# Local Number Portability Administrator (LNPA)

## Services for Law Enforcement Agencies and Public Safety Access Point Users

iconectiv®

# agenda

**Who is iconectiv?**

**U.S. Number Portability Administration Center (NPAC) Overview**

**Services for Law Enforcement and Public Safety**

**Onboarding Information**

# iconectiv - keeping the world connected

active participation in telecoms industry

we imagine a world without boundaries, where the ability to access and exchange information is simple, seamless and secure.

## 2B
### connections daily

enabling the simple, seamless and secure interconnection of networks, devices, and applications for more than 2B people every day.

### trusted communications leader

our cloud-based Software as a Service (SaaS) solutions span network and operations management, numbering, trusted communications and fraud prevention.

## 5K+
### global customer base

including wireline, wireless and VoIP service providers, cable companies, regulators and enterprises

### industry programs

- short code registry

STI Governance Authority

NPAC

FC

### industry forum leadership

active participants in more than ~50 industry working groups, committees and initiatives.

atis

ctia

FCC

CSCC

ETSI

MEF
METRO ETHERNET FORUM

IETF

cca

SIP FORUM

GSMA

PACE
Professional Association for Customer Engagement
Customer Focused. Contact Center Driven.

NENA
THE 9-1-1 ASSOCIATION

iconectiv®

3

# iconectiv as the LNPA

**iconectiv has been successfully serving as the LNPA for the US since May 2018**

**Note:**

- iconectiv is operating as the LNPA under a new Master Services Agreement with the North American Portability Management LLC

- The iconectiv LNPA adheres to significant new security requirements for the systems, data centers and operations

- The new security requirements were driven by the FCC PSHSB and several federal agencies reflecting today's ever-changing high-risk cyber environment

- As the LNPA, iconectiv is the authoritative source for US NPAC data

- This porting data is critical for Law Enforcement for their investigations

# A Glance at the LNPA and the NPAC

**Local Number Portability Administrator (LNPA)**

administers the U.S. Number Portability Administration Center Service Management System (NPAC SMS) and is the authoritative source for US porting data

**NPAC SMS**

enables porting of phone numbers in the U.S., allowing customers to retain their numbers when switching service providers

**NPAC provides**

information for the routing of calls and texts for 700+ million U.S. phone numbers and is integral to the U.S. telecommunications infrastructure

**NPAC is not**

in the path of 9-1-1 call completion as the service provider routes calls to the relevant PSAP

in the path of Wireless Emergency Alerts (WEA), which are sent via cellular broadcast technology that allows service providers to broadcast a message to a specific location.

iconectiv®

# LNPA Customers and Services

*The LNPA provides porting services and related data to multiple user groups, including:*

- Services Providers (SP) and Service Bureaus (SB)

- Providers of Telecom-Related Services (PTRS)

- Businesses that must comply with Wireless Do Not Call laws

- Businesses that assess risk of telephone number-based transactions (E.G. Financial Institutions)

- Law Enforcement and Public Safety Entities, or Clearinghouse that serves such entities

- Services for Law Enforcement and Public Safety include:

  - Enhanced Law Enforcement Platform (ELEP) – a subscription, web-based service

  - Interactive Voice Response (IVR) – a free, telephone-based service

NPAC

iconectiv®

# ELEP & IVR Service Comparison

*Should a law enforcement or public safety agency use the IVR or ELEP Service?*

| | IVR | ELEP |
|---|---|---|
| Current service provider for ported numbers | YES | YES |
| Current service provider for numbers that have not been ported | NO | YES |
| Service provider's law enforcement contact | YES | YES |
| Port information provided | YES | YES |
| Port history provided | NO | YES |
| Ability to search by individual telephone number | YES | YES |

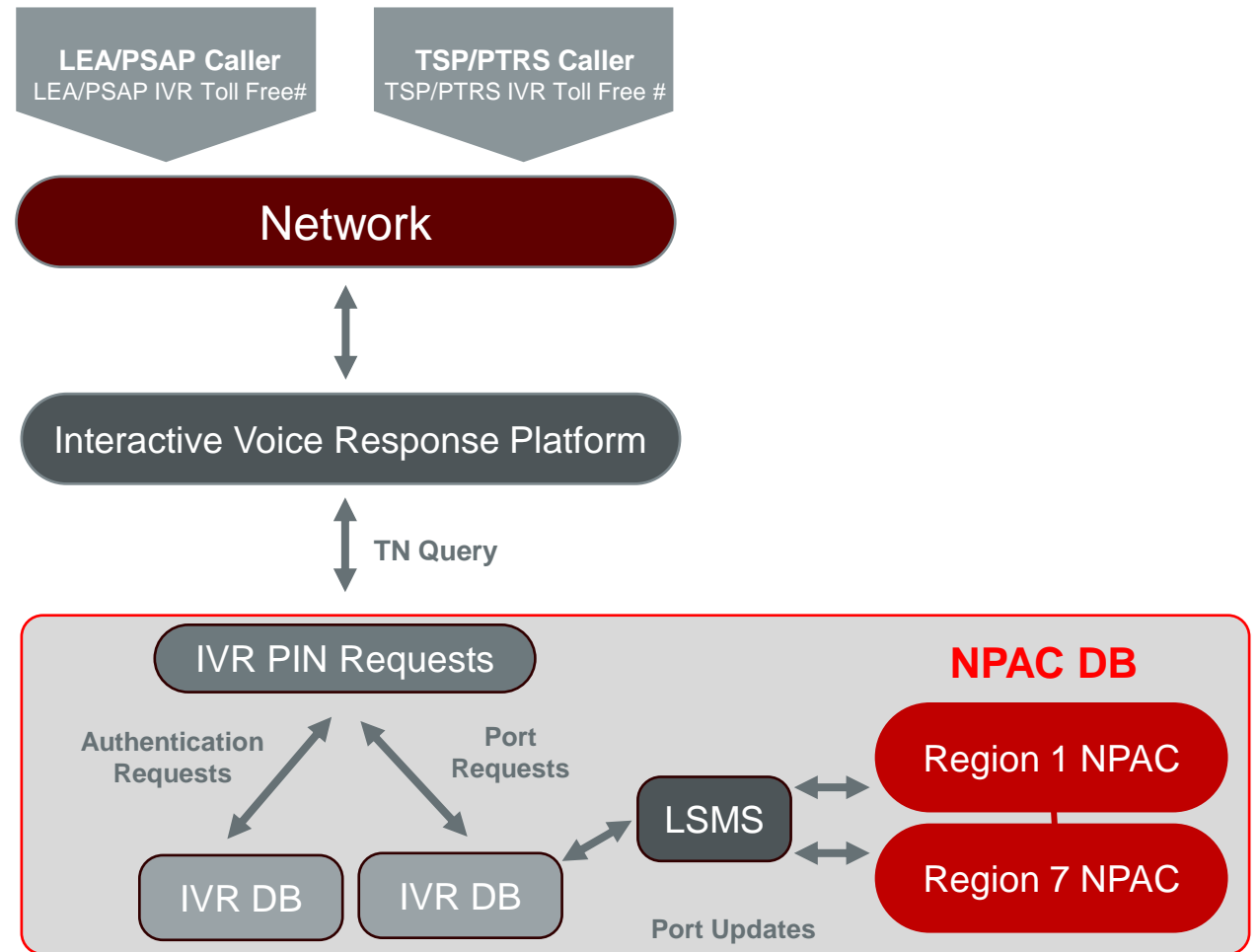| | IVR | ELEP |
|---|---|---|
| Ability to search by a range of telephone numbers | NO | YES |
| API available | NO | YES |
| Number of telephone number look-ups allowed per session | 20 | 100 |
| Online access | NO | YES |
| Phone access | YES | NO |
| Ability to upload a file | NO | YES |

*Note: Agencies should confirm that they are receiving NPAC User Data (ported telephone numbers) from an authorized source; specifically, from iconectiv NPAC or a Clearinghouse that has been approved by iconectiv*

iconectiv®

# Interactive Voice Response (IVR)

- Authentication by PIN
- Query up to 20 telephone numbers (TN) per call
- Returned Information:
  - TN Status (ported, not ported)
  - Service Provider ID for ported numbers
  - Service Provider Name
  - Service Provider contact name
  - Service Provider phone number

*NOTE: there is no charge for this service*

**LEA/PSAP Caller**
LEA/PSAP IVR Toll Free#

**TSP/PTRS Caller**
TSP/PTRS IVR Toll Free #

Network

Interactive Voice Response Platform

TN Query

IVR PIN Requests

**NPAC DB**

Authentication Requests

Port Requests

LSMS

Region 1 NPAC

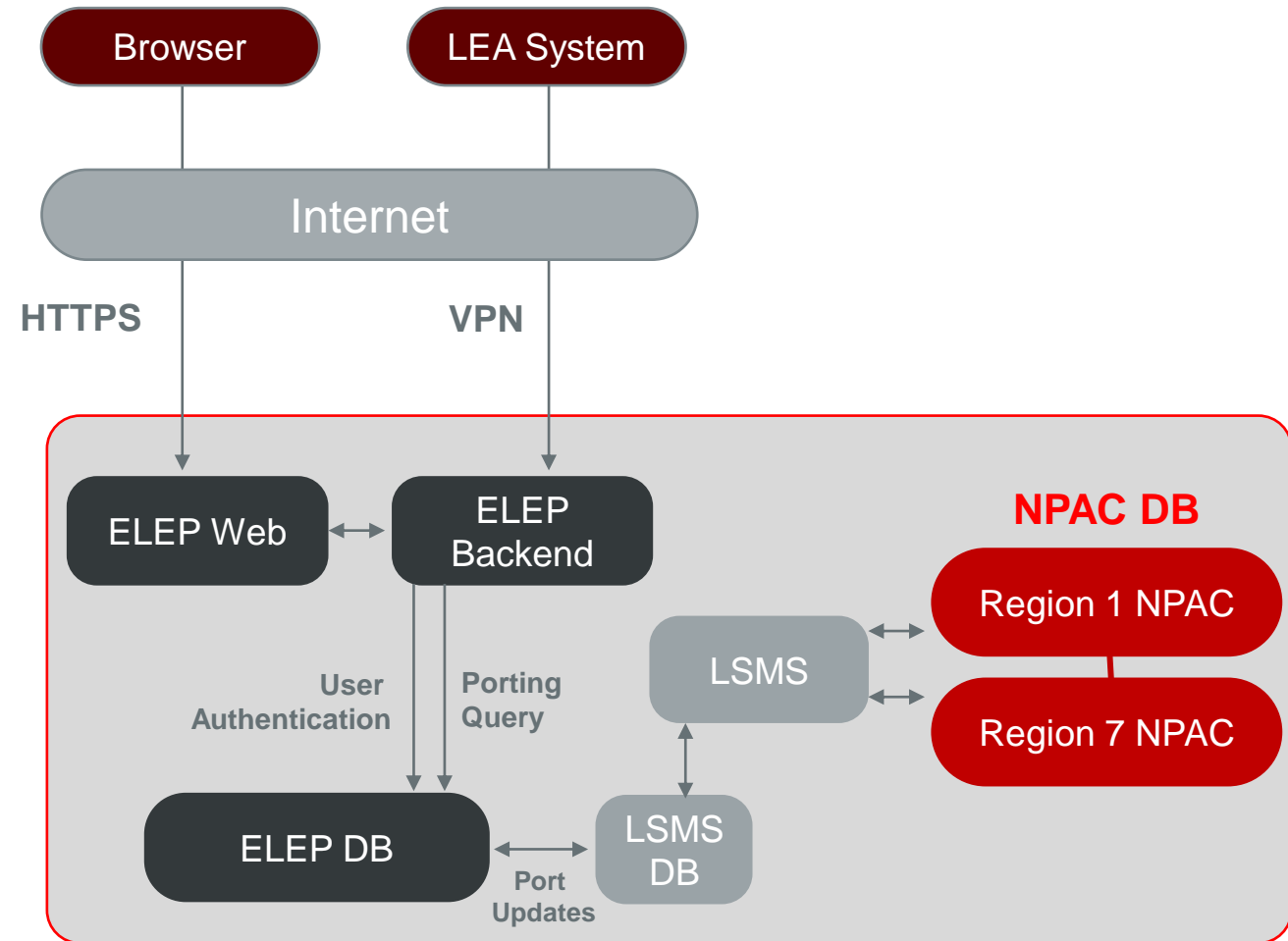IVR DB

IVR DB

Region 7 NPAC

Port Updates

iconectiv®

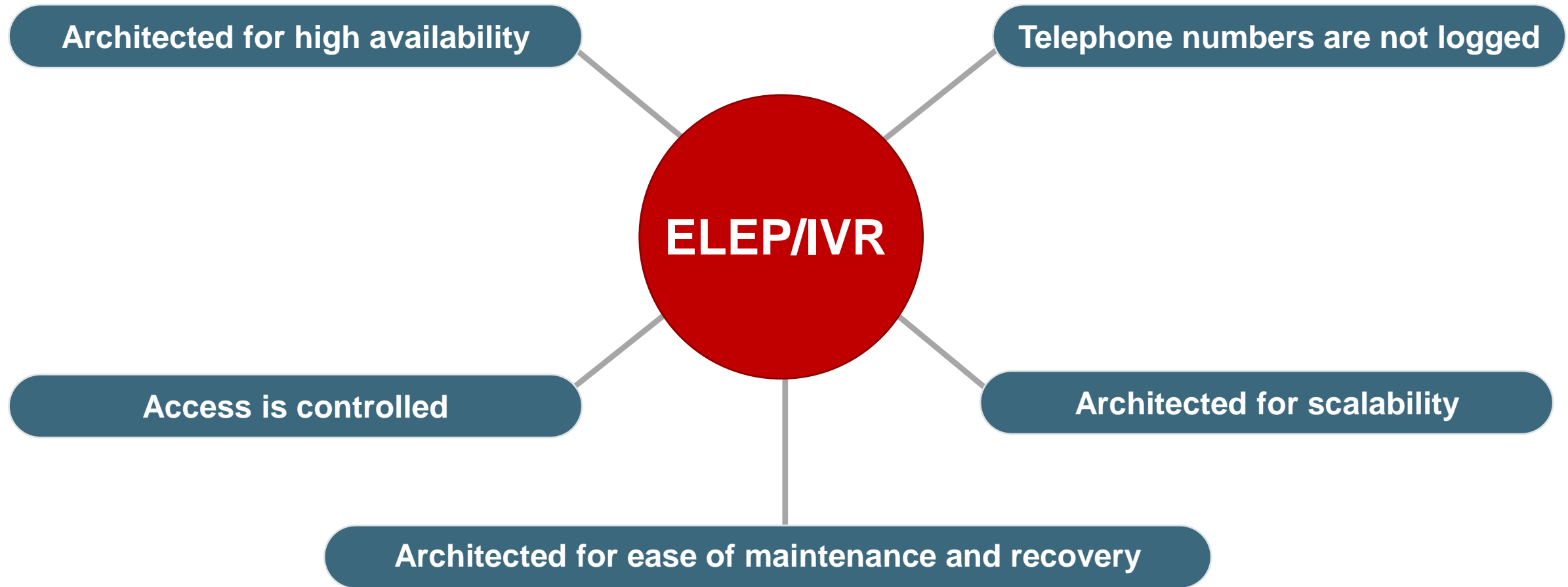# Enhanced Law Enforcement Platform (ELEP)

- Authentication by username/password
- Communications over encrypted channel
- Query up to 100 TNs per request
- Returned Information:
  - Service Provider ID (SPID) for ported and most non-ported numbers
  - Service Provider Name
  - Service Provider Contact Name
  - Service Provider Telephone Number
  - Date of Change from one Service Provider to another
  - Alternative SPID information
  - Last Alternative SPID information
  - Porting History (if selected)

*NOTE: there is a fee for this service*

Browser

LEA System

Internet

HTTPS

VPN

ELEP Web

ELEP Backend

NPAC DB

Region 1 NPAC

LSMS

Region 7 NPAC

User Authentication

Porting Query

ELEP DB

LSMS DB

Port Updates

iconectiv

9

# ELEP/IVR Architecture Overview

Architected for high availability

Telephone numbers are not logged

**ELEP/IVR**

Access is controlled

Architected for scalability

Architected for ease of maintenance and recovery

iconectiv®

# ELEP and IVR Onboarding

Qualified users can go to lawenforcement.numberportability.com to begin registration

User fills out simple online registration form for their agency

iconectiv will review the registration form and verify that the agency is qualified

iconectiv and the agency will finalize registration; iconectiv will provide access credentials

iconectiv®

11

# ELEP Clearinghouse

**iconectiv** | NPAC Data → **ELEP clearinghouse** | NPAC Data → **Law Enforcement Agencies**

An additional option is available that enables a broader range of law enforcement agencies to access US NPAC Data through an authorized ELEP clearinghouse

☑ Register with and get vetted by iconectiv as the LNPA to serve as an ELEP clearinghouse

☑ Receive User Data from an approved iconectiv interface

☑ Qualify their recipients and only provide data to Qualified recipients

☑ Have one or more recognized LEAs that attest to need for entity to be an ELEP Clearinghouse

☑ Store NPAC User Data in the United States only

If you are receiving NPAC User Data from a third party, we recommend that you verify with iconectiv that they are an authorized ELEP Clearinghouse

*iconectiv remains the authoritative data source in the clearinghouse model*

iconectiv®

© 2021 iconectiv, LLC. All rights reserved.

# *Further Information and Assistance*

## *24x7 operations*

www.lawenforcement.numberportability.com

844-511-3537

IVR@iconectiv.numberportability.com
ELEP@iconectiv.numberportability.com

iconectiv®