TeleSign

PhoneID API

Detailed and actionable global phone number and subscriber data intelligence to strengthen authentications, evaluate fraud risks, and enhance the user experience

PHONE TYPE:
MOBILE

CARRIER:
T-MOBILE

PROVIDE FASTER, SAFER & SMARTER ONLINE EXPERIENCES

TeleSign PhoneID provides a wide range of real-time phone number insights and user identity data that help prevent fraud and improve the customer experience. Answer critical questions about users by using their phone numbers to get actionable intelligence about their device, contact information, location, and more. Strengthen and validate the user verification process, eliminate timely and costly knowledge based authentications, reduce fake accounts, inform risk models, improve conversions and accuracy of collected information and even determine the optimal channel for message delivery.

The PhoneID API cleans and reformats a submitted phone number and instantly returns phone type, telecom carrier name and phone registration information. Additional data attributes are available for configuration via add-ons to best fit your specific use case.

GET MORE IDENTITY DATA ABOUT YOUR USERS

CONTACT
Provide end-user phone number and receive their contact information (first & last name, street address, city, state), based on carrier subscriber contact data. Use to strengthen existing fraud risk models and improve registration UX with pre-filled form fields.
*US only

CONTACT MATCH
Provide end-user phone number, first/last name and address and receive a score of 0-100 as matched against carrier subscriber contact data. Use to validate an end-user's physical address at onboarding, during a high-value transaction, verify a shipping address and to strengthen existing fraud risk models.

DEVICE INFO
Provide end-user phone number and receive its IMEI number, phone make & model to detect fraud or understand the strength, value or risk of the device holder and adjust content and marketing strategies per device.

SUBSCRIBER STATUS
Provide end-user phone number and receive current carrier subscriber status (account activation date; prepaid or postpaid; active, suspended, de-active; account type; primary account holder; length of account tenure; and date of last status change) to understand the strength, value or risk of a user.

NUMBER DEACTIVATION
Provide end-user phone number and receive data intelligence on when a phone number has been truly deactivated, based on carriers' phone number data and our proprietary analysis, delivers a date and time stamp, in the event a trust anchor has been broken.

CONTACT PLUS
Provide end-user phone number and zip code and receive their contact information (first & last name, street address, city, state), based on carrier subscriber contact data. Use to strengthen existing fraud risk models and improve registration UX with pre-filled form fields.

PORTING HISTORY
Provide end-user phone number and receive number porting history data for last 90-days to prevent account takeovers, reduce the creation of fake and fraudulent accounts, and improve operations.

PORTING STATUS
Provide end-user phone number and receive information on whether the number has been ported or not and what carrier currently has the number.

SIM SWAP
Find out whether the SIM for a phone number has been swapped and if so, at what point. TeleSign evaluates how likely it is that the SIM swap was for a fraudulent reason using a scale from 1-4.

Data coverage varies by API. Contact sales for specific country coverage. Some data attributes may require implicit or explicit end-user consent to return personal information.

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KEY BENEFITS

TRUE GLOBAL DATA COVERAGE

Answer critical questions about your users with valuable data available in over 230 countries and territories. Data coverage by country varies by API.

STRENGTHEN AUTHENTICATIONS & REDUCE FRAUD

Instant API access to ongoing and accurate key phone number and user identity data attributes to help make better decisions about new registrations, user activity and fraud risks.
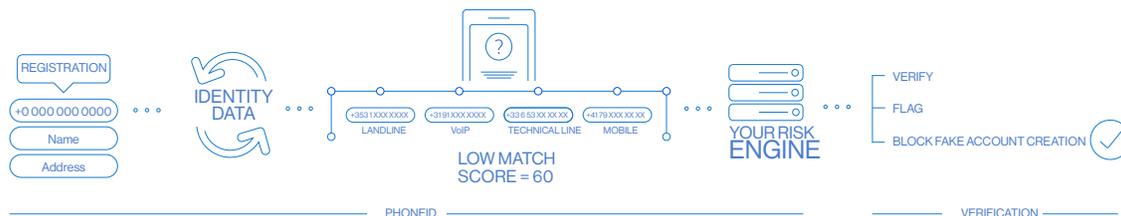
IMPROVE CUSTOMER EXPERIENCE

Utilize real-time insights to optimize delivery of content and communications, reduce operational costs, and support compliance.

radpad

"We needed more data on our customers. We match our data with TeleSign data and it gives us greater assurance that our customers are actually who they say they are, which reduces fraud."

JONATHAN EPPERS
CEO, RADPAD

HOW IT WORKS

A common use case and method for leveraging TeleSign's PhoneID API plus our Contact Match add-on is to verify users and create valid customer profiles during the onboarding process, helping to prevent the creation of fake accounts.

1 When a new user registers for a Web or mobile account, they are asked to provide their name, address and phone number. (Explicit consent may be required from the user--depending on data attributes requested--and should be collected using a separate, checked box.)

2 In this scenario, the business seeks to evaluate phone-data attributes and compare the end-user-provided information (name & address) against verified carrier subscriber data (identity data through the Contact Match add-on) to confirm and validate the information provided by the end-user.

3 If the returned phone type data is not preferred (ex: phone type is VoIP or prepaid) and the carrier contact name & address data does not match against the user-provided data (returns a low score), the new account registration can be blocked, flagged or required to verify using two-factor authentication (2FA).

4 If successful (phone type acceptable and high Contact Match score returned), the new end-user account can be created, as the user has been authenticated into the service.