

IP Address Restrictions — Frequently Asked Questions

Experian®, together with our clients, manages extremely sensitive information requiring the strongest controls to ensure security, confidentiality and integrity. We recommend all clients accessing our solutions via the internet, setup IP address restrictions to protect access. This fact sheet answers common questions regarding IP address restrictions and should be used to assist our clients and ensure that their access to Experian accounts occurs only from the physical locations they define.

FAQs

Why should clients use IP address restrictions?

Clients should use IP address restrictions to ensure access to Experian sites are occurring from valid locations. Once IP address restrictions are set, users will only be able to login from the computers that were assigned to them. This is an added safeguard in case accounts are taken over or employees attempt to login from home.

What is an IP address?

An Internet Protocol (IP) address is a unique string of numbers separated by periods that identifies each computer that connects to the Internet. An example of an IP address is 10.255.255.255.

What is a static IP address?

A static IP address is an IP address that always remains the same. Every time a computer using a static IP address connects to the internet, the internet will see the same IP address

What is a dynamic IP address?

A dynamic IP address is an IP address that dynamically changes. Dynamic IP addresses will change based on the Internet Service Providers rules. It may remain the same for days, weeks or even months – but it will change and you will not be notified when it does.

What is an IP address restriction?

IP address restrictions help ensure that access to Experian accounts occur only from physical locations defined by the client. They prevent users from accessing Experian sites from computers outside of the allowable locations that were defined by their Security Designate. Experian's Web Access Control System (EWACS) <https://ss6.experian.com/ewacs/login.jsp> includes an IP address restriction capability. The Security Designate has the ability to set IP address restrictions and **they must be set for each individual user.**

If I set the IP Address restriction for the Security Designate, will it automatically cascade down to all users?

No, each individual must have their IP address restriction set.

How many IP addresses can be used for the EWACS IP address restriction functionality?

Up to 10 IP addresses can be entered for each user.

How do I find out if my business has a dynamic or static IP address?

The most reliable way to determine if your business is connecting to the internet via a static IP address is to contact your business' Internet Service Provider. They can look up your account and advise you.

Is there a price difference between a dynamic and static IP address?

Most internet service providers have different rates for dynamic and static IP addresses. You will need to contact your ISP to determine the actual cost.

Why should I have a static IP address to connect to the internet?

One of the biggest advantages of a static IP address is that computers using this type of address can host servers containing data that other computers access through the Internet. A static IP address makes it easier for computers to locate the server from anywhere in the world. In addition, computers that allows remote access on a closed network work best with static IP addresses. This allows different types of computers running different operating systems to access the host system by searching for the same IP address every time.

Who can add IP Address Restrictions?

The Security Designate for your company can add restrictions for users.

Who do I contact if I have questions about IP address restrictions?

Please contact Experian's Technical Support Center at 1 800 854 7201.

What is an Internet Service Provider (ISP)?

An internet service provider or ISP is a company that provides internet service to your business. Some examples of ISPs include: AT&T, Comcast, Level3 Communication, and Cox. In some cases your ISP may also provide phone and cable TV for your business.

Who should I ask to speak with at my ISP regarding my IP Address?

You should ask for the business services department or technical support. Either group may be able to help you determine if your ISP is static or dynamic.

Do you have the phone number for my internet service provider?

Here's a list of a few nationwide ISPs to assist you. If your ISP is not listed, please look on your monthly statement for contact information.

AT&T Business Services	800.288.2020 – U-verse 877.722.3755 – High Speed DSL
Level 3 Communications	877.253.8353
Comcast / Xfinity	800.934.6489
Time Warner Cable	888.892.2253
Cox	800.234.3993
Charter	888.438.2427
Verizon	888.294.6804
Earthlink	888.327.8454

What if I don't want to get a static IP address?

If you continue to connect with a dynamic IP address, your access to Experian could be denied as soon as your IP address changes. In order to gain access again, your new IP address must be updated in your IP Address Restriction settings, which will require you to contact our Technical Service Center. The Technical Service Center will add your new IP address to your user settings.

What if I don't want to set up IP Address Restrictions for my users?

The addition of IP Address restrictions will help improve the security of consumer data, by assisting Experian in better authenticating and authorizing access for your users. It will make it more difficult for fraud to be perpetrated if your credentials become compromised.

A security breach that results in the retrieval of consumer credit data compromises the integrity of the information we maintain. It requires notification to the affected consumers – including the identification of which Experian client was the source of the breach. The minor operational impact of utilizing a static IP address and IP address restrictions far outweighs the risks of being the source of a consumer data breach.