

06.110.000 CONFIDENTIAL TELEPHONE INFORMATION

06.110.010 PURPOSE

To provide guidelines for obtaining telephone information from Sprint/United Telephone-Northwest during the course of an official investigation.

06.110.020 CONTACTING TELEPHONE SECURITY

The security office for United Telephone is located in Hood River. Regular business hours phone is 387-9850. For after hours, weekends, and holidays call 386-0630 test board.

06.110.030 SUBSCRIBER INFORMATION LISTINGS

Every effort will be made to expedite the request, but may have to be done on a "call back" basis, unless the requested information is for emergency purposes, in which case the officer should so advise. For service that is published in the telephone directories or in directory assistance files, information that will be released upon law enforcement request includes name, address, and telephone number.

06.110.040 NON PUBLISHED INFORMATION

Non published "subscriber information" (i.e. number, customer name and address) will be released only upon receipt of a valid legal process such as a criminal or civil subpoena, court order, search warrant, or summons.

Customer credit information (i.e. installation/disconnection dates, social security number, spouses, employment, references) is considered non published information and will be released only upon receipt of a valid legal process.

Exceptions to the valid legal process exist if the officer asserts one of the following conditions exist:

1. Imminent threat to life or limb or substantial property damage
2. Prompt apprehension of a known or suspected criminal
3. Contacting or attempting to contact next of kin on a death or serious injury, or in aid of identifying an unidentified person;

4. Apprehension of criminal or the recovery of stolen property.

If an exception is taken, a letter from the law enforcement agency, signed by the head of the agency must be received by Security within five (5) business days. The letter shall contain the reason for the request and include a statement to the effect that the request was made as part of an official investigation being conducted by that department.

06.110.050 CUSTOMER TOLL RECORDS

Information on toll calls will be furnished only upon presentation of a subpoena or other legal process. Specific dates for the period requested must be included. In addition to the known telephone number, it would be helpful to provide a name thought to be associated with the number. If the number is not known, then the name and a complete and accurate address of the customer will be required.

Sprint/United Telephone-Northwest does not notify the customer their records have been subpoenaed.

Keep in mind that most of the records are not instantly available. As much lead time as possible should be given from the time the request is submitted to the time the information must be returned.

06.110.060 CALL TRAP REQUESTS

If phone customers are receiving harassing or annoying calls, they will be offered a number change (non published recommended). The service charge will be waived for first time number changes only. If the customer does not choose this option, then a call trap can be initiated.

Call Annoyance Authorization forms are no longer needed.

Persons reporting annoying/harassing calls, should be referred to United Telephone Security. If a trap is installed United Telephone will contact the department if three or more calls are traced to the same number.

If a person receives calls that threaten life or property an investigation will be done by the department. The department may request the assistance of United Telephone.