

# TruNumber Finder

streamlined phone number management  
from an authoritative source

## accurate phone number data is critical

Telephone numbers are the front door for businesses, schools, government agencies and other organizations. That mission-critical role highlights why service providers, number code administrators, service bureaus and providers of telecom-related services (PTRS) need instant access to accurate information about phone number ownership, coverage, porting history and more.

A single, authoritative data source enables service providers to ensure that each number was ported correctly. This maximizes customer satisfaction and eliminates the expense of having employees manually research and reconcile data from disparate sources.

The steadily growing pool of telephone numbers makes a one-stop resource more valuable than ever. With over 650 million telephone numbers in the United States<sup>1</sup> – some 25 million of which are ported each year – service providers and other organizations need a trusted, authoritative source of continuously updated number information.



number lookups in  
a single session

## maximize operational efficiency

iconectiv® TruNumber Finder provides users with a real-time search engine for the U.S. Number Portability Administration Center (NPAC) database and LERG® Routing Guide, which provides the most comprehensive feed of routing data directly from the Telecom Routing Administration. TruNumber Finder aggregates those resources to provide a number's key attributes, including:

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

The secure, web-based portal provides your customer service, network operations and other business units with the insights necessary to simplify number management, efficiently on-board new customers, rapidly diagnose issues and quickly address customer inquiries. TruNumber Finder includes an intuitive graphical user interface so even new users can quickly master its features and capabilities.

For example, to look up a number or number block, simply select the radio button that matches your search. Users do not have to understand how a phone number is formatted because TruNumber Finder will automatically convert it to the right format and remove unnecessary characters.

TruNumber Finder helps maximize employee productivity and efficiency by presenting the right information necessary to quickly detect, diagnose and direct issues to the right team. By streamlining business processes, TruNumber Finder reduces capital and operational expenditures, directly helping your bottom line.

Part of the iconectiv numbering platform, TruNumber Finder is designed to support demanding workflows and requirements. The system can handle millions of simultaneous inquiries and lets users upload up to 10,000 number lookups in a single session.

<sup>1</sup>[https://apps.fcc.gov/edocs\\_public/attachmatch/DOC-319997A1](https://apps.fcc.gov/edocs_public/attachmatch/DOC-319997A1)

# TruNumber Finder

## 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

## how to get started

TruNumber Finder provides your organization with the definitive data necessary to manage telephone numbers efficiently while maximizing customer satisfaction. For more information, visit [iconectiv.com](http://iconectiv.com) or call +1 732-699-6800 to speak to a member of our customer service team about getting started.



## about iconectiv

Your business and your customers need to access and exchange information simply, seamlessly and securely. iconectiv's extensive experience in information services and its unmatched numbering intelligence helps you do just that. In fact, more than 2B people count on our platforms each day to keep their networks, devices and applications connected. Our cloud-based Software as a Service (SaaS) solutions span network and operations management, numbering, trusted communications and fraud prevention. For more information, visit [www.iconectiv.com](http://www.iconectiv.com). Follow us on Twitter and LinkedIn.