

Neustar® Professional Services Directory Listing Audits

Increase accuracy to reduce costs and errors

HIGHLIGHTS

- Validate listing accuracy to reduce errors and omissions before the publisher prints
- Stop paying listing fees for telephone numbers that have been ported out or disconnected
- Improve number portability processes to ensure charges end for disconnects and deletes

Directory listings are essential to your customers, but they also represent a large monthly recurring expense for you. Directory Listings Audit services from Neustar Professional Services manage the accuracy of your listings for a better customer experience and prevent you from paying listing fees for telephone numbers no longer active in your network.

Our ordering, fulfillment and directory listing experts can identify potential end-customer issues created by data errors and omissions. The audit also provides an accurate accounting of the telephone numbers active in your network to verify numbers for which you should be billed, as well as cases where you are being over-billed for numbers no longer in service. Out-of-synch directory listings could be costing you tens of thousands of dollars, or more, each month.

Better Listings. Better Margins.

Directory Listing Audits improve the accuracy of your listings, which provides a better experience for your customers, especially business and commercial customers who heavily rely on directory listings. Identifying inaccuracies minimizes costly customer-impacting errors and improves your overall bottom line.

- Validate active service is properly registered for inclusion in directory publications
- Ensure you only pay for telephone numbers in your inventory
- Improve processes to ensure billing ends upon port or disconnect

A Complete Suite of Audit Services

Directory Listings Audit: identify listing discrepancies before they become customer issues.

Directory Listing Billing Audit: identify discrepancies between ILEC directory listing invoicing, your number ownership and Carrier Access Billing System (CABS) records.

Resolution and Maintenance Services: when the magnitude of discrepancy has been determined, Neustar provides a proposal to resolve identified discrepancies, along with recommendations for long-term resolution.

OUT-OF-SYNCH RECORDS RESULT IN:

- Increased Costs/Over-Payment
- Order Install Delays
- Customer Issues

Additional Data Audit Services

Industry Telephone Number Inventory Audit

Neustar can assist you with performing an internal data audit/reconciliation effort by providing you industry telephone number data, including SPID and LRN, so you can identify telephone number ownership and routing.

Data Processing and Summary Reporting

Neustar will audit your directory listing repository against multiple systems (OSS, billing records, LEC DL invoices / CABS billing records) to analyze and identify out-of-synch conditions.

Recommend Corrective Actions

For each identified out-of-synch scenario, Neustar will provide recommendations for corrective actions during order management and processing (for example LSR submissions for DL disconnect or adding DL to billing records). Neustar also provides a prioritization summary that recommends the priority for taking corrective action.

Business Process Analysis

Maintain the accuracy of directory listing billing with process changes that increase the accuracy of listings and the efficiency of your ordering processes. Our subject matter experts work with your team to identify the root causes of problems, identify gaps and recommend process improvements.

Learn More

Call **+1.877.831.3984**

Email **solutionsteam@neustar.biz**

Online **www.neustar.biz/carrier-services/operational-solutions/professional-services**

About Neustar

Neustar, Inc., (NYSE: NSR) is a trusted, neutral provider of real-time information and analysis to the Internet, telecommunications, information services, financial services, retail, media and advertising sectors. Neustar applies its advanced, secure technologies in location, identification, and evaluation to help its customers promote and protect their businesses. More information is available at **www.neustar.biz**.