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**NEUSTAR® LAUNCHES SERVICE ORDER ADMINISTRATION  
SERVICE FOR END-TO-END NUMBER PORTABILITY**

***SOA Enables Service Providers to Streamline Porting Process and  
Improve Customer Experience***

**Washington, DC, May 3, 2004** — NeuStar, Inc., the industry's trusted provider for inter-carrier service management, today announced the availability of its Service Order Administration (SOA) service, a component of NeuStar's convergent clearinghouse platform. SOA addresses the end-to-end porting request needs for wireline, wireless and cable companies. NeuStar will showcase its comprehensive clearinghouse offering at TeleStrategies Billing and OSS World 2004 (May 5-7, 2004) at Booth 827 at the Washington Convention Center, Washington, D.C.

“As wireless and local number portability expands nationwide on May 24<sup>th</sup>, service providers need to ensure they have the tools to handle increasing porting volumes and ensure a smoother customer porting experience,” said Lisa Donnan, VP, Marketing of NeuStar. “Our SOA offering will simplify and streamline number porting process for carriers. The result will be shortened provisioning times and reduction of porting errors

enabling service providers to gain revenues, reduce costs and improve customer satisfaction.”

SOA offers a single, secure and flexible Web-based interface to carriers’ order entry and provisioning systems, simplifying NPAC updates and streamlining the industry defined NPAC processes. The service provides the flexibility with its on-demand activation feature for carriers to activate customer port requests based on individual customer needs.

Bundling SOA into an integrated workflow provides carriers with a flow through capability that meets wireless and wireline number portability needs from pre-port requests through final number ports and activation. Within NeuStar’s system architecture, the SOA integrates with the clearinghouse applications via a system interface, and can be used on a stand-alone basis via an end-user interface. Users can create porting and pooling requests, view notices, perform advanced local database searches, correct errors, generate reports, request audits, and define network data via a Web-based interface.

NeuStar’s convergent clearinghouse platform includes a full suite of services including:

- **Order and Provisioning:** Pre-Port Validation (PPV), Inter-Carrier Communications Process (ICP), Local Service Request (LSR), Access Service Request (ASR), Pre-Order, Line Information Database (LIDB), and Calling Name (CNAM), Service Order Administration (SOA), Primary Interexchange Carrier (PIC)/ Customer Account Record Exchange (CARE), Third Party Verification (TPV).
- **Service Assurance:** Trouble Administration Management (TAM).
- **Revenue Assurance:** Billing Name and Address (BNA)/CARE, Type 1 Loss Notification.

- **Routing Services:** Multi Media Service (MMS) and Short Message Service (SMS) Routing, Common Short Codes.

**About NeuStar, Inc.**

Based in Washington DC, NeuStar is a neutral third party provider of mission-critical services to telecommunications and Internet service providers around the world. NeuStar enables the interoperability and convergence of networks. NeuStar operates the authoritative registry of all North American telephone numbers and administers the database, relied on by all North American carriers to route billions of telephone calls daily. NeuStar also operates the dot-US registry, *America's Internet Address*®. NeuLevel®, NeuStar's subsidiary, operates the .BIZ registry, the world's first top-level domain dedicated exclusively to business. Over 4000 telecommunications and service providers currently rely upon NeuStar's services. Visit NeuStar online at [www.neustar.us](http://www.neustar.us) or [www.neustar.biz](http://www.neustar.biz).

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