

# Contact Monitor™

Get complete coverage to mitigate TCPA risk.

When paired with Phone Number ID, Contact Monitor provides exceptional coverage for mitigating risk with the Telephone Consumer Protection Act (TCPA). Together, the solutions provide specialized consumer handling and monitor changes to phone ownership, carrier, and phone type.

Consumer disputes have increased more than 500 percent in the past five years, and regulations continue to tighten. Now more than ever, it's crucial to build effective, cost-efficient, telecommunications and Customer Relationship Management (CRM) strategies.

Experian provides a seamless process to help manage and monitor consumers who require specialized treatment to ensure you are always TCPA compliant.

## Easy and customizable

**Contact monitor provides flexibility while maintaining the security and confidentiality of consumer data.**

1. Simply send us the name, address and phone number for each consumer.
2. Only the phone number is sent to carriers for verification.
3. Carriers will provide the consumer name, line type, current carrier, and activation date associated to the number.
4. Select which verified contacts to monitor for daily changes in ownership, carrier, or line type.

To find out more about Contact Monitor, contact your local Experian sales representative or call 1 888 414 1120.

### The industry's trusted source for contact verification



**Phone Number ID**  **Contact Monitor** 

- Complete Coverage
- Detailed Customer Information
- Monitors All Information

### Verified information includes:

- Phone owner
- Current carrier
- Match score
- Phone type
- Date of last change
- Time stamp
- Update reason

### Additional benefits:

- **Options** – Product is available standalone or bundled with Experian's TrueTrace
- **Data Security** – Only the phone number is sent to the carriers; no personally sensitive information about consumers is shared
- **Secure file transfer** – Experian uses Secure File Transfer Protocol (SFTP) to ensure your files are processed safely.



---

Experian  
475 Anton Blvd.  
Costa Mesa, CA 92626  
T: 1 888 414 1120  
[www.experian.com](http://www.experian.com)

© 2019 Experian Information Solutions, Inc. • All rights reserved  
Experian and the Experian marks used herein are trademarks or registered trademarks of Experian Information Solutions, Inc. Other product and company names mentioned herein are the property of their respective owners.  
08/19 • 1224/2984 • 1219-CIS