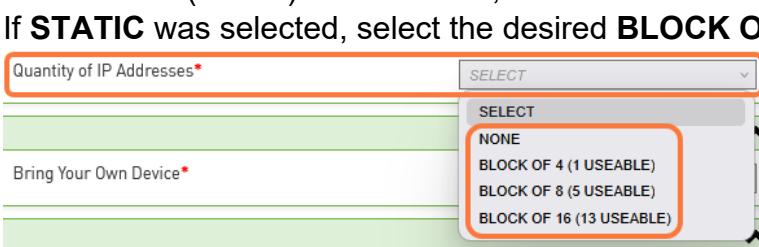
Comments

IP Information

### IP Information

IP Information			
IP Address Configuration*	SELECT	Quantity of IP Addresses*	SELECT

- IP Address Configuration
  - Select the desired value from the dropdown
    - DYNAMIC (DHCP) = DHCP based IP's
    - STATIC = Static IP if required
- Quantity of IP Addresses
  - If DYNAMIC (DHCP) was selected, select **NONE**
  - If STATIC was selected, select the desired **BLOCK OF IPs**



IP Address Configuration\*

Product Add Ons

WIFI Disabled\*

Quantity of IP Addresses\*

Bring Your Own Device\*

### Product Add Ons

- WIFI Disabled
- Bring Your Own Device
  - These are defaulted to **NO**. Change to **YES** if required.

Product Add Ons	
WIFI Disabled*	NO
Bring Your Own Device*	
NO	

### Billing/Contact Section

#### Billing Information

Billing Information is optional field – Brightspeed will assign the appropriate BAN for the customer.

Billing/Contact Section			
Billing Information (REQUIRED WHEN BILLING ACCOUNT NUMBER = NEW)			
Email	SELECT OR ENTER VALUE	Contact Name	
Tel No/Ext	_____	Address line 1	
Address line 2		City	
State		Zip	
Bill Name			

#### Requested By

Enter the Requester Details. Should be the name and contact of the person submitting the order

Requested By			
Email	SELECT OR ENTER VALUE	Contact Name	
Tel No/Ext	_____		

#### End User Primary Location

End User Primary Location		Simplified Address	Standard Address
End User:*	GRANITE	-OR-	
End User ID:*	NSEUABT_68384	ENTER END USER NAME	
Address:	205 E FRANK ST CANTON MI 44708		
Site ID:	NSS148385		
Site/Address Details: Address Line 1:*	325 E FRANK ST	Address Line 2:	BLDG 1, FL 1, RM CUST TELCO
City:*	CANTON	State:*	MI
Zip Code:*	44723	Country:	US
Access Information:	ENTER ACCESS INFORMATION	Working Telephone:	999-999-9999
Contacts Details: Primary LCON:*	ENTER PRIMARY NAME	Primary LCON Phone 1:*	999-999-9999-9999
Primary LCON Phone 2:	999-999-9999-9999	Primary LCON Email:*	EXAMPLE@EMAIL.COM
Secondary LCON:	ENTER SECONDARY NAME	Secondary LCON Phone 1:	999-999-9999-9999
Secondary LCON Phone 2:	999-999-9999-9999	Secondary LCON Email:	EXAMPLE@EMAIL.COM

#### End User and End User ID

Populated based on the Buyer (Customer) Name

End User:*	GRANITE	-OR-	ENTER END USER NAME
End User ID:*	NSEUABT_68384		

### Location Site/Address Details

Automatically populated from the Quoted Address Details

Address:	325 E FRANK ST CARO MI X		
Site ID:	NSSI68385		
<b>Site/Address Details:</b>			
Address Line 1:*	325 E FRANK ST	Address Line 2:	BLDG 1,FL 1,RM CUST TELCO
City:*	CARO	State:*	MI
Zip Code:*	48723	Country:	US
Access Information:	ENTER ACCESS INFORMATION		
	Working Telephone: 999-999-9999		

### Contact Details

- Contact Details
  - Enter the Primary LCON (Local Contact) Details

<b>Contacts Details:</b>			
Primary LCON:*	ENTER PRIMARY NAME	Primary LCON	999-999-9999-9999
Primary LCON Phone 2:	999-999-9999-9999	Primary LCON	EXAMPLE@EMAIL.COM
Secondary LCON:	ENTER SECONDARY NAME	Secondary LCON	999-999-9999-9999
Secondary LCON Phone 2:	999-999-9999-9999	Secondary LCON	EXAMPLE@EMAIL.COM

### Documents Section

#### Add Documents

Attach any applicable documents (5 max).

Documents Section

Add Documents

Category	Order Attachment	Document Title
Attach File	<input type="button" value="Browse..."/> No file selected.	<input type="text" value="SELECT OR ENTER VALUE"/>
Document Description	<div style="border: 1px solid #ccc; padding: 5px; height: 40px; margin-bottom: 10px;"></div> <ul style="list-style-type: none"> <li>• A maximum of 5 attachments per order is allowed.</li> <li>• Maximum file size allowed for uploading document is 10MB.</li> <li>• Supported file formats are listed in the Readme File.</li> </ul> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="flex: 1; text-align: center;"> <input type="button" value="Download Readme"/> </div> <div style="flex: 1; text-align: right;"> <input type="button" value="Upload"/> <input type="button" value="Cancel"/> </div> </div>	

### Attached Documents

Where all attachments will show.

Attached Documents				
Category	Document Title	File Name	Document Description	Actions
No Data Found.				

### Validate Order

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

Go To ▾
Submit
Save
Validate
More Actions ▾

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

**Universal Order Errors**

Buyer Name : is required field!  
Desired Due Date : is required field!  
Preferred Installation Window (M-F) : is required field!  
IP Address Configuration : is required field!  
Quantity of IP Addresses : is required field!  
Primary LCON : is required field!  
Primary LCON Phone 1 : is required field!  
Primary LCON Email : is required field!

**Product Order Errors**

Customer Name : is required field!  
Provider ID : is required field!  
Desired Due Date : is required field!  
Preferred Install Window : is required field!  
OCN : is required field!  
IP Address Configuration : is required field!  
Quantity of IP Addresses : is required field!

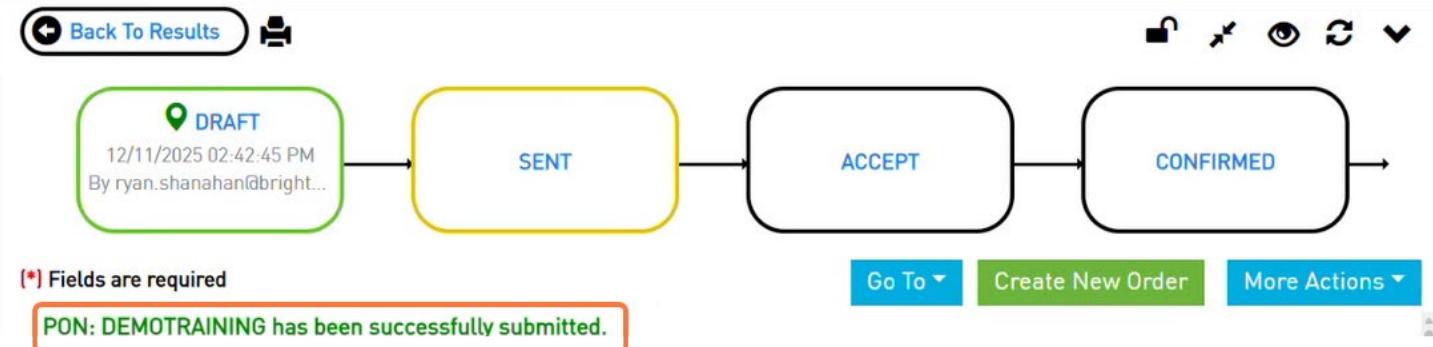
### Submit Order

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

Go To ▾
Submit
Save
Validate
More Actions ▾

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.

