

Neustar® TroubleAdmin

Automation to report and manage trouble tickets

When trouble arises – as it undoubtedly will – every party, from the originating provider to the end user customer, wants fast and complete resolution. CSPs who deliver service through interconnection with incumbent local exchange carriers (ILECs) and interexchange carriers (IXCs) must report service issues to the originating provider. This chain of trouble reporting – from subscriber to CSP to the carrier – is labor intensive, inefficient and expensive. And it takes time.

Streamline Trouble Ticket Administration

Neustar TroubleAdmin automates the exchange of trouble ticket data between CSPs and the originating carrier. In one web-based solution, TroubleAdmin supports trouble ticket reporting on circuits, facilities, network elements including TDM and Ethernet and related systems. CSPs reduce the time, complexity and number of errors associated with trouble reporting and resolution with multiple trading partners.

- **Single interface for multiple providers.** Neustar TroubleAdmin interconnects to multiple service providers, including AT&T, CenturyLink, Frontier and Verizon. Providing a single portal to input required ticket data, track submitted tickets, and monitor and report on status. All in real time.
- **Pre-submission validations.** Built-in data validation ensures tickets meet the carrier-specific business rules before tickets are submitted, reducing error and delays. On-screen help provides business rules for each field.
- **Real-time dashboards.** Dynamic views of the number of open, closed and cleared tickets allow users to easily monitor ticket status and updates, including open, cleared and closed.

A PROVEN PARTNER FOR SUCCESS

- Supports multiple ILEC trading partners
- Built-in industry and carrier-specific compliance
- Supports all network elements, including TDM and Ethernet

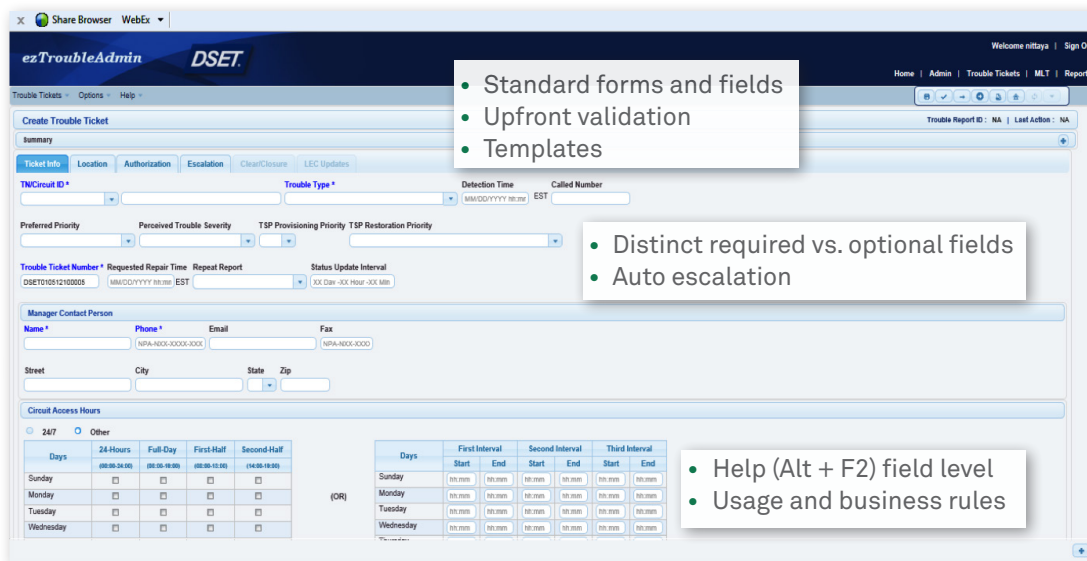
WHY NEUSTAR

- Proven automation expertise
- Rapid deployment
- Hosted solution

Neustar® TroubleAdmin

User-friendly Interface for Input

Share data across different networks and report service problems quickly and efficiently.



Neustar TroubleAdmin Features

- Manage Trouble Tickets: Create, Add, Modify, Verify, Close, Cancel
- Fallout management
- Late bonding: manual to e-bond conversion
- POTS service test support
- Mechanized loop test (MTL) support: full test, quick test, loop test, tone test
- Custom alerts, notifications (configurable)
- Auto-escalations (configurable)

Enhanced Reporting

- Troubled circuit report
- Status reports
- Open, closed, delayed
- Notification type
- Fallout
- Delayed

Learn More:

Call **+1.877.831.3984** | Visit www.neustar.biz | Email SolutionsTeam@neustar.biz

About Neustar

Neustar, Inc. (NYSE: NSR) is the first real-time provider of cloud-based information services and data analytics, enabling marketing and IT security professionals to promote and protect their businesses. With a commitment to privacy and neutrality, Neustar operates complex data registries and uses its expertise to deliver actionable, data-driven insights that help clients make high-value business decisions in real time, one customer interaction at a time. More information is available at www.neustar.biz.