

Port Out Portal End Users Guide

Ordering Solutions

Version 1.0



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- Local telephone contact numbers outside the United States are available from your Customer Service Manager.
- When you call technical support, be prepared to provide the text of the error message in its entirety and the name of the window that caused the error.
- Email: Clearinghouse@transunion.com. Email to this address is handled as a follow-up to an existing Case Number if a valid Reference Number is contained in the subject line.

Document Revisions

Date	Version No.	Remarks
25-Feb-2025	1.0	First version of the user guide.

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Preface

Welcome to the Port Out Portal End Users Guide. This guide provides information and instructions for the web-based, graphical user interface of Port Out Portal.

This guide provides the following information:

- Instructions on how to use Port Out Portal to create, modify, and submit requests.
- Descriptions of methods for viewing and monitoring the status and history of each request.

You can go through the material chapter by chapter or simply look up the topic you need in the table of contents. Later in this preface, you will find a brief description of the contents of each chapter to assist you further in locating the information you need.

Intended Audience

This user guide is intended for the personnel responsible for Trading Partner communications and transactions, including the entry and management of orders.

Assumptions

This guide assumes that you are familiar with the terms, acronyms, and abbreviations commonly used in the telecommunications industry.

Guide Conventions

This guide includes chapters in the order they are required to be completed. Click on a link under the *Chapter* column in the table below to navigate to the respective chapter.

Sr. No	Chapter	Description
1	Getting Started	This section provides an overview of the Port Out Portal. It also provides the initial steps and essential information required to begin using Port Out Portal effectively.
2	Managing Users	This section provides the information related to managing users in Neustar Exchange portal.
3	Customer Service Record (CSR)	This section provides the information related with CSR.
4	Local Service Request (LSR)	This section provides the information related with LSR.

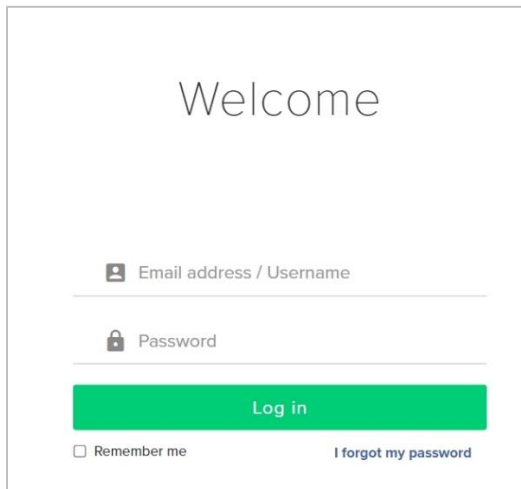
Chapter 1. Getting Started

This section provides an overview of the Port Out Portal and guides you with the initial steps to get started with the Port Out Portal.

1.1 Logging in to the Port Out Portal

To login to the Port Out Portal:

1. Go to <https://exchange.neustar.com> from a web browser. The login screen will appear.

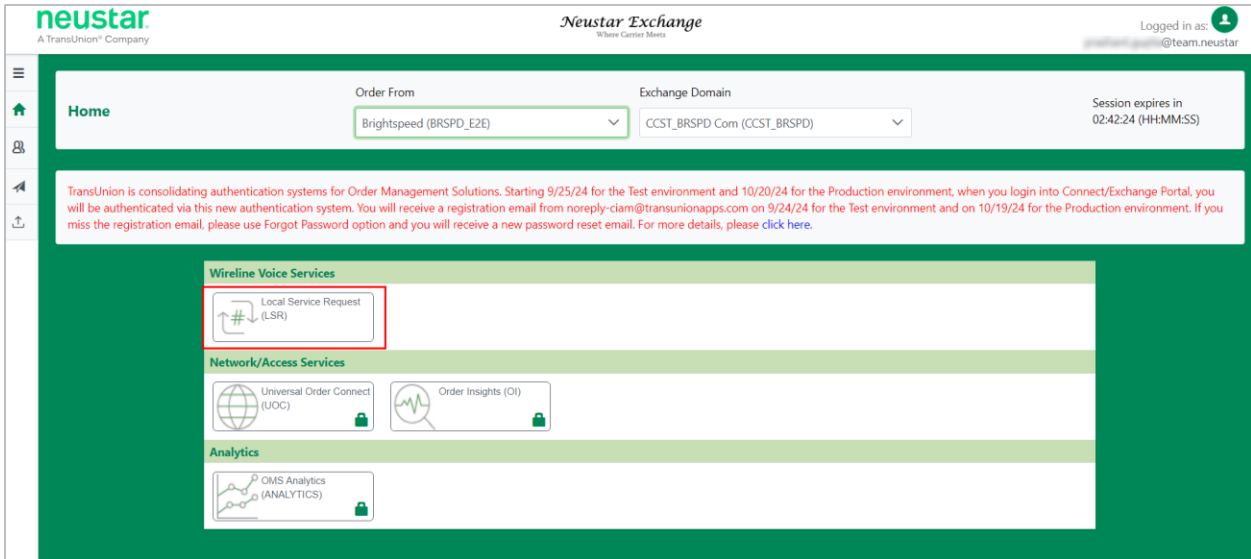


2. Enter your registered Email Id/Username and Password, and then click **Login**. The Port Out Portal home page will appear.

Note

- To access Port Out Portal, contact your User Administrator for the URL, username and password.
- The Username and Password fields are case sensitive.
- Refer to the [Neustar Exchange Portal Guide](#) for login related information.

When you successfully login, you will see the Neustar Exchange page. To go to the Port Out Portal, select the carrier provider and exchange domain from the **Order From** and **Exchange Domain** dropdowns, respectively. Select **Local Service Request (LSR)** option as shown in the below image.



Note

Access to certain modules is restricted based on the permissions assigned to you. If you notice the  (padlock) icon in the bottom-right corner of a module, it indicates that you cannot access it.

1.2 Overview

The Port Out Portal is designed to streamline the process of submitting Customer Service Records (CSR) and Local Number Port (LNP) requests. With seamless integration through our API or user-friendly web interface, our portal delivers simplified industry-compliant LSR format submission effortlessly. As a fully hosted and automated solution, it scales with your needs while simplifying operations. After submission, the portal conducts comprehensive validations and promptly delivers response, ensuring a seamless experience for carriers.

neustar
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CSR

LSR

Logged in as: @team.neustar

CLOSE

LSR DASHBOARD

Old Carrier: Brightspeed (BRSPD_E2E) | New Carrier: CCST_BRSPD Com (C...)

Enter PON:

Purchase Order Number	Account Telephone Number	Date & Time	Status	User ID	Due Date & Time	ONSP SPID	Ported Telephone Number
NSRTSTSS903SS51	777-282-1101	09-06-2024 07:00:00 AM	Supplement Reject	a535192	10-17-2024 00:00:00 AM	0661	112-282-1101
306025219	912-884-6572	09-05-2024 14:54:00 PM	Supplement Reject	lbirchem	09-09-2024 00:00:00 AM		912-884-6572
TEST1		09-05-2024 10:29:00 AM	save		09-26-2024 00:00:00 AM		
SIMPEPORT02		09-05-2024 08:48:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
SIMPEPORT01		09-05-2024 08:41:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
NSRTSTSS90554	777-282-1101	09-05-2024 07:43:00 AM	FOC Reject	a443229	10-02-2024 00:00:00 AM	0661	112-282-1101
NSRTSTSS091704DS	777-282-1101	09-04-2024 10:45:00 AM	save		10-02-2024 00:00:00 AM	0661	
NSRTSTSS903SS52	777-282-1101	09-03-2024 07:28:00 AM	FOC Reject	portoutuser	10-02-2024 00:00:00 AM	0661	112-282-1101

Showing 1 to 8 of 8 entries << < 1 > >> 10

The Port Out Portal has the following two components:

- CSR
- LSR

The Port Out Portal is designed to work with all the latest browsers such as Microsoft Edge and Google Chrome.

Note

To ensure that the Port Out Portal pop-up windows function properly, disable the pop-up blocker applications/add-ons in your browser and custom toolbars installed in your browser.

The Port Out Portal is designed to be user-friendly, ensuring that you can navigate and utilize all features with ease. Once you enter the Port Out Portal, you will get two separate sections for CSR and LSR, respectively.

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CSR

LSR

Dashboard | Support | @team.neustar

CLOSE

LSR DASHBOARD

Enter PON

Q

Create LSR

Old Carrier
Brightspeed (BRSPD_E...

New Carrier
CCST_BRSPD Com (C...

Export

Filters

Reset Filters

Purchase Order Number	Account Telephone Number	Date & Time	Status	User ID	Due Date & Time	ONSP SPID	Ported Telephone Number
NSRTSTSS903SS1	112-282-1101	09-06-2024 07:00:00 AM	Supplement Reject	a535192	10-17-2024 00:00:00 AM	0661	112-282-1101
306025219	912-884-6572	09-05-2024 14:54:00 PM	Supplement Reject	lbirchem	09-09-2024 00:00:00 AM		912-884-6572
TEST1		09-05-2024 10:29:00 AM	save		09-26-2024 00:00:00 AM		
SIMPEPORT02		09-05-2024 08:48:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
SIMPEPORT01		09-05-2024 08:41:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
NSRTSTSS905S4	112-282-1101	09-05-2024 07:43:00 AM	FOC Reject	a443229	10-02-2024 00:00:00 AM	0661	112-282-1101
NSRTSTSS091704DS	112-282-1101	09-04-2024 10:45:00 AM	save		10-02-2024 00:00:00 AM	0661	
NSRTSTSS903SS2	112-282-1101	09-03-2024 07:28:00 AM	FOC Reject	portoutuser	10-02-2024 00:00:00 AM	0661	112-282-1101

Showing 1 to 8 of 8 entries

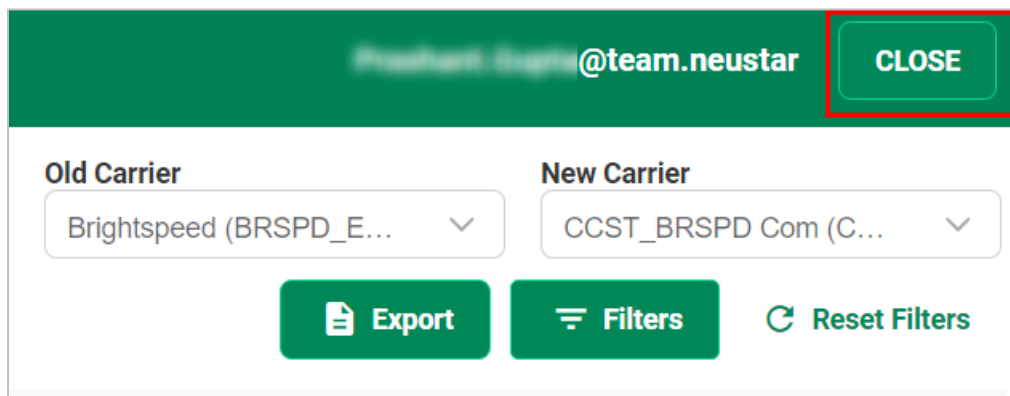
<< < 1 > >>

10

A grid containing CSR or LSR transactions is displayed on the main page. You can select the number of records shown in the grid in a single page. The top right corner provides the option to close the Port Out Portal by clicking on **Close**. It also includes the **Export**, **Filters**, and **Reset Filter** options.

1.3 Signing out from the Port Out Portal

To sign out from the portal, click on **Close** at the top right corner.



The screenshot shows the top section of the Port Out Portal. At the top, there is a dark green header bar. On the left side of this bar, the text "Brightspeed Supply" is partially visible, followed by "@team.neustar". On the right side of the header bar, there is a green button with the text "CLOSE" in white. This button is highlighted with a red rectangular box. Below the header bar, there are two dropdown menus. The first is labeled "Old Carrier" and shows "Brightspeed (BRSPD_E..." with a downward arrow. The second is labeled "New Carrier" and shows "CCST_BRSPD Com (C..." with a downward arrow. Below these dropdowns, there are three buttons: a green "Export" button with a document icon, a green "Filters" button with a funnel icon, and a green "Reset Filters" button with a circular arrow icon.

2 Managing Users

This section provides the necessary steps for managing users and user profiles.

2.1 Adding a New User

To add a new user:

1. From the Neustar Exchange main page, in the left pane, click on **Manage Users**. The Manage User page will appear.
2. Click on **+ Add/Update Users**. The Add/Update Users page will appear.
3. Click on **Add User**. A new row will appear in the grid below.

Manage Users / Add/Update Users

Order From

Brightspeed (BRSPD_E2E)

Exchange Domain

CCST_BRSPD Com (CCST_BRSPD)

Session expires in 08:04:36 (HH:MM:SS)

Company Name

Services *

Select Services

Roles *

Add/Update Roles

Add User

Username will be auto-generated if not provided.

Email*	First Name*	Last Name*	Address Line 1	Address Line 2	City	State	Zip Code	Office Phone*	Cell Phone	Username	Action
										Auto-generated	

Invite

Cancel

4. Enter the details in the respective fields and click on **Invite**. An invitation email with a registration link is sent to the user's registered email mentioned here.

Note

The fields marked with * are mandatory fields.

2.2 Bulk Uploading Users

You can also bulk upload users in the Port Out Portal.

Bulk Upload / Upload Users Session expires in 08:58:33 (HH:MM:SS)

Select File to Upload * Choose File No file chosen

Instructions :

- Maximum file size allowed for uploading is 100KB.
- Supported file format is xlsx.
- Click on Download Readme button for information and guidelines to use the Bulk Upload facility.
- Click on Download All Roles button for the list of services and their roles.
- Click on Download Standard Format Template button for sample file.

Download Readme Download All Roles

Download Standard Format Template

Submit

Cancel

To bulk upload users:

1. From the Neustar Exchange main page, from the left pane, click on **Bulk Upload**  . The Bulk Upload page will appear.
2. Click on **+ Bulk Upload Users**. The Bulk Upload User page will appear.
3. Click on **Download Standard Format Template**. This will download a sample Excel sheet template.
4. Enter the user details in the sample template and save the sheet.
5. In the **Select File Upload** field, upload the template.
6. Click on **Submit**.

The users included in the sheet will be added to the portal.

Clicking on **Download All Roles** will download the files that provides the list of services and respective roles in the Port Out Portal

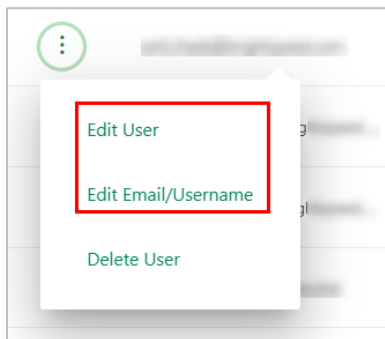
2.3 Viewing the Users

You can view all existing users by clicking on the **Manage Users** from the left pane. A grid will appear that displays the list of users.

2.4 Updating an Existing User

To update an existing user:

1. Go to Manage Users page from the left pane. A grid with list of existing users will appear.
2. Click on the three dots and then either click on **Edit User** to update the user details or **Edit Email/Username** to update the username and email.

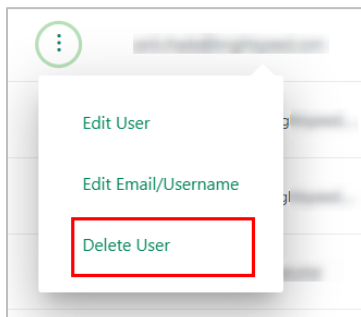


3. Click on **Save**.

2.5 Deleting a User

To delete a user:

1. Go to **Manage Users** page from the left pane. A grid with a list of existing users will appear.
2. Click on the three dots and then click on **Delete User**. A confirmation message will appear.



3. Click on **Delete** to delete the user.

3 Customer Service Record (CSR)

3.1 CSR Dashboard

The CSR Dashboard is the main screen for all the CSR related activities. The dashboard contains the list of existing CSRs. You can choose between 10 or 25 entries to be displayed in a single page in the dashboard.

neustar
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CSR

LSR

Profile: [login@team.neustar](#) CLOSE

CSR DASHBOARD

Old Carrier
Brightspeed (BRSPD_E...

New Carrier
CCST_BRSPD Com (C...

Search Transaction ID Q Request CSR Export Filters Reset Filters

Transaction ID ↑↓	Working Telephone Number ↑↓	Status ↑↓	Date & Time ↑↓	User ID ↑↓
POG322	912-884-6574	Request Submitted	09-10-2024 01:56:00 AM	a579450
POG321	912-884-6574	Parsed Response	09-10-2024 01:13:00 AM	a579450
8846572	912-884-6574	Parsed Response	09-03-2024 15:17:00 PM	lbirchem
POG302	912-884-6574	Parsed Response	09-03-2024 06:16:00 AM	portoutuser
POG301	912-884-6574	Parsed Response	09-03-2024 06:02:00 AM	portoutuser

Showing 1 to 5 of 5 entries << < 1 > >> 10

3.2 Requesting CSR

To request a CSR:

1. Click on **Request CSR** in the CSR Dashboard. The Request CSR page will appear.
2. Click the **Authorization** checkbox and then enter the telephone number in the provided field.
3. (Optional) Enter the **Transaction ID**.
4. Click on **Submit**.
Click on **Refresh** to get the latest Response status.

A new record is created in the grid in the same page with *Request Submitted* status.

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CSR

LSR

Profile: [login@team.neustar](#) CLOSE

REQUEST CSR

Old Carrier
Brightspeed (BRSPD_E...

New Carrier
CCST_BRSPD Com (C...

Authorization ☒ Telephone Number: 912-884-6574 Transaction ID: TXID Submit Refresh

Transaction ID ↑↓	Working Telephone Number ↑↓	Status ↑↓	Date & Time ↑↓	User ID ↑↓
POG341	912-884-6574	Request Submitted	09-17-2024 06:47:00 AM	a579450

Showing 1 to 1 of 1 entries << < 1 > >> 10

3.3 Viewing CSR

To view a CSR, click on any **Transaction ID** from the grid in the CSR Dashboard. The CSR details for that request will appear. You can also apply filters to search for a CSR.

3.3.1 Parsed Response

The image below illustrates the CSR Parsed Response.

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CSR

LSR

Feedback: [@team.neustar](#)

CLOSE

CSR DETAILS

Create LSR

BASIC DETAILS

Transaction ID:
POG321

Old Network Service Provider:
Brightspeed

Account Number:
300025219

Account Telephone Number:

Type of Service:
1

Authorization:
No

SERVICE ADDRESS

End User Name:
CUST NAME

Street Number:
49

Street Directional Prefix:

Street Name:
SVC STREETNAME

Street Type:
LN

Street Directional Suffix:

Location Designator:

Location Value:

City:
MIDWAY

State:
GA

Zip Code:
31320

Additional Address Information:

WORKING TELEPHONE NUMBER CONTAINER

Working Telephone Number 1:
912-884-4202

Working Telephone Number 2:
912-884-5013

Working Telephone Number 3:
912-884-6572

CLOSE

Note

You can create an LSR order from the CSR Parsed Response page. Refer to the [Creating LSR from CSR Parsed Response](#) section to learn more about creating an LSR Order from the CSR page.

3.3.2 Unparsed Response

Unparsed responses are sometimes provided if the carrier is unable to map the customer details to the appropriate field on the CSR parsed response, or if the CSR response contains a large quantity of WTNs. The image below illustrates the CSR Unparsed Response.

The screenshot shows the Neustar CSR Unparsed Response form. The header includes the Neustar logo, 'A TransUnion Company', and tabs for 'CSR' and 'LSR'. The user 'Steve.Derry@transunion.com' is logged in. The form is titled 'CSR DETAILS' and has a 'Create LSR' button. Under the 'Unparsed Response' section, the 'BASIC DETAILS' include: Transaction Number (607796089), Customer Carrier Name Abbreviation (CCNA), Account Number (AN), Account Telephone Number (ATN), and Type of Service (TOS). The 'UNPARSED RESPONSE SECTION' contains a text box with the message: 'This is not an active TN'. A 'Close' button is at the bottom right.

3.3.3 Error Response

A CSR Error response may be received for one or more of the following reasons:

- Account Information Not Found
- Host System Unable to Process Transaction
- System Unavailable. Please try again
- Call Order Center
- Insufficient Information To Process Query
- Telephone Number(s) Not Found
- CC Not Valid
- Scheduled System Downtime

The image below illustrates the CSR Error Response.

The screenshot shows the Neustar CSR Error Response form. The header is identical to the previous form. The form is titled 'CSR DETAILS' and has a 'Create LSR' button. Under the 'Error Response' section, there is a red error message: 'Error Code : 001 (TN Not Found)'. The 'BASIC DETAILS' include: Transaction Number (NGRTS1932052), Old Network Service Provider (Firstlight Fiber), Account Number (AN), Account Telephone Number (ATN), Type of Service (TOS), and Authorization (No). A 'Close' button is at the bottom right.

3.4 Filters in CSR

You can narrow down your search criteria by applying the filters. Click on Filters at the right side of the CSR dashboard. The CSR Filters page will appear. Select the required filters for your CSR and then click Apply. Refer to [Order Status in CSR](#) to learn more about various order statuses in CSR.

CSR Filters

Order Status:

Order Status

Transaction ID:

Transaction ID

Working Telephone Number:

Working Telephone Number

Submitting User ID:

Submitting User ID

Created Date From:

Created Date From

Created Date To:

Created Date To

Type of Service:

Type of Service

Old Network Service Provider ID:

Old Network Service Provider ID

Apply

Clear

Note

The **Created Date From** is a mandatory field when the **Transaction ID** or **Working Telephone Number** field is not populated.

Order Status in CSR

The table below describes the order statuses available in CSR.

Status	Description
Request Submitted	A CSR request has been submitted to a trading partner.
Parsed Response	A CSR response has been received from the trading partner in a parsed format.
Unparsed Response	A CSR response has been received from the trading partner in an unparsed format.
Error Response	A CSR reject has been received from the trading partner.

3.5 Exporting CSR

You can export the CSR data into an Excel sheet. Click on **Export** to download the CSR data.

CSR DASHBOARD

Search Transaction ID

Q

Request CSR

Old Carrier

Brightspeed (BRSPD_E...

New Carrier

CCST_BRSPD Com (C...

Export

Filters

Reset Filters

Transaction ID ↑↓	Working Telephone Number ↑↓	Status ↑↓	Date & Time ↑↓	User ID ↑↓
POG322	912-884-6574	Request Submitted	09-10-2024 01:56:00 AM	a579450

4 Local Service Request (LSR)

4.1 LSR Dashboard

The LSR dashboard is the main screen for all LSR related activities. It shows the list of existing Purchase Order Numbers (PONs). You can choose between 10-25 entries to be displayed in a single page in the dashboard. The LSR dashboard allows you to create, search, and modify orders.

Purchase Order Number	Account Telephone Number	Date & Time	Status	User ID	Due Date & Time	ONSP SPID	Ported Telephone Number
NSRTSTSS903SS1	112-282-1101	09-06-2024 07:00:00 AM	Supplement Reject	a535192	10-17-2024 00:00:00 AM	0661	112-282-1101
306025219	912-884-6572	09-05-2024 14:54:00 PM	Supplement Reject	lbirchem	09-09-2024 00:00:00 AM		912-884-6572
TEST1		09-05-2024 10:29:00 AM	save		09-26-2024 00:00:00 AM		
SIMPEPORT02		09-05-2024 08:48:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
SIMPEPORT01		09-05-2024 08:41:00 AM	FOC Reject	a535192	09-19-2024 00:00:00 AM	1234	123-123-1234
NSRTSTSS905S4	112-282-1101	09-05-2024 07:43:00 AM	FOC Reject	a443229	10-02-2024 00:00:00 AM	0661	112-282-1101
NSRTSTSS091704DS	112-282-1101	09-04-2024 10:45:00 AM	save		10-02-2024 00:00:00 AM	0661	
NSRTSTSS903SS2	112-282-1101	09-03-2024 07:28:00 AM	FOC Reject	portoutuser	10-02-2024 00:00:00 AM	0661	112-282-1101

Showing 1 to 8 of 8 entries

4.2 Creating LSR Orders

You can create the following types of LSR Orders:

- Non Simple Port
- Simple Port

4.2.1 Non Simple Port

To create a Non Simple Port Order:

1. In the LSR tab, click **Create LSR**. The LSR Order page will appear.
2. Click on the **Non Simple Port** tab.
3. Fill in the required fields.

Note

Fields marked with * are mandatory.

4. Once you have filled in the details, click **Submit**.

You can also click on **Save** at regular intervals to save your progress. Click on **Validate** to validate the values before submitting.

Note

The **Validate** and **Submit** buttons are enabled when all the mandatory fields are filled.

The screenshot shows the 'LSR ORDER' form with the 'Non Simple Port' tab selected. The form is divided into 'ADMINISTRATIVE' and 'CONTACT' sections. The 'ADMINISTRATIVE' section contains various fields for customer information, including carrier name, account number, and service details. The 'CONTACT' section is currently empty. At the bottom right, there are buttons for 'Submit', 'Validate', 'Save', and 'Cancel'.

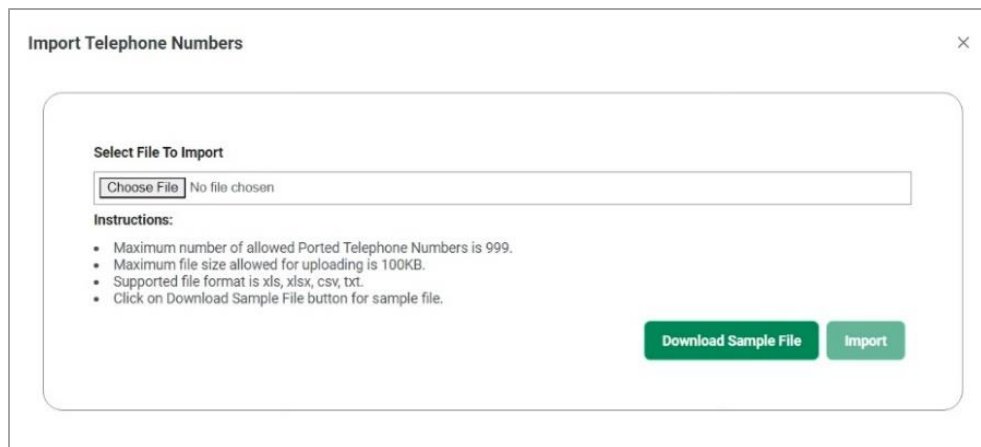
Add/ Import Telephone Numbers (TN)

While creating a Non Simple Port LSR Order, Port Out Portal gives you the option to manually add telephone numbers or bulk import multiple telephone numbers. Under the TELEPHONE NUMBER section in the Non Simple Port tab, enter the phone number in Ported Telephone Number 1 field. You can add more TNs by clicking on Add. This will create new fields to add new TNs.

The screenshot shows the 'TELEPHONE NUMBER' section of the form. It includes a label 'Ported Telephone Number: *' followed by two green buttons: 'ADD' and 'Import TNs'. Below this, there is a label 'Ported Telephone Number 1:' followed by a text input field containing the placeholder text 'PORTEDNBR 1'.

To import the TNs:

1. In the LSR Order page, under the **Non Simple Port** tab, scroll down to **TELEPHONE** section and click on **Import TNs**. The **Import Telephone Numbers** page will appear.



Import Telephone Numbers

Select File To Import

Choose File No file chosen

Instructions:

- Maximum number of allowed Ported Telephone Numbers is 999.
- Maximum file size allowed for uploading is 100KB.
- Supported file format is xls, xlsx, csv, txt.
- Click on Download Sample File button for sample file.

Download Sample File Import

2. Click on **Download Sample File** to download a sample template. A sample template in *XLSX* (MS-Excel) format will download.

Note

The sample template file is provided for the reference purpose only. You need to download the file only once and use it by replacing the phone numbers that you want to import.

3. Enter the ported telephone numbers in the template and save it.
4. Upload the template file in the Port Out Portal from the **Select File to Import** field.
5. Click on **Import**.

The telephone numbers added in the template will appear under the **TELEPHONE** section.

4.2.2 Simple Port

To create a Simple Port Order:

1. In the LSR tab, click **Create LSR**. The LSR Order page will appear.
2. Click on **Simple Port** tab.
3. Fill in the required fields.

Note

Fields marked with * are mandatory

4. Once you have filled in the details, click **Submit**.

You can also click on **Save** at regular intervals to save your progress.

LSR ORDER

Old Carrier: Brightspeed (BRSPD_E...) | New Carrier: CCST_BRSPD Com (C...)

Non Simple Port | **Simple Port**

ADMINISTRATIVE

Customer Carrier Name Abbreviation: * CCNA	Purchase Order Number: * PON	Version: * 00	Account Number: * AN
Desired Due Date: * DDD	Company Code: * CC	Number Portability Direction Indicator: * NPD	Account Pin/Password: PID
New Network Service Provider ID: * NNSP	Old Network Service Provider ID: ONSP	Agency Authorization Status: * AGAUTH	Supplement Type: SUP

Remarks:
REMARKS

Note

The **Validate** and **Submit** buttons are enabled when all the mandatory fields are filled.

4.3 Creating LSR from CSR Parsed Response

You can also create an LSR order from a CSR Parsed Response. Click on a CSR with Parsed Response status. The CSR Details page will appear. Click on Create LSR at the top right corner of the page.

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CSR | LSR

Product Support @team.neustar | CLOSE

CSR DETAILS

BASIC DETAILS

Transaction ID: POG321	Old Network Service Provider: Brightspeed	Account Number: 306025219	Account Telephone Number:
Type of Service: 1	Authorization: No		

Create LSR

While creating an LSR order from CSR, the following fields are auto populated, if they are available on CSR response:

- ADMINISTRATIVE

Account Number

Type of Service

- END USER INFORMATION

- End User Name
- Street Number
- Street Name
- Street Type
- City
- State
- Zip Code

- TELEPHONE NUMBER

- Ported Telephone Number

4.4 Viewing an Order

To view an existing LSR Order:

- 1. Type the Purchase Order Number (PON) in the search box. The grid will display the PONs.
- 2. Click on the **PON** displayed in the grid. The LSR Order History page will appear.
- 3. Click on the  icon. The LSR Order page will appear.

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CSR

LSR

View Order History

CLOSE

LSR ORDER HISTORY

BASIC DETAILS

Order Type:
LSR Order

Supplier:
BRSPD_E2E

Request Type:
Non Simple Port

Current Status:
Supplement Reject

Purchase Order Number:
NSRTSTSS903S51

Version:
03

User ID	Message Type	Activity	Version	Supplement	Date & Time	Action
nsrspauto	Supplement Reject	Receive	03		09-06-2024 07:00:00 AM	
a535192	Supplement	Submit	03	2	09-06-2024 07:00:00 AM	  
nsrspauto	Supplement Reject	Receive	02		09-06-2024 06:55:00 AM	
a535192	Supplement	Submit	02	2	09-06-2024 06:55:00 AM	 
nsrspauto	FOC Reject	Receive	00		09-03-2024 07:27:00 AM	
portoutuser	New	Submit	00		09-03-2024 07:27:00 AM	  
portoutuser	New	Save	00		09-03-2024 07:26:00 AM	  
portoutuser	New	Save	00		09-03-2024 07:25:00 AM	  

Showing 1 to 8 of 8 entries

<<

<

1

>

>>

10

CLOSE

4.5 Filters in LSR

You can also use filters to search and view a specific order. Click on **Filters** in the LSR dashboard to open the LSR Filter screen. Select the required filters to narrow the search results and then click on **Apply**. Refer to the [Order Status in LSR](#) section to learn more about various order statuses in LSR.

LSR Filters

Order Status:

Order Status

Purchase Order Number:

Purchase Order Number

Customer Carrier Name Abbreviation:

Customer Carrier Name Abbreviation

Account Telephone Number:

Account Telephone Number

Ported Telephone Number:

Ported Telephone Number

☒ Created By

☐ Last Submitted By

User ID

Type of Service:

Type of Service

Created Date From:

Created Date From

Created Date To:

Created Date To

Old Network Service Provider ID:

Old Network Service Provider ID

Due Date From:

Due Date From

Due Date To:

Due Date To

Apply

Clear

Note

The **Created Date From** field is a mandatory field when **Purchase Order Number** or **Ported Telephone Number** field is not populated.

Order Status in LSR

The table below describes the order statuses available in LSR.

#	Status	Description
1	New	An order has been submitted to the trading partner, but no response has been received to date.
2	Supplement	A supplement to the order has been submitted to the trading partner but no response has been received to date.
3	FOC Accept	An FOC Accept has been received from the trading partner.
4	FOC Reject	An FOC Reject has been received from the trading partner.

#	Status	Description
5	Supplement Accept	A Supplement Accept has been received from the trading partner
6	Supplement Reject	A Supplement Reject has been received from the trading partner.
7	Jeopardy	A Jeopardy notification has been received from the trading partner.
8	Provider Initiated Activity	Indicates a provider-initiated response that is not the result of a customer LSR or supplement, prior to order completion.
9	SOC	A Service Order Completion (SOC) has been received from the trading partner.
10	Billing Completion	A Billing Completion Notice has been received from the trading partner
11	Provider Initiated Cancel	A provider-initiated cancellation that is not the result of a customer LSR or supplement, prior to order completion.
12	Acknowledgement	An acknowledgement (ACK) response has been received indicating that the trading partner successfully received the order.
13	Negative Acknowledgement	Notification has been received that the Trading Partner did not successfully receive the order request (NACK).

4.6 Modifying an Order

To modify an LSR:

1. Type the Purchase Order Number (PON) in the search box.
2. Click on the PON that you want to modify. The LSR Order History page will appear.
3. Click on the  icon in the **Action** column. The LSR Order page will appear.
4. Modify the details and then click on **Submit**.

User ID ↑↓	Message Type ↑↓	Activity ↑↓	Version ↑↓	Supplement ↑↓	Date & Time ↑↓	Action
nsrspauto	Supplement Reject	Receive	03		09-06-2024 07:00:00 AM	
a535192	Supplement	Submit	03	2	09-06-2024 07:00:00 AM	  
nsrspauto	Supplement Reject	Receive	02		09-06-2024 06:55:00 AM	

Note

- You can edit the requests only.
- A response cannot be modified, you can only view it.
- You cannot modify the basic details of an LSR order such as Order Type, Supplier, Request Type, Version, Purchase Order Number, and Current Status.

4.7 Cloning an Order

You can clone an existing order and update the details for required fields only.

To clone an existing order:

- 1. Type the Purchase Order Number (PON) in the search box.
- 2. Click on the PON that you want to clone. The LSR Order History page will appear.
- 3. Click on the  icon. The LSR Order page will appear.
- 4. Update the required details and click **Validate**.
- 5. Click **Submit** once the values are validated.

A new LSR order will be created.

User ID ↑↓	Message Type ↑↓	Activity ↑↓	Version ↑↓	Supplement ↑↓	Date & Time ↑↓	Action
nsrspauto	Supplement Reject	Receive	03		09-06-2024 07:00:00 AM	
a535192	Supplement	Submit	03	2	09-06-2024 07:00:00 AM	  
nsrspauto	Supplement Reject	Receive	02		09-06-2024 06:55:00 AM	

Note

You can clone the requests only.

4.8 Exporting LSR

You can export the LSR list in an Excel sheet. Click on **Export** in the top right corner of the LSR Dashboard to download the LSR list.

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CLOSE

Old Carrier

Brightspeed (BRSPD_E... ▼

New Carrier

CCST_BRSPD Com (C... ▼

 Export

 Filters

 Reset Filters