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.

   o When the telephone number has been ported the NPAC Interactive Voice Response (IVR) Service for law enforcement will provide the Service Provider (Carrier).
   o 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.
      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) 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.
      o When Non-Pooled – the Company Name, in the 6th column from left, is the Code Holder.
      o 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.