

TruNumber Finder



the authority on numbering information

The efficient administration of telephone numbers is essential for network operations, customer service and organizations to provide a seamless service to their customers.

Inaccurate information means lost revenue and reputational damage caused by dissatisfied customers switching to competitors. Inaccessible data means lost time digging through information from disparate systems to resolve basic customer issues.

With some 650 million telephone numbers in the United States – some 25 million of which are ported each year¹ – how do service providers, service bureaus and Providers of Telecom-related Services (PTRS) confirm whether the data they have on an individual telephone number or range of telephone numbers is accurate?

solution

iconectiv® TruNumber Finder, part of our Numbering portfolio, provides a rapid, accurate view of critical information related to phone numbers. It aggregates data from disparate systems to simplify number management, confirm customer acquisition and enhance customer service. The speed, convenience and reliability of TruNumber Finder makes it the must-have tool for any customer service representative or number pooling administrator at any communication service provider in the United States. This data is essential for telephone call routing, efficient on-boarding of new customers who require number porting, and instant troubleshooting of customer-related issues related to call completion.

TruNumber Finder helps streamline customer acquisition, customer satisfaction and resource efficiency by presenting the information needed to quickly detect, diagnose and direct issues to the right team.

It helps service providers deliver more focused operations by providing rapid identification and resolution of number management issues, which in turn, leads to reduced capital and operational expenditure on maintaining and managing in-house systems.

TruNumber Finder provides:

- Authoritative, up-to-date information on which service provider currently owns a telephone number or block of numbers
- Telephone number lookup function to identify the service provider of record for a phone number that has been ported
- A way to quickly view number code and block ownership and identify individual numbers within the block that have been ported out
- Insight into service provider ownership of a specific phone number at a certain point in time using historical information
- Complete post-port validation to ensure the number was ported correctly
- Insight to assist with resolution on customer service issues related to coverage and service area
- Efficient management of number pooling and administration related to number block exceptions to avoid customer and call impacting issues later

¹Source: Federal Communications Commission. Numbering Resource Utilization in the United States. By Craig Stroup and John Vu. Available at https://apps.fcc.gov/edocs_public/attachmatch/DOC-319997A1.pdf Accessed: 4/27/2018.

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telephone number information anywhere, any time

The ability to rapidly react to customer queries underpins the service. TruNumber Finder is designed to deliver critical information in real-time on screen, or the ability to export the data to a CSV file. The speed, convenience and reliability of the secure web portal service means that all relevant staff, whether operational or sales, can quickly learn how to access exactly the information they need, when they need it.

TruNumber Finder helps service providers protect their customers, their brand and their revenue by aggregating data to provide access to key attributes of a phone number including:

- Line type: wireline or wireless
- Line ownership: via porting history
- Line location: via routing information

Via a secure, web-based portal, TruNumber Finder users can access a near real-time, authoritative source that correctly identifies ownership of a single number or block of numbers. The system can handle millions of inquiries at any one time and offers flexible packages to suit different user types - including the ability for a user to upload up to 10,000 telephone number lookups in a single session.



authoritative data source

TruNumber Finder derives its data from two critical and authoritative sources:

- The Number Portability Administration Center (NPAC), which makes it possible for customers in the United States to keep their telephone numbers when switching communications service providers
- The LERG® Routing Guide, which provides the most comprehensive feed of routing data direct from the Telecom Routing Administration.

As a long-established organization at the heart of the telco ecosystem, iconectiv is the industry-recognized source of authoritative information. We offer simple, seamless and secure solutions that help reduce the complexities of connectivity and help our customers be more efficient and more effective.

make the connection.

You can trust the numbering experts at iconectiv to deliver authoritative data direct to your desktop. Let us help improve the efficiency of your business and help you make better business decisions. Ask how TruNumber Finder can help support your business:

Contact +1 732.699.6800 or mail sales@iconectiv.com

www.iconectiv.com

about iconectiv

At iconectiv, we envision a world without boundaries, where the ability to access and exchange information is simple, secure and seamless. As the authoritative partner of the communications industry for more than 30 years, our market-leading solutions enable the interconnection of networks, devices and applications for more than two billion people every day. We have intimate knowledge of the intricacies and complexities involved in creating, operating and securing the communications infrastructure for service providers, regulators, enterprises, aggregators and content providers. Our 5,000+ global clients rely on us for network and operations management, numbering, registry and fraud prevention solutions. We are proud to be enabling the world of tomorrow by making new connections today. A US-based company, Telcordia Technologies, does business as iconectiv. For more information, visit www.iconectiv.com.

The TruNumber Finder Help Desk can be reached at +1 866 834-5609 or FinderSupport@iconectiv.com.

Please note that all customers for TruNumber Finder will be required to be authorized NPAC users.