

CIS Database Accuracy.



Because 80% of new utility accounts are established without the correct phone numbers, on average, utility customer databases are only 50% accurate. This makes outdial campaigns less effective and voice-based directory assistance is expensive and often unsuccessful.

TFCCSearch helps solve this age old problem of database accuracy and the benefits can impact the bottom line almost immediately. TFCCSearch is a comprehensive nationwide telephone directory listing service that uses only the highest quality data, directly from the source -- over 700 telephone companies across the U.S.

Contact information is updated daily, and includes listed, unlisted and unpublished phone numbers. In addition, every address is CASS corrected and/or USPS standardized.

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 **TFCC**
Twenty First Century
Communications



UTILITIES

Customer database accuracy problem solved.

TFCC offers two unique utility-specific profiles:

The **CIS Profile** is weighted toward finding the current phone number for the service address. A match on the name is not required -- the wife's name may be on the electric/gas account while the husband's name is on the telephone number listing.

The **Collections Profile** is weighted toward finding the phone number for the name provided. In this instance, a match on the address is not required, since the goal is to find the person.

Utility Communication Solution

Inbound or outbound. High-volume or highly specialized. These communication solutions help you quickly share information, streamline operations and provide top notch customer service. Each component is engineered to work together, functioning as a completely integrated utility communication solution.



Features include:

- 24/7 technical support
- Personal Client Manager
- No hardware to buy
- No software licenses
- No additional phone lines to install
- Designed to fit your organization

TFCC has been a leading provider to utilities for over two decades.

Visit tfcci.com/products/tfcc-search or call **800.382.8356** to get details and get in touch.