

# Instructions for Law Enforcement for identifying a Service Provider (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.

For a telephone number, NPA-NXX-XXXX, the NPA is the area code, the NXX is the prefix, and the XXXX is the remaining 4 digits of the telephone number.

## Steps for identifying the Service Provider in the Number Portability Administration Center (NPAC)

- 1) To determine if the telephone number has been ported, check the telephone number in the NPAC Interactive Voice Response (IVR) Service for law enforcement.
  - a) 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 the 10-digit telephone number. However, provides information on the status of CO Codes and Thousands-Blocks from which telephone numbers are assigned, this information may be found on [www.nanpa.com](http://www.nanpa.com) under Reports.

To view the Utilized CO Code Report, go to <https://secure.nanpa.com/public-report/tbco/utilized-codes>.

To view the Thousands-Block Report, go to <https://secure.nanpa.com/public-report/tbco/thousands-block> to view thousands-blocks in Assigned or Retained status.

To find the service of subpoena contact, Google “<company name> service of subpoena” or “<company name> service of subpoena contact.”

If you need further assistance, contact NANPA Customer Support at 866-623-2282.