

Port Out Automation User Guide

Ordering Solutions

Version 1.1



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Document Revisions

Date	Version No.	Remarks
25-Feb-2025	1.0	First version of the user guide.
09-Sep-2026	1.1	Updated GUI images

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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	Local Service Request (LSR)	This section provides the information related with LSR.

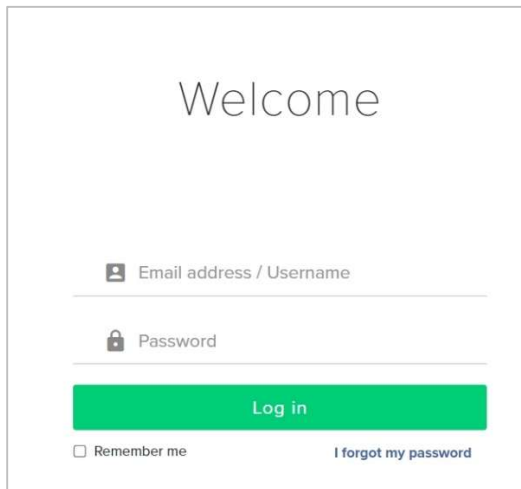
Chapter 1. Getting Started

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.

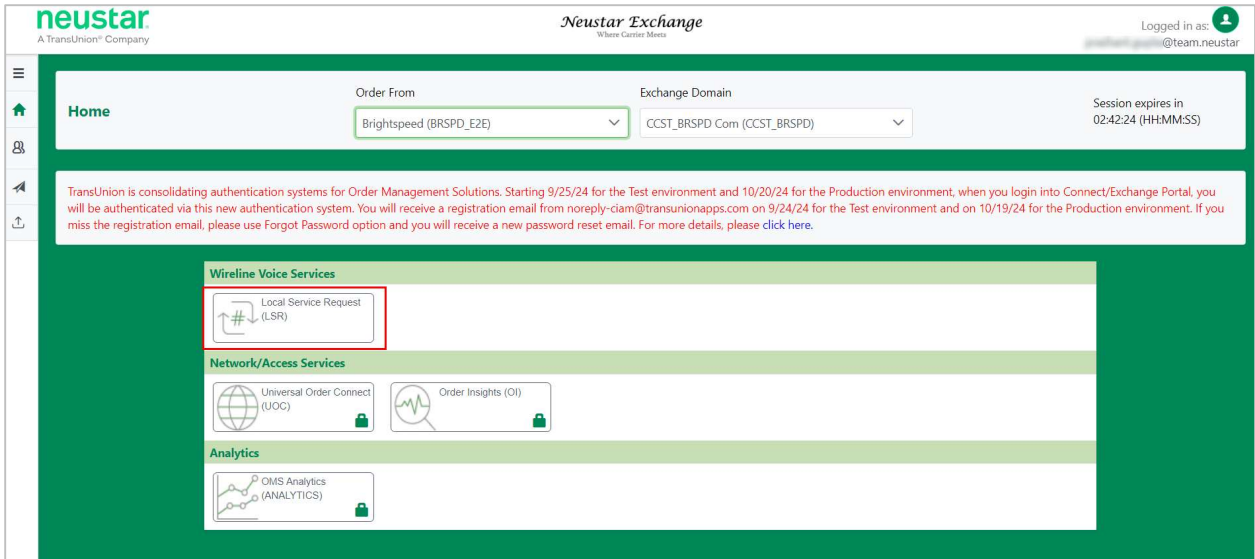


2. Enter your registered Email address and Password, and then click **Login**. The Port Out Portal home page will appear after users complete multi-factor authentication.

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.

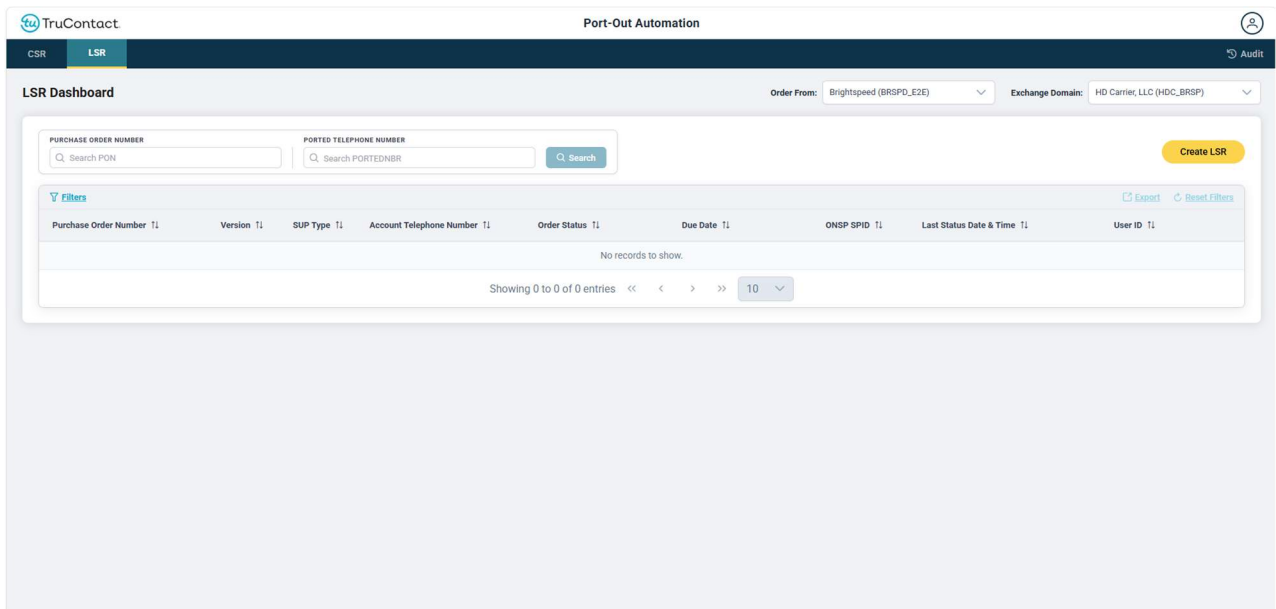


Note

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 Local Number Port (LNP) requests. With seamless integration through 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.



The Port Out Portal has the following two components:

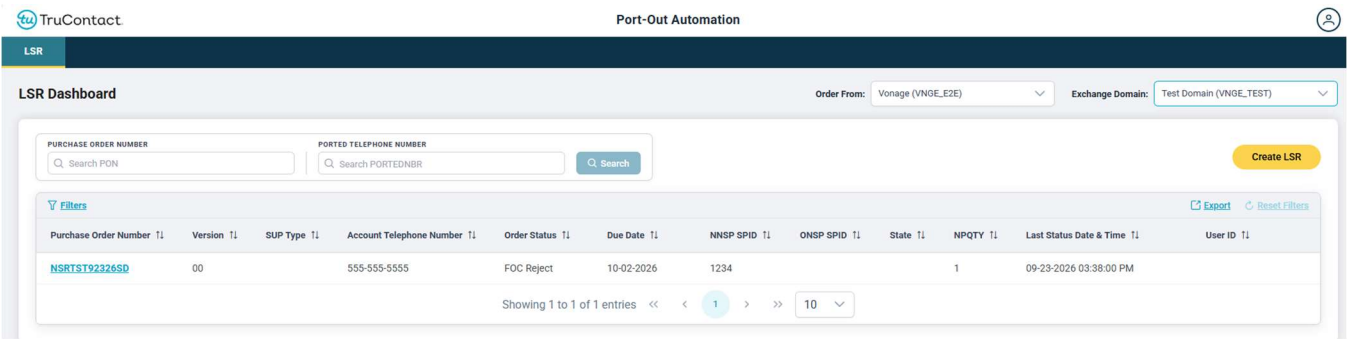
- LSR

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.



A grid containing 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.

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 by clicking the “Add User” button.

The screenshot shows the 'Manage Users / Add/Update Users' interface in the Neustar Exchange portal. The page includes a header with the Neustar logo and 'Neustar Exchange' text. Below the header, there's a navigation bar with 'Manage Users / Add/Update Users'. The main content area has a form with fields for 'Company Name' (HD Carrier, LLC), 'Services' (Select Services), and 'Roles' (Add/Update Roles). Below this is a table with columns: Email, First Name, Last Name, Address Line 1, Address Line 2, City, State, Zip Code, Office Phone, Cell Phone, Username, and Action. The table has three rows of input fields. At the bottom right, there are 'Invite' and 'Cancel' buttons.

To bulk upload users:

1. Populate the users Email address, First Name, Last Name and Office Phone number.
2. Select the Services dropdown and click LSR.
3. Click the Add/Update Roles button.
4. Select the desired Roles and click Add/Update.
5. On the Manage Users / Add / Update Users, Click Invite.

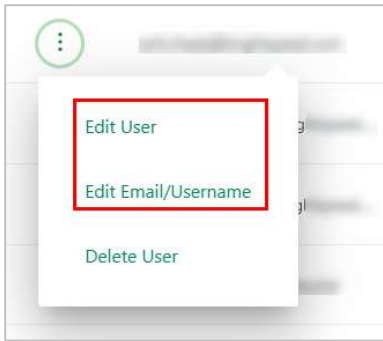
2.3 Viewing the Users

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.

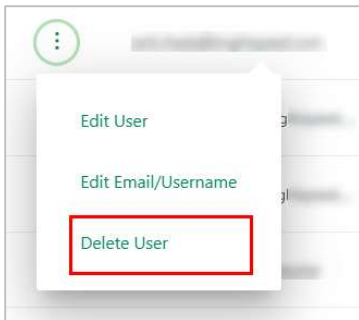


3. Click on **Save**.

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 Local Service Request (LSR)

3.1 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.

The screenshot shows the LSR Dashboard interface. At the top, there's a header with 'TruContact' and 'Port-Out Automation'. Below that, a navigation bar has 'LSR' selected. The main area is titled 'LSR Dashboard' and includes a search bar with 'PURCHASE ORDER NUMBER' and 'PORTED TELEPHONE NUMBER' fields. A 'Search' button is next to them. On the right, there's a 'Create LSR' button. Below the search bar, there's a table with columns: Purchase Order Number, Version, SUP Type, Account Telephone Number, Order Status, Due Date, NNSP SPID, ONSP SPID, State, NPQTY, Last Status Date & Time, and User ID. The table shows one entry with 'NSRST92326SD' as the Purchase Order Number. At the bottom, there's a pagination bar showing 'Showing 1 to 1 of 1 entries' and a dropdown for '10'.

3.2 Creating LSR Orders

You can create the following types of LSR Orders:

- Non Simple Port
- Simple Port

3.2.1 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.

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.

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.

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.

3.2.2 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.

The screenshot shows the 'Create LSR' form in the TruContact Port-Out Automation system. The form is divided into two main sections: 'ADMINISTRATIVE' and 'CONTACT'. The 'ADMINISTRATIVE' section includes fields for Customer Carrier Name Abbreviation (CCNA), Purchase Order Number (PON), Version, Account Number, Desired Due Date (DDD), Company Code (CC), Account Pin/Password (PID), Old Network Service Provider ID (ONSP), Agency Authorization Status (AGAUTH), New Network Service Provider ID (NNSP), and Number Portability Direction Indicator (NPDI). The 'CONTACT' section includes a Telephone Number (TELNO). At the bottom right of the form are four buttons: 'Cancel', 'Save', 'Validate', and 'Submit'. The 'Simple Port' tab is selected, and the 'Validate' and 'Submit' buttons are highlighted in yellow, indicating they are enabled.

Note

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

3.3 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.

TruContact

Port-Out Automation

LSR

Audit

LSR Order History

BASIC DETAILS

ORDER TYPE
LSR Order

SUPPLIER

REQUEST TYPE
Non Simple Port

CURRENT STATUS
Supplement Accept

PURCHASE ORDER NUMBER
NSRTSTDTA004

VERSION
01

Refresh

ORDER HISTORY

Action	Message Type Ti	Version Ti	Supplement Ti	Activity Ti	Date & Time Ti	User ID Ti
	Supplement Accept	01		Receive	09-08-2026 13:16:00 PM	
	Supplement	01	1	Submit	09-08-2026 13:16:00 PM	
	FOC Accept	00		Receive	09-08-2026 12:16:00 PM	
	New	00		Submit	09-08-2026 12:16:00 PM	

Showing 1 to 4 of 4 entries << < 1 > >> 10 ▾

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3.4 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.

Search Filters

Customer Carrier Name Abbreviation

Customer Carrier Name Abbreviation

Order Status

Order Status

Purchase Order Number

Purchase Order Number

Account Telephone Number

Account Telephone Number

Ported Telephone Number

Ported Telephone Number

Old Network Service Provider ID

Old Network Service Provider ID

Create Date From

MM-DD-YYYY

Create Date To

MM-DD-YYYY

Type of Service

Type of Service

☒ Created By ☐ Last Submitted By

User ID

Due Date From

MM-DD-YYYY

Due Date To

MM-DD-YYYY

Request Type

Request Type

Clear

Apply Filters

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.

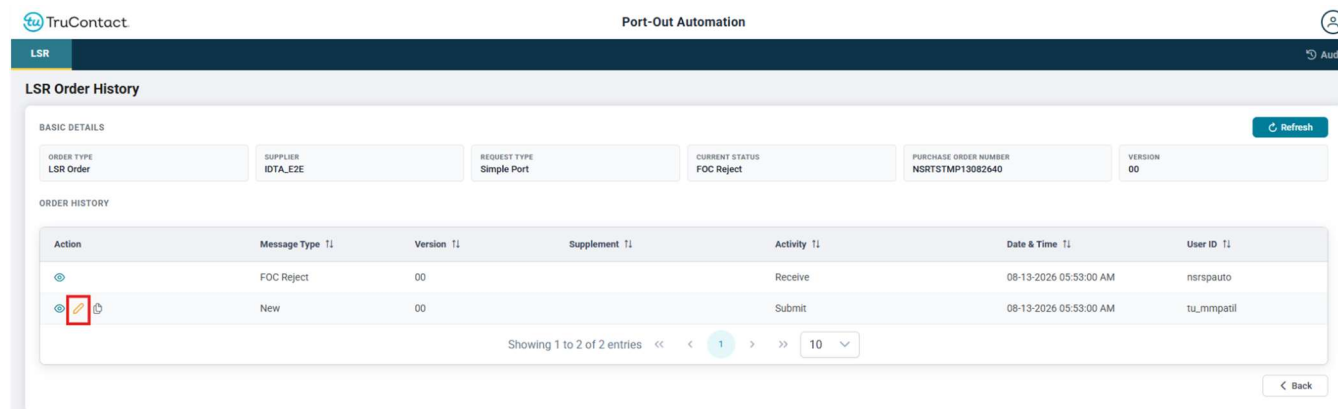
#	Status	Description
1	New	An order has been submitted to the trading partner, but no response has been received to date.
2	Supplement	A supplement to the order has been submitted to the trading partner but no response has been received to date.
3	FOC Accept	An FOC Accept has been received from the trading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

#	Status	Description
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).

3.5 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**.



TruContact Port-Out Automation

LSR

LSR Order History

BASIC DETAILS

ORDER TYPE: LSR Order

SUPPLIER: IDTA_EZE

REQUEST TYPE: Simple Port

CURRENT STATUS: FOC Reject

PURCHASE ORDER NUMBER: NSRSTMP13082640

VERSION: 00

Refresh

ORDER HISTORY

Action	Message Type T1	Version T1	Supplement T1	Activity T1	Date & Time T1	User ID T1
	FOC Reject	00		Receive	08-13-2026 05:53:00 AM	nsrspauto
 	New	00		Submit	08-13-2026 05:53:00 AM	tu_mmpatil

Showing 1 to 2 of 2 entries << < 1 > >> 10

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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.

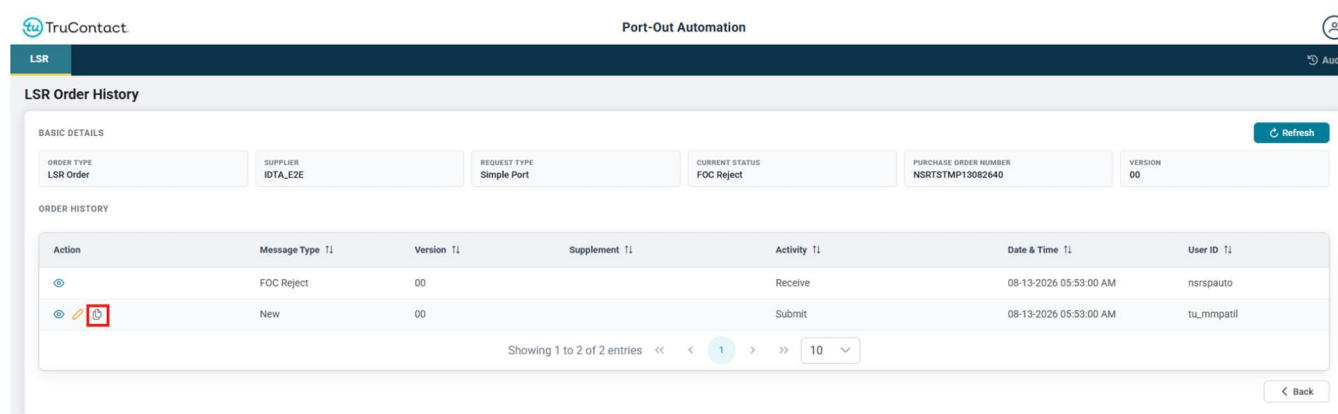
3.6 Cloning an Order

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.



LSR Order History

BASIC DETAILS

ORDER TYPE LSR Order	SUPPLIER IDTA_EZE	REQUEST TYPE Simple Port	CURRENT STATUS FOC Reject	PURCHASE ORDER NUMBER NSRSTMP13082640	VERSION 00
-------------------------	----------------------	-----------------------------	------------------------------	--	---------------

ORDER HISTORY

Action	Message Type T1	Version T1	Supplement T1	Activity T1	Date & Time T1	User ID T1
	FOC Reject	00		Receive	08-13-2026 05:53:00 AM	nsrspauto
	New	00		Submit	08-13-2026 05:53:00 AM	tu_mmpatil

Showing 1 to 2 of 2 entries << < 1 > >> 10 ▾

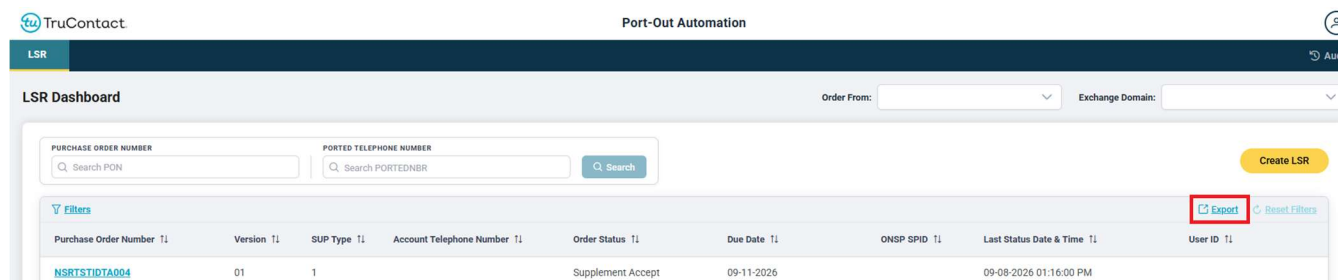
[< Back](#)

Note

You can clone the requests only.

3.7 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.



LSR Dashboard

Order From: Exchange Domain:

PURCHASE ORDER NUMBER: PORTED TELEPHONE NUMBER: [Search](#)

[Filters](#) [Export](#) [Reset Filters](#)

Purchase Order Number T1	Version T1	SUP Type T1	Account Telephone Number T1	Order Status T1	Due Date T1	ONSP SPID T1	Last Status Date & Time T1	User ID T1
NSRSTIDTA004	01	1		Supplement Accept	09-11-2026		09-08-2026 01:16:00 PM	