

Real-Time Phones Search

The Real-Time Phones Search helps to locate hard-to-find individuals and businesses by running simple phone number and/or address searches. The real-time phones source enhances the existing data sources by providing tens of millions of wireless numbers and their detailed carrier information. This real-time information comes from a variety of sources including consumer bureaus, nationwide telephone companies, and phone networks like North American Numbering Plan, which includes the United States, all US territories (except Guam), and Canada.

The Real-Time Phones Search allows you to locate the subject using a variety of search criteria such as the 10-digit phone number or subject name and address combinations. From the results of these queries, you can then request a Phone Detail Report to gather further information on the number, including phone type, line status, carrier information, and ported indicators, from the real-time sources.

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Quick Start

You can search the Real Time Phone using one or more of the following search criteria:

- Subject Name: First Name, Middle Initial, Last Name
Note: Check **Include similar sounding names** option when necessary.
- Street Address: Including house number, street name, city, state, zip code
- Phone Number: 7-digits or 10-digit phone number
- Social Security Number: 9-digits or last 4-digits
- LexIDSM
- Company Name

Use the following to search the Real-Time Gateway:

- 10-digit phone number
- Subject last name, 9-digit Social Security Number
- Subject last name, last 4-digits of Social Security Number
- Subject last name, house number, street name, city or zip code, and state

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Search Tips

Reference

This may be an optional field depending on your company policy. It may be used to track your searches and reports for a particular case. You can enter an alpha-numeric string.

Reference is displayed with report names at the top portion of any type of reports.

Search with Phone Numbers

Search to locate the person or business the phone number is associated with. The service will search in-house phone data sources including Directory Assistance listings as well as the real-time phones source where applicable.

Accepted number of digits in this field is either 10 or seven. If not enough digits (six for example) or more than enough digits (11 for example) are entered, an error message will appear.

Search with Name and Address

When trying to locate subjects associated with an address, use a combination of name and address to populate results.

Possible name and address combinations are listed below:

- Last Name, First Name (optional), Street Address, City or Zip Code, and State
- Street Address, City and State, or Zip Code
- Last Name, First Name (optional), City, State
- Last Name, First Name (optional), State
- Last Name, First Name (optional), Zip Code
- Last Name, First Name

Note: Check **Include similar sounding names** option if you wish to search for a person whose name sounds like the name you have entered in the **Last Name** search field. This is a more inclusive search and will return more results.

Search with SSN

When trying to locate subjects and phone numbers associated with a Social Security Number, use a combination of name and Social Security Number to populate results. Possible search combinations are:

- Last Name, First Name (optional), and the nine-digit SSN
- Last Name, First Name (optional), and the four-digit SSN

Notes: Since the accepted number of digits in this field is either nine or four, if not enough digits (three for example) or more than enough digits (10 for example) are entered, an error message will appear.

Search with LexIDSM

LexIDSM is powerful data linking and analysis technology that works behind the scenes to make connections between seemingly unrelated data. When searching with a LexIDSM, users do not need to enter any additional information for the subject.

Search with Company Name

In addition to phone number and address, you can also search for business phone listings by the Company Name.

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Search Results

If no information is found for the number, the service returns "No records found. There was NO CHARGE for this search."

If too many records found, the service returns "Too many records found. There was NO CHARGE for this search."

Sometimes more than one result is returned for one set of search criteria. This happens for a number of reasons, including but not limited to:

- A phone number is found in multiple data sources and therefore has multiple records
- Change in ownership of a phone number and each owner has a unique record
- Change in personal information (like address change) of an owner and therefore creating different records for the person
- A phone number has been ported and each carrier has an entry in the database
- When searching with a four-digit SSN, multiple subjects could have the same last four digits of their SSN





Returned Elements in the Results List

Returned elements on the search results list may include some or all of the elements listed below, depending on the data source and results found. Some phone carriers or data sources contain a lot of subject information while others may be more restrictive. For example, in the case of non-published numbers, for the address fields, subscribers may choose to have a city and state listed but not a house number or street. Another example, one carrier may list a name associated with a cell phone whereas a different carrier may return "Wireless Caller" for the Name field.

- Name - Individual/business name or in some cases a description such as "WIRELESS CALLER"
- LexIDSM - The unique ID related to an individual in the system
- SSN - Nine- or four-digit Social Security Number found for the individual; may be truncated due to permissible purpose or search type (i.e. four-digit search)
- Address - Full or partial address may be returned. Wireless phone numbers are commonly connected to only a city and state
- Phone number - Seven- or 10-digit phone number
- Source type - Possible Wireless, Directory Assistance, Combined Phones Source, and Real-Time Phones
- Time zone of address
- Carrier name - Name of telephone company or wireless provider
- Carrier city and state - General location of telephone company or wireless provider
- Dates - First and last reported dates of record containing phone number detail (MM/YYYY)

Indicators

- Address Risk Indicator - The system may display a yellow flag 🚩 below an address if the address falls into a particular category that includes but is not limited to the following:
 - Addressing or letter service
 - Shipping agent
 - Hotel or Motel
 - Correctional Institution

- Rooming or Boarding houses
- Deceased Indicator - The system displays a Deceased indicator  below **Name** if the subject has been reported deceased. Move your mouse over the "D" and a text box will pop up with the date of death.
- Mapping Indicator - The system displays a globe icon  by an Address if the address can be linked on Google map.
- Active/Inactive Phone Indicators - If  below a phone number, it indicates the phone number is active; if an  icon displays, it may mean that the phone number is disconnected.

Find a Record in the Results List

Try to identify the unique listings by examining the information displayed. Make sure the records you pick fit into what is already known about the subject.

Narrow/Expand Search Results

Adding elements like apartment or suite numbers can help narrow down results.

On the other hand when no results are returned, removing search parameters can broaden the search and help populate hard to find subjects. For example, if searching by Last Name, First Name, Street Address, City, State, and Zip yields no results, you may want to try searching without the First Name or a Zip Code.

Download Search Results List

If the results list is lengthy or if you need to perform further analysis on the search results, you can download the records and save them to your hard drive. Just make sure the computer system is equipped with Microsoft Excel.

To download:

1. Click the **Export to Excel** link on the top or the bottom of the results list. The Download Selection prompt displays.

Note: If there are just a few records on the results list, you will not get this prompt. You will get the File Download prompt instead. In that case you go directly to step 4.

2. Leave the default selection (records on the first results page) as is or switch to the second download option, which includes all the returned records.
3. Click the Download button. You get the File Download prompt.
4. Click the Save button.
5. Follow the prompts to save the file, just like you do when saving any files.

Note: The saved file format is .csv (compatible with Excel). To convert it to an .xls file, open the csv file in Excel. Then use **File > Save As** to save it to .xls.

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Next Steps

There are a few things you can do with the results records. You can copy/print/email one or all records in the results list; search deeper on Name, Address, LexID, and Phone; and order reports.

Search Deeper

In the results list, the Address and Phone contain links for further searches.

1. Click the **Name/Address/LexID/Phone** link. A Search Selection box opens that contain all the possible options for further searches.

Note: The search options differ depending on the element to be searched.


2. Make a selection from the Search Selection screen. The system automatically performs the search selected and populates the results.

Order Reports

You can order three reports from the results list: Phone Detail Report (PDR), Address Report, and Other Reports.


Phone Detail Report (PDR) can be obtained for any valid 10-digit phone number on the search results list.

To order:


1. Click the cell phone icon  on the results list. The Request Report window pops up.
2. Check the desired report options.
3. Click the **Request Report** button. In a few seconds the Phone Detail Report populates the window.
Click here for a [sample PDR](#).

Address Report is available only for a complete address, one that has Street Address, City, State, and Zip Code.

To order:

1. Click the mailbox icon . The Request Report window pops up.
2. Check Residential or Business for the Base Report Features section.
3. Check other options as desired in the Additional Report Options section.
4. Click the **Request Report** button.

To order Other Reports:

1. Click the Other Report icon .
2. Check the desired report to order.
3. Click the **Request Report** button.

Universal Report Options

There are two check boxes on the Request Report window.

Prompt me for these options for each report - Check this option if you want to see the Request Report window every time you run a PDR. If you uncheck it, next time you click the cell phone icon the Request Report window will not pop up and you will be brought to the Phone Detail Report directly. You will not have a chance to turn on/off the **Save report for later access** option.

Caution: It is recommended that you leave this checked all the time. Once you uncheck it, when you need to see the Request Report window, you will have to change the Phone Detail Report Options by the Preferences tab of **My Account** by following the steps below:

1. From the My Account window click the Preferences tab.
2. You will be prompted to **Verify Password**.
3. Once you enter the password, click the Continue button. You are brought to the Preferences tab.
4. Click the down arrow for **Other User Settings** and select **Phone Detail Report** from at the bottom of the list.
5. Check the box by **Prompt me for these options for each report**.
6. Click the **Save Preferences** button. You will see "Your Preferences have been Saved" in the middle of the page.

Save report for later access - If you check this option, this report will be saved to the Report Manger in **My Account** and will stay there for seven calendar days. You can access this report anytime within the seven-day limit by clicking the **View Report** icon. If you do not check this option, you will need to re-run the report to access the same information.

Note: If you check this option once, it will be checked by default next time you run a report. You can decide each time if you want to turn this feature on or off.

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Phone Detail Report (PDR)

The following is a sample PDR.

Important: The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Accurint does not constitute a "consumer report" as that term is defined in the federal Fair Credit Reporting Act, 15 USC 1681 et seq. (FCRA). Accordingly, Accurint may not be used in whole or in part as a factor in determining eligibility for credit, insurance, employment or another permissible purpose under the FCRA.

Your DPPA Permissible Use: Use in the Normal Course of Business

Your GLBA Permissible Use: Authorized by Consumer

Phone Detail Report

Name: **JOHN DOE**

SSN: **123-45-6789**

LexID **9876543210**
Address: **12345 MAIN STREET
HOT SPRINGS, FL 33000-0000**
Phone/Time Zone: **123-456-7890 - EDT**
Carrier Information: **BELLSOUTH SO BELL**
Source: **Directory Assistance**

REAL TIME PHONE DETAIL:

Source: **Real-Time Phones**
Name: **John Doe**
Caller Id Name: **Doe, John**
Address: **12345 Main Street
Hot Springs, FL 33000-0000**
Listing Creation Date: **03/05/2004**
Listing Transaction Date: **05/05/2008**
Address Type: **Street Address**
Line Source Type: **Telephone Company**
Phone Line Status: **Active-Landline**
Phone Listing Type: **Residential**
Non-Published: **N**
Ported Indicator: **Y**
Operating Company Name: **Bellsouth Telecomm Inc
dba Southern Bell Tel & Tel**
Operating Company Affiliated To: **AT&T**
Operating Company Address: **123 Main Street
Fort Lauderdale, FL 33312**
Operating Company Phone: **(954) 555-1212**
Operating Company Fax: **(954) 555-1213**
Company Contact Email: **john.smith@bellsouth.com**
Company Contact Address: **123 Main Street
Fort Lauderdale, FL 33312**
Latitude: **26.2873**
Longitude: **-80.2877**
Congressional District: **19**
Carrier Route: **R071**
Sort Zone: **D**
FIPS: **12011**
MSA: **2680**
CMSA: **56**
Previous Line Source Type: **Telephone Company**
Previous Phone Line Status: **Active-Landline**
Previous Phone Listing Type: **Residential**

Previous Non-Published:	N
Previous Ported Indicator:	Y
Previous Operating Company Name:	Sprint GA
Previous Operating Company Affiliated To:	Sprint Inc
Previous Operating Company Address:	345 Foster Street Atlanta, GA 30005
Previous Operating Company Phone:	(404) 555-1212
Previous Operating Company Fax:	(404) 555-1213
Previous Operating Company Contact:	Jane Doe
Previous Company Contact Email:	jane.doe@sprint.net
Previous Company Contact Address:	345 Foster Street Atlanta, GA 30005

Detailed Description of the PDR

NOTE: Any fields that are returned as blank in the Real-Time Phone Detail section will not be displayed.

There are two parts to this report. The top part (lines above the dividing horizontal bar) matches the information on the search results list and is consisted of the following:

- Name, LexID, Social Security Number, address, the time zone of the address, and phone number
- Carrier name with City and State
- Source

The second part contains the most current information found for the phone number from the real-time phones source. Only when a number is not located in the real-time phones source will data be returned from another source (shown in the Source field below). If no data is found for a number from all sources, the fields in this part will be blank.

Sometimes you see multiple entries or details associated with a phone number. This may occur when there is more than one record found from the real-time gateway sources that is different from other records, for example, from a consumer bureau source.

The second part of the report consists of the following:

- Source: The data source type which may be any of the following:
 - Real-Time Phones
 - Directory Assistance
 - Possible Wireless
 - Combined Phone Sources
- Name: Individual or business name associated with the phone number
- Caller Id Name: Calling party name or caller ID, which may be associated with either a business or an individual. Name format may vary. Examples: Smith, John or John Smith.
Note: If the source or phone type indicates a wireless number, Caller Id Name may be populated without any information returned in the Name field, or both may be missing.
- Address: Address associated with the phone number including street/PO Box/suite/apartment number, street name, city, state, and zip code.
- Listing Creation Date: Oldest available date found for phone listing. This can be the original date of when the listing first appeared. Format is mm/dd/yyyy.
- Listing Transaction Date: Last date of change to any field (i.e. address, name) in the phone listing. Format is mm/dd/yyyy.

- Address Type: General description of type of address associated with the phone number. It can be any of the following:
 - FIRM
 - GENERAL DELIVERY
 - MULTI-DWELLING
 - MILITARY
 - POST OFFICE BOX
 - RURAL ROUTE
 - STREET ADDRESS
 - UNKNOWN or BLANK
- Line Source Type - Information from real-time source to indicate if data is from the following:
 - TELEPHONE COMPANY
 - CONSUMER BUREAU
 - REAL-TIME TELEPHONE NETWORK
- Phone Line Status: General description of type of phone line associated with phone number. It can be any of the following:
 - ACTIVE-LANDLINE
 - ACTIVE-WIRELESS
 - ACTIVE-VOIP
 - ACTIVE-UNKNOWN LINE TYPE
 - INACTIVE-LANDLINE
 - INACTIVE-WIRELESS
 - INACTIVE-VOIP
 - INACTIVE-UNKNOWN LINE TYPE
 - UNKNOWN LINE TYPE OR BLANK
- Phone Listing Type: General description of type of phone listing associated with the phone number. It can be any of the following:
 - RESIDENTIAL
 - BUSINESS OR GOVERNMENT
 - BUSINESS, GOVERNMENT, or RESIDENTIAL
- Non-Published: Indicator if the phone number is not available via phone company directory assistance or phone books. It can be **Y** (Yes) or **N** (No).
- Ported Indicator: Indicator if the phone number has been ported. (A land line can be ported to a wireless carrier; a wireless number can switch carrier.) It can be **Y** (Yes) or **N** (No).
- Operating Company Name: Name of operating company related to phone number; may be acquired or subsidiary of larger corporation. Example: BOB'S CINGULAR SERVICE – WI.
- Operating Company Affiliated To: Name of affiliated company working in conjunction with operating company. Example: VERIZON WIRELESS.
- Operating Company Address: Address containing all components of a street address found associated with the operating company of the phone number including street/PO Box/suite/apartment number, street name, city, state, and zip code.
- Operating Company Phone: General phone number for the operating company or one associated with operating company contact.
- Operating Company Fax: General fax number for the operating company

- Operating Company Contact: Contact for the operating company. This person may or may not be responsible for subpoena information, but can be contacted as to who handles these types of requests.
- Company Contact Email: Email address of operating company contact
- Company Contact Address: Address containing all components of a street address found associated with the operating company contact including street/PO Box/suite/apartment number, street name, city, state, and zip code.
- Latitude: Standardized latitude of the returned address in decimal format (negative or positive). Example: 38.926583.
- Longitude: Standardized longitude of the returned address in decimal format (negative or positive). Example: -77.032405.
- Congressional District: Federal Congressional District code (two characters) based on returned address information. Commonly used for Federal, state, and local information such as census counts, Federal financial aid, and election mailings. Example: 25.
- Carrier Route: US Postal Service standardized carrier route (four characters) based on returned address information. Commonly used for mailings by government or businesses in conjunction with the US Postal Service. Example: R003.
- Sort Zone: US Postal Service standardized carrier sort zone (one character) based on returned address information. Commonly used for mailings by government or businesses in conjunction with the US Postal Service. Example: 2.
- FIPS: Federal Information Processing Standards (FIPS code) based on returned address information. It is a combination of a 2-digit state code and a 3-digit county code used to define land areas. Example: 12073 (for Boca Raton, FL).
- MSA: Metropolitan Statistical Area, based on returned address information. Example: 16980.
- CMSA: Consolidated Metropolitan Statistical Area, based on returned address information. Example: 08720.
- Previous Line Source Type – Information from real-time source to indicate if data is from the following:
 - TELEPHONE COMPANY
 - CONSUMER BUREAU
 - REAL-TIME TELEPHONE NETWORK
- Previous Phone Line Status - General description of type of phone line associated with phone number. It can be any of the following:
 - ACTIVE-LANDLINE
 - ACTIVE-WIRELESS
 - ACTIVE-VOIP
 - ACTIVE-UNKNOWN LINE TYPE
 - INACTIVE-LANDLINE
 - INACTIVE-WIRELESS
 - INACTIVE-VOIP INACTIVE-UNKNOWN LINE TYPE
 - UNKNOWN LINE TYPE OR BLANK
- Previous Phone Listing Type - General description of type of phone listing associated with the phone number. It can be any of the following:
 - RESIDENTIAL
 - BUSINESS OR GOVERNMENT

- BUSINESS, GOVERNMENT, OR RESIDENTIAL
- Previous Non-Published - Indicator if the phone number is not available via phone company directory assistance or phone books. It can be **Y** (Yes) or **N** (No).
- Previous Ported Indicator - Indicator if the phone number has been ported. (A land line can be ported to a wireless carrier; a wireless number can switch carrier.) It can be **Y** (Yes) or **N** (No).
- Previous Operating Company Name - Name of operating company related to phone number; may be acquired or subsidiary of larger corporation. Example: BOB'S CINGULAR SERVICE – WI.
- Previous Operating Company Affiliated To - Name of affiliated company working in conjunction with operating company. Example: VERIZON WIRELESS.
- Previous Operating Company Address - Address containing all components of a street address found associated with the operating company of the phone number including street/PO Box/suite/apartment number, street name, city, state, and zip code.
- Previous Operating Company Phone - General phone number for the operating company or one associated with operating company contact
- Previous Operating Company Fax - General fax number for the operating company
- Previous Operating Company Contact - Contact for the operating company. This person may or may not be responsible for subpoena information, but can be contacted as to who handles these types of requests.
- Previous Company Contact Email - Email address of operating company contact
- Previous Company Contact Address - Address containing all components of a street address found associated with the operating company contact including street/PO box/suite/apartment number, street name, city, state, and zip code.

The third part of the report will contain information from sources that are considered in-house data and will be displayed as **Possible Historical Phone Records**. It lists additional records related to the phone number. These records are shown in a date descending order (most current shown first, least current shown last) and include subject name, address, and phone number data, carrier information, source of data, and dates associated with the records.

+/- Possible Historical Phone Records (with an expand and collapse option via the +/-) contains the following elements:

- Name - Individual or business name associated with the phone number
- LexID - The unique ID related to an individual in the system
- Address - Address associated with the phone number including street/PO Box/suite/apartment number, street name, city, state, and zip code
- Phone/Time Zone – Phone number and associated time zone based on address
- Carrier Information - Name of operating company related to phone number; may be acquired or subsidiary of larger corporation
- Dates associated with record – Dates of the first and last reported dates associated with records containing phone number data
- Source of Record - The data source type which may be any of the following:
 - DIRECTORY ASSISTANCE
 - POSSIBLE WIRELESS
 - COMBINED PHONE SOURCES

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