

Instructions for Law Enforcement for identifying the Service Provider aka Carrier associated with a telephone number

Below are some terms which are interchangeable. Understanding these terms will help you navigate the various sites.

- Service Provider, Carrier, Code Holder, and Block Holder is another way of saying the company providing telecommunication services.
- Numbering Plan Area or **NPA** is another way of saying Area Code.
- Central Office Code, CO Code, NPA-NXX or **NXX** is another way of saying prefix.
- Thousands-Block, NPA-NXX-X or **X** is another way of saying the first digit in the individual TN.

In telephone number 111-222-3210 the **NPA** is 111, the **NXX** is 222 and the **X** is 3.

Steps for identifying the Service Provider

Number Portability Administration Center (NPAC)

1) Determine if the telephone number has been ported.

- a) Check the telephone number in the NPAC Interactive Voice Response (IVR) Service for law enforcement

Below is the link and phone number for the NPAC Interactive Voice Response (IVR) Service for law enforcement:

<https://lawenforcement.numberportability.com/services/ivr/> or **877-416-6551**.

- When the telephone number has been ported the NPAC Interactive Voice Response (IVR) Service for law enforcement will provide the Service Provider (Carrier).
- When the number has not been ported, you will be instructed to contact NANPA.

North American Numbering Plan Administrator

NANPA has no information pertaining to full 10-digit telephone numbers. However, we do have information pertaining to the CO Codes and Thousands-Blocks from which telephone numbers are assigned. The Thousands-Block Number Pooling Administrator (PA) is also part NANPA,

however, the Central Office Codes are managed on the <https://www.nanpa.com> and Thousands-Blocks are managed on <https://nationalpooling.com>.

The **CO Code Holder** is the Service Provider or Carrier associated with the **NPA-NXX**. The **Thousands-Block Holder** is the Service Provider aka Carrier associated with the Thousands-Block.

Below are the instructions to determine the Central Office (CO) Code (NPA-NXX) Holder associated with the telephone number when the telephone number has not been ported.

- 1) Determine the geographic location (state/territory) where the NPA is located.
 - a) Go to <https://www.nanpa.com> under **Tools**, then **Area Code Search**. Input the **Area Code** and click on **Continue**.
 - b) Locate the **State** abbreviation in the **Location** field under the **Geographic Code Information** table on the right side of the screen.
- 2) Look up the **Central Office Code** at <https://www.nanpa.com> under **Reports**, then **Central Office Codes**, then **Central Office Code Utilized Report**.

The following is a direct link to the **Central Office Code Utilized Report**:

<https://www.nationalnanpa.com/enas/coCodeReportUnsecured.do?reportType=7>

- a) Select the **State** and **NPA**, then select **Generate Report**. Locate the CO Code in the **NXX** column, the 3rd column from left.
 - You can use the **Find Feature** (CTRL F on Windows or COMMAND F on MAC) by entering the **NXX** then **RETURN** which will take you directly to the **NPA-NXX**.
- b) Verify whether **NPA-NXX** is **Pooled** or **Non-Pooled** by checking the **Pooled Code** field, the 2nd to last column on right. **Y = Pooled. N = Non-Pooled**.
 - When **Non-Pooled** – the **Company Name**, in the 6th column from left, is the **Code Holder**.
 - When **Pooled**, go to **Step 1** below.

The Central Office Code Reports are updated daily and may be downloaded in Text (txt) format at the following link: <https://www.nationalnanpa.com/nanp1/allutlzd.zip>.

Below are the instructions to determine the Thousands-Block (NPA-NXX-X) Holder associated with the telephone number when the telephone number has not been ported and the CO Code is Pooled.

- 1) Look up the **Thousands-Block** at <https://www.nationalpooling.com> under **Quick Links** then **Block Report**.

The following is a direct link to the **Block Report**:

<https://www.nationalpooling.com/pas/blockReportSelect.do?reloadModel=N>.

- a) Select the **State**, **NPA**, **Rate Center** and the **Assigned Blocks** radio button, then click on **Continue**. When the **Rate Center** is unknown use **Select All**.
 - o You can use the **Find Feature** (CTRL F on Windows or COMMAND F on MAC) by entering the **NXX** then **RETURN**, which will take you directly to the NPA-NXX.
- b) Locate the Thousands-Block for the NPA-NXX in the **X** column, 3rd column from the left. The company name in the **Assigned To** column, 3rd column from the right, will be the **Thousands-Block Holder**.

The Block Reports by Region are updated daily and may be downloaded in Text (txt) format at the following link:

<https://www.nationalpooling.com/reports/region/AllBlocksReport.zip>.

If you need further assistance, please give us a call at 866-623-2282.