

**OBTAINING
CUSTOMER RECORDS
FROM
SBC/AMERITECH
FOR
LAW ENFORCEMENT**



**ASSET PROTECTION
SBC SERVICES SUBPOENA CENTER
COURT ORDER BUREAU
AMA TECHNOLOGY CENTER**

SBC/AMERITECH CUSTOMER RECORDS POLICY

The telecommunications industry is undergoing rapid changes and transformations. These changes include legal, regulatory, market, product, and operational issues. Requestors of customer records need to be cognizant that the availability of information is changing concurrent with the transformation of our industry. Ameritech remains prepared to assist Law Enforcement in any legal manner feasible given the changes in our industry.

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SBC/AMERITECH SUBPOENA CONTACT LIST

SBC SERVICES SUBPOENA CENTER

(Requests for Ameritech Records)

Mailing Address: 211 S. Akard Street, Rm 1270
Dallas, Texas 75202
Phone: 800-291-4952
Fax: 888-635-6615
Hours of Operation: 8:00A.M. – 4:00P.M.

CLIENT SERVICES

(Issues needing involvement from SBC Asset Protection)

Phone: 800-832-2998

ANNOYANCE CALLS BUREAU

(Results on Traps and *57 for Law Enforcement Investigation)

Phone: 800-769-4099 Fax: 313-592-3027

COURT ORDER BUREAU

(Request for intercepts of voice & data communications and non-consensual trap/trace)

Phone: 816-275-1436 Fax: 800-294-9805

AMA TECHNOLOGIES GROUP

(Requests for AMA Reports)

Phone: 847-248-6961 Fax: 847-248-8329

CINGULAR WIRELESS

(Cellular and Wireless)

Phone: 866-254-3277 Fax: 866-856-0149

NON-EMERGENCY SUBPOENA SERVICE

SBC Services Subpoena Center is now located at 211 S. Akard Street, Rm. 1270, Dallas, TX 75202. We can be reached on **800-291-4952** for inquiries and **888-635-6615 for FAX**. If you fax a subpoena, please do not mail it unless you have been requested to do so; this may cause an administrative oversight that may delay processing.

If the case has been settled, or your investigation needs change and you no longer need records, please cancel your request by calling the Subpoena Control Center.

Ameritech operates in the following five states:

**INDIANA
ILLINOIS
MICHIGAN
OHIO
WISCONSIN**

Ameritech does not provide service in all exchanges within these area codes. Due to increased competition in local telephone markets in Ameritech, it is recommended that the account be verified as being served by Ameritech. This information can be verified on www.directorynet.com.

This is not an SBC/Ameritech website.

OBTAINING CUSTOMER RECORDS

1. Release of Records is Governed by Federal Law.

The Electronic Communications Act of 1986 {18 USC 2703 (c) (1) (B)} (Effective January 20, 1987)

Subpoenas for telephone company records are subject to the requirements of this act, which prohibits telephone companies from providing customer information to a governmental agency unless that request is made pursuant to either:

- A summons: A notice used to commence a civil litigation.
- An administrative subpoena: Is authorized by statute, a grand jury or trial subpoena.
- A search warrant: A legal document that authorizes a search by the police.
- Court Order: Shows that there is reason to believe that the customer records are relevant to a legitimate law enforcement inquiry.

2. Non-Disclosure Statement

Ameritech will not notify customer whose records have been subpoenaed by legal process. Please include the non-disclosure statement below in your subpoena requests.

“Pursuant to an official criminal investigation being conducted by this agency, you are not to disclose the existence of this request. Any such disclosure could impede the investigation being conducted and thereby interfere with the enforcement of the law.”

3. **Release of Records by Customer Waiver**

Customers can request copies of their own records from the Ameritech business office. In this circumstance, an agency does not need to contact Ameritech for the records.

The Ameritech Business office number is 800-244-4444.

4. **Directory Assistance**

The SBC Services Subpoena Center will not conduct directory assistance inquiries on behalf of law enforcement agencies, however, can assist with non-published numbers.

5. **Time Required for Response**

SBC Services Subpoena Center processes more than 60,000 subpoenas, court orders, and other requests for telephone company records each year. Because of this volume, the Subpoena Center requires a minimum of one to two weeks to respond. Please keep this turnaround time in mind.

Requests for records on large businesses or other substantial volumes of Toll/MUD calls may require even more time.

6. **Overly Broad Requests**

Requests for “any and all telephone records” with respect to a particular telephone account will delay the request and may result in fees charged to our agency because such

a request is, in most cases, too general. To avoid this, please be as specific as possible in the request.

The following is suggested wording when requesting customer records to expedite a request:

Pursuant to an official investigation being conducted by (Agency Name), it is directed that Ameritech furnish subscriber information, full and complete copies of MUD & or Toll calls for the entire monthly billing period(s) which include calls between (date) through (date) for the following telephone number(s).

7. **Retention of Customer Records**

The FCC mandates that Ameritech retain customer records for 18 months. The retention media are stored at various locations and in different formats throughout the Ameritech region. As a result, requests may require as many as three weeks for records to be returned to the SBC Services Subpoena Center.

The SBC Services Subpoena Center forwards records received from other Ameritech offices; **no original copy is kept at the SBC Services Subpoena Center.** Please keep this in mind before making notations on the original copy.

8. Unlisted Numbers

Unlisted telephone number information will not be disclosed without a subpoena.

9. Customer Information via Customer Name and/or Street Address

Ameritech's business records are organized primarily by telephone account number rather than by customer's name or address.

Please consult directory assistance to obtain a customer's phone number before sending a request to Ameritech. We will provide any current subscriber information found in our data base. **Ameritech's systems are unable to provide past numbers based on customer name and address alone.**

Alternative methods to obtain LISTED subscriber information:

- **Reverse Directory Assistance** – can be obtained from your local Ameritech Directory Assistance. Provide the telephone number(s) in question to the operator and if the number is listed you will be provided the name and address of the subscriber.
- **Directorynet.com- (www.directorynet.com)-is** an Internet based system, which searches by the name, number, or address. (Please note, at this time Directorynet.com is experiencing difficulty with Ohio subscriber information). Additional information on

this service can be obtained by calling Directorynet.com at 1-800-733-1212.

- **Fone Finder** (www.primeris.com.fonefinder/index.php3) - is an Internet based system, which will provide the service provider of a telephone number. By entering the area code and first three (3) digits of the telephone number, Fone Finder will provide the telephone company that handles that exchange.

10. Delivery of Records

All records are mailed via the U.S. Postal Service. Emergency requests will be sent via UPS Next Day Air.

EMERGENCY SUBPOENA SERVICE

An emergency is defined as an imminent threat to life, health, or property.

Records will be released in the absence of paperwork to a representative of the requesting agency when the requesting agency has specifically indicated that the request is an emergency.

Emergencies are handled on a 24-hr basis by Client Services at **800-832-2998**.

RECORDS KEPT IN THE NORMAL COURSE OF BUSINESS

Ameritech produces telephone bills in the normal course of business for billing purposes only. Billing cycles are particular to a customer's telephone number. Call record information is available ten days after completion of the customer's billing date. Only outgoing long distance calls are listed on these bills if Ameritech is the billing agent for the long distance carrier. Outgoing local telephone call records are available on request.

1. Subscriber Information (Customer Service Record) – Account name and address is provided. Each request should include the area code (see Section IV).

2. Customer Credit and Billing Information (Bill Face Page) – Information is provided by the customer at the time the account is established. This information is often unverified and is rarely updated after initial entry on account. Credit and Billing Information consist of:

- Billing Name and Address. This may not be the same as the listed name and actual location of the telephone.
- Established date of service, service orders, disconnection.
- Credit information may include: Social Security number, date of birth (DOB),

Can-be-reached number (CBR) and/or employment number, Driver's License number, and other miscellaneous information.

- A credit history is a customer's payment history with Ameritech.
- All information may not be available on older accounts.

3. Toll Records – Includes long distance calls that are billed to an Ameritech customer's account. Each customer account has a different billing period.

Types of long distance calls are: direct dialed, operator-assisted, calling card, third number, and collect.

Please Note: the long distance provider bills some toll charges directly to the customer. These call records may not be available from Ameritech, and you will have to obtain them directly from the long distance provider.

4. MUD is an acronym for message unit detail. This includes all local calls made to area codes 312, 630, 708, 773, 847, and a portion of 815.

CREATED REPORTS

Ameritech does not produce the following information during the normal course of business for:

- Incoming calls to a particular telephone number.
- Outgoing calls prior to the billing period.

However, these types of calls (unbilled toll) are stored in the Ameritech database for 60 days and a report can be created via an AMA (automated message accounting) tape search.

AMA Reports

This service (**automated message accounting, or AMA**) can be used to retrieve outgoing calls prior to bill printing, incoming calls to a particular telephone number or incoming and outgoing calls on a pay phone for a period of 60 days.

Obtaining such information requires compelling legal documentation. This can be a very expensive report to produce, and Ameritech will bill accordingly (see Section II).

Court Orders for Intercept Service and Ameritech Voice Mail

Contact: Marsha Howell
Phone: (816) 275-8153
Fax: (816) 275-1436
SBC/Ameritech Court Order Bureau
500 E. 8th Street, Rm. 1302
Kansas City, MO 64106

Handles legal process involving intercepts of voice & data communications and non-consensual trap and trace.

OTHER SERVICES PROVIDED BY AMERITECH

Annoyance Call Bureau

This service helps customers when they receive harassing or annoying calls. For assistance contact (see Section III for additional information):

Customer Line (800) 769-4099
 Law Enforcement (800) 769-4094
 Fax Number (313) 592-3022

Contact the after-hours Bureau about annoyance calls outside of normal working hours (see Section V for telephone numbers).

Customer Name and Address Bureaus (published numbers only)

In some locations, Ameritech provides listed customer information via customer Name and Address (CAN) bureaus. These bureaus operate under a waiver by appropriate regulatory or court orders, applicable only to a specific area. Customer information will be provided only in compliance with the **Electronic Communications Privacy Act.**

Michigan.....(900) 628-1234
(313, 248 and 810 area codes only)

Illinois..... (312) 796-9600
(312, 630, 708, 773, 815, and 847
area codes only)

AMA STUDY

Automatic Message Accounting (AMA) is the method used by all Ameritech Central Office switches to record billing records. These records are collected on magnetic tapes in the central offices and then forwarded to various data centers where the information is stored for 60 days. The primary use of the 4 to 5 million calls stored per data tapes are to produce customer bills based on billing dates. Other uses include responding to billing inquiries and challenges by inter-exchange carriers (IXC) and customers where the originating and terminating numbers are known.

SBC Ameritech Asset Protection's AMA Technology group handles AMA legal process requests. Legal process for AMA's should be faxed to the SBC Services Subpoena Center at (888) 635-6615. The AMA Technology group is located at:

2000 W. Ameritech Center Dr, Rm. 2i94
Hoffman Estates, IL. 60196.
Main number (847) 248-6961
Fax number (847) 248-8581

Terminating AMA Reports:

This report identifies the originating numbers for specific call made to a known terminating number.

- Requests may have a narrow timeframe to search. Examples would include bomb threats, kidnapping, extortion, and fugitive apprehension.
- Requests for all incoming calls to a known terminating number with broad time frame.
- Request all incoming calls with no time frame provided.

A subpoena requiring a terminating AMA scan will usually use the words *incoming calls*, *special computer study*, *AMA scan* or *AMA Study*

A recommended narrative for legal process requesting incoming calls for a narrow time frame within the 60-day retention period is as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to identify all calls terminating to telephone number 214 464-XXXX for the dates February 5, 2001 through February 8, 2001, such information to include the names and address of the subscribers to and locations for all incoming calls.

Terminating AMA scans are not performed in the normal course of business at Ameritech, and require a voluminous and burdensome use of resources to comply with the request. Ameritech has established a prevailing rate for compensation based on the number of tapes scanned per day. In Illinois the charge for a terminating scan is \$81 per day requested, compared to \$18 for Indiana. This is because of the number of data tapes recording information varies per day, per state.

Originating AMA Reports:

This report identifies outgoing calls from a known number. Types of calls identified include local calls, (regardless if the customer is billed for local usage), DDD (define) long distance, and 800 calls. Originating scans will not identify operator-assisted calls. Like terminating scans these requests can be requested for various time frames.

A subpoena requiring an originating AMA scan will usually contain the words, *outgoing calls, special computer study, local calls or AMA Scan*. A Recommended narrative for legal process requesting originating calls for a narrow time frame within the 60-day retention period is as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to identify all calls originating from telephone number 214 464-XXXX for the dates February 5, 2001 through February 8, 2001. Such information to include the names and address of the subscribers to and locations for outgoing calls.

Combining AMA Reports:

Reports can be created which includes both originating and terminating records. These reports appear as a single report and are chronological.

A recommended narrative for legal process requesting both originating and terminating calls for a narrow time frame within the 60-day retention period is as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to identify all calls originating and terminating from telephone number 214 464-XXXX for the dates February 5, 2001 through February 8, 2001. Such information to include the names and address of the subscribers to and locations for incoming and outgoing calls.

Understanding the AMA Reports

Prior to releasing an AMA report to law enforcement significant editing is required to put the data in an understandable format. As an example, the following is the “raw data” of a phone call from 309-671-3080 to 217-524-8079:

AA00625C110C036C0692568C013C0924698C50405C00000C0200000C0C0C0C012C
309C6713080C0C00217C5248079C1007445C000001357C02881C50405C1007390C00
0001411C010C3034C0C1C3C. **This message contains 157 characters**

Examples of an edited report:

Originating Report:

CALL	MEDIA	ORIG	ORIGINAT	TERM	TERMIN	CONNECT	ELAPSED	
CARR								
TYPE	DATE	NPA	NUMBER	NPA	NUMBER	TIME	TIME	IX
006	00/10/28	312	342-16xx	414	264-01xx	08:46:08	1:23:09	
006	00/10/28	312	342-16xx	414	264-0xxx	09:25:59	5:30:00	
006	00/10/28	312	342-16xx	414	264-12xx	10:46:23	0:40:00	
006	00/10/28	312	342-16xx	614	555-32xx	10:47:06	12:00:00	
006	00/10/28	312	342-16xx	314	364-xx25	11:00:58	6:36:00	
006	00/10/28	312	342-16xx	972	265-12xx	11:39:23	1:01:37:00	

Terminating Report:

CALL	MEDIA	ORIG	ORIGINAT	TERM	TERMIN	CONNECT	ELAPSED	
CARR								
TYPE	DATE	NPA	NUMBER	NPA	NUMBER	TIME	TIME	IX
006	00/11/13	312	263-xx30	608	848-59xx	13:40:50	3:29:01	
006	00/11/13	217	345-67xx	608	848-59xx	15:12:16	0:31:22	
006	00/11/13	214	721-99xx	608	848-59xx	15:13:58	0:05:33	
006	00/11/13	608	263-72xx	608	848-59xx	15:22:17	1:24:06:01	
006	00/11/13	608	263-99xx	608	848-59xx	17:17:28	0:25:33	

1. Call Type - numeric code that identifies how a call will be billed. This is used primarily for internal billing purposes
2. Date Media- date of the call by year/month/day
3. NPA & Number (originating) – displays the area code and telephone number where a call was placed from.
4. NPA & Number (terminating) – displays the area code and telephone number where a call was placed to.
5. Time Connect – time the call was answered. All times are in military hr/min/sec
6. Elapsed Time – duration of the call hr/min/sec/hundredth sec

All AMA Reports are sorted by DATE and then by TIME order when the calls were placed.

Emergency Requests for AMA reports

SBC Ameritech Asset Protection responds to requests for emergency AMA's. These requests typically involve incidents of bomb threats, kidnappings, extortion and homicide, which the requesting law enforcement agency has identified as an imminent threat to life. Legal process is not required for these requests if the following conditions exist:

- Law Enforcement has the permission of the subscriber
- If the time of the call, or a narrow time frame is known

Emergency requests must be initiated by contacting SBC Asset Protection Client Services at 800 832-2998. This number can be contacted 24 hours per day 7 days a week.

Timeframe for processing AMA legal process

AMA results for requests involving two weeks of data, or less, are normally available within 7 business days after the request is received.

AMA results for request involving more than two weeks of data (omit - or less) are normally available within 14 business days after the request is received.

Emergency requests are normally available within a 6 to 24 hour time period.

Records are returned via U.S. Mail, Fax, or E-Mail.

Annoyance Call Services

Call Trap/Trace

In most cases Ameritech's Annoyance Call Bureau (AACB) can identify by originating telephone number the source of annoying/harassing telephone calls. Once the customer receives an annoying/harassing call, they should contact their local police department to file a formal complaint. The customer should then provide the AACB with the involved Police department case number, along with the investigating officers name and contact number. The trap is usually active for two weeks. The results are released to the police department and the trap is terminated at the expiration of the trap.

Call Trace (*57)

Call Trace feature can be activated by dialing *57 (1157 using a rotary dial phone) from the customer's home telephone number, (only in areas where Call Trace is available). The feature activation is confirmed by a recorded announcement that advises whether or not the trace was successful and gives instructions on how to follow up with the AACB. If successful the details of the calling party's number, time and date of the calls, are automatically recorded by the AACB. The customer must call the AACB within five days of receiving verification of a successful trace.

The AACB hours of operations: 8:00am to 5:00pm, Monday through Friday. The telephone numbers to be used are as follows:

Customer Line	(800) 769-4099
Law Enforcement Line	(800) 769-4094

A \$4.00 charge is billed for each successful Call Trace whether the customer pursues with law enforcement or decides not to follow up.

If Call Trace is unsuccessful, the customer will be instructed to call the Customer Sales and Service Center @ (800) 244-4444 for other recommendations. No charge applies if a telephone number was not traced.

Client Services handles emergency and threatening call traces and can be reached any time at (800) 832-2998. Trace requests to Client Services must emanate from law enforcement only.

GLOSSARY

Advance Toll

Itemized calls (see definition) that are obtained prior to the end of a customer's normal billing cycle.

After Hours Bureau

Office that handles emergency calls after normal business hours (5 P.M. through 8 A.M., weekends and holidays).

AMA Report

A report that captures incoming and outgoing calls that have either been placed, or will occur in the future. With an AMA Study, Ameritech can only go back 60 days into the past, there is a charge, and results are not guaranteed, based upon which company an incoming call may have been placed through.

Annoyance Call Bureau

Bureau that assists customers, through the process of a Trap (see definition), that are receiving annoying and/or harassing phone calls that are not considered emergency or life threatening situations.

Automatic Callback

A preexisting feature activated by dialing *69, that redials the last incoming phone call.

Bill Face Page

Printout that provides customer billing and credit information.

Billing Period / Billing Cycle

The time period (normally 30 days) in which customer's monthly charges occur. Billing periods differ based upon the customer's telephone numbers.

BUS

(Abbreviation) code, which appears on a customer's account indicating the class of service as a Business account.

Business Office / Customer Care Center-

Locations that assist customers with their accounts. This includes ordering records, installing new, moving or changing their service, as well as any billing matters. Open 24 hours a day.

Caller ID

Feature that identifies incoming caller's phone number and name on a display unit.

Call Screening

Feature that blocks incoming calls from up to 10 designated numbers.

Call Trace

Preexisting feature that attempts to automatically trace the last incoming call by dialing *5 7. A recording will advise the customer if the trace attempt was successful or not.

Carrier

A term that refers to another company that “carries” or handles customer’s calls, usually for long distance calls.

Cell Sites

Provides the Cell site addresses of the cell towers that a customer has utilized.

CNAB

Customer Name and Address Bureau; provides customer’s name and address information.

Computer Study

See AMA Study

Contact Number

Authorized agency number for callbacks.

Contracts

Customers service agreement.

CSBL

Customer Service Bill page, same as Bill Face Page.

CSR

Customer Service Records; provides name and location of a customer’s service, as well as information regarding the type of service.

DISC

Code that indicates an account is disconnected.

Directory Assistance

Provides telephone number and location on listed numbers.

Emergency

An imminent threat to life, health or property.

Historic

A term that applies to an AMA Study for calls that already occurred in the past.

Independent Telephone Company

Privately owned telephone companies, not associated with Ameritech.

Itemized Call

Any type of long distance, or non-directly dialed local call (collect call, calling card call, third number call, operator assisted call, etc.).

Live

An account that is active or working.

MUD

Message Unit Detail; any and all local outgoing calls from a subscriber's telephone number.

Non-Disclosure Statement

A statement informing Ameritech not to disclose information pertaining to a request.

Notes

Recordings of transactions that have occurred on customer's accounts.

NTN

Indicates there has been a change on a customer's account to a different or "new" telephone number.

Originating

Outgoing calls.

OTN

Abbreviation meaning "Old Telephone Number"; means an account had a previous, different telephone number from the current one.

Records

Documentation pertaining to customer's telephone accounts, such as usage and listing information.

Retention

Length of time Ameritech is required to keep or store customer's records. 18 months is our "retention period".

Subscriber

The person to whom a telephone number is assigned.

Terminating

Incoming calls.

Three Way Calling

A feature that allows the originator of a call to bridge another, or third, party, into that call.

Time Frame

The amount of time it takes Ameritech to respond to a request.

Toll

Another term for “Itemized Call” (see definition).

Trace

Procedure to attempt to identify an incoming call, while still in progress. Usually attempted in reference to emergency calls.

Trap

A computer program activated on an account to record incoming calls, on an ongoing basis, as they occur. Used in harassing or potentially emergency call situations, where identifying the incoming call as soon as possible is a main priority.

Unlisted Number

A telephone number with one of two degrees of privacy:

Non Listed-not in telephone book(s) but disclosed by operator upon request.

Non Published-not listed in telephone book(s) and not disclosed by operator.

Voice Mail

A feature that records incoming conversations if the phone is in use, or if not answered.

Similar to having an answering machine, but no special equipment is necessary on behalf of the customer.

800 Vendor Check

Service that provides the owner, or “vendor” of an 800 number.

APPENDIX B

HELPFUL HINTS

1. Include complete return address and contact information on each subpoena.
2. Utilize correct language as outlined in the handbook when serving subpoenas.
3. Faxed copy of subpoena will suffice in lieu of mailed copy.
4. To verify receipt of your subpoena refer to your fax confirmation.
5. The fastest way to send your subpoena is to fax it.
6. Identify what information you need on your target.
7. Request just the information you need.
8. Be specific on time frame required.
9. Request by bills, not dates: From Sept. 2001 thru Present or Current Bill
10. Check publicly available information.
11. Provide accurate information.
12. Verify the telephone number, spelling of names & addresses.
13. Provide a reasonable due date.

SBC AMERITECH LAW ENFORCEMENT SERVICES

David J. Vogel

Executive Director - Asset Protection

Ameritech - SNET

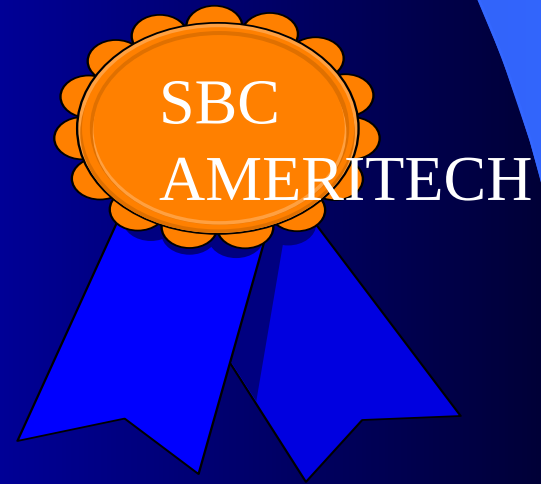
847 248-3745

THE AGENDA

- Obtaining customer billing records kept in the normal course of business
- Obtaining customer billing records not kept in the normal course of business
- Electronic Surveillance, Trap and Trace
- AMA reports
- Emergency Services
- Future Enhancements

SBC AMERITECH SUBPOENA PROCESSING

- SBC SERVICES SUBPOENA CENTER
 - CENTRALIZED IN DALLAS JAN. 2001
 - SEVEN EMPLOYEES SERVING THE AMERITECH REGION
 - STATE OF THE ART - LEADERS IN PROCESSING RECORDS



HOW TO SERVE US?

SBC AMERITECH
CUSTODIAN OF RECORDS
211 S. AKARD ST. - ROOM 1270
DALLAS, TEXAS 75202

TELEPHONE 800 291-4952 OR 214 464-8331

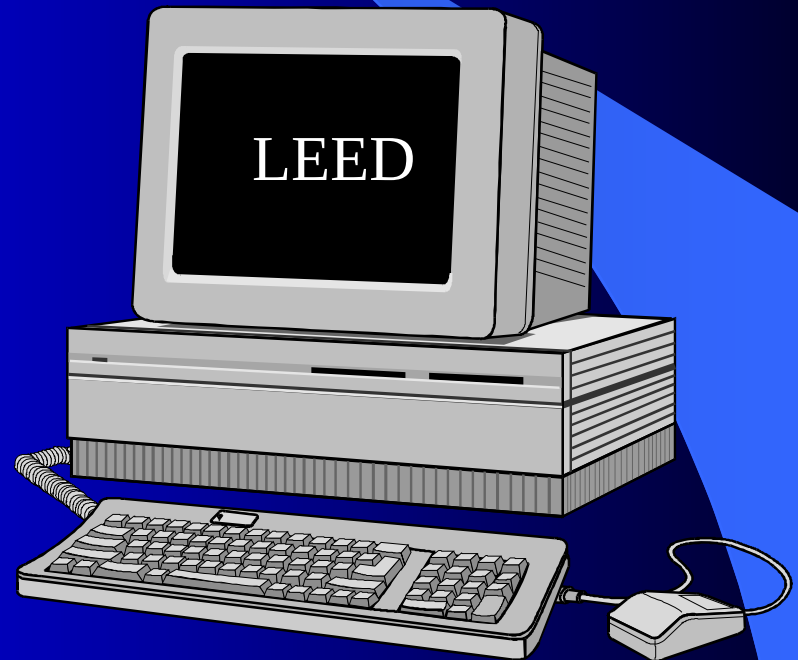
FAX 888 635-6615 OR 214 464-9502

BEFORE MECHANIZATION



AFTER MECHANIZATION

- SUBPOENA
FAXED/STORED ON
LINE
- AUTOMATED
CORRESPONDENCE
- RETRIEVES
RECORDS FROM
VARIOUS SOURCES



Records Kept in the Normal Course of Business

RETENTION OF RECORDS

- EXCEED FCC REQUIREMENTS OF 18 MONTHS
- SUBPOENA CENTER DOES NOT KEEP COPY OF RECORDS PROVIDED
 - MAKE A COPY BEFORE YOU WRITE ON THEM IF THEY WILL BE NEEDED IN COURT
- DISCONNECTED ACCOUNTS
 - WE ONLY KEEP RECORDS ON DISCONNECTED ACCOUNTS WITH AN OUTSTANDING BALANCE
 - WE WILL NEED THE TELEPHONE NUMBER AND THE FULL ADDRESS WHERE THE SERVICE WAS LOCATED

RECORDS NORMALLY MAINTAINED

- CREDIT AND BILLING INFO
 - LISTED/BILLED NAME AND ADDRESS
 - SOCIAL SECURITY NUMBER
 - ESTABLISHED DATE OF SERVICE
 - PLACE OF EMPLOYMENT
 - REFERENCES
 - SPOUSE
 - PAYMENT HISTORY
 - DOES NOT INCLUDE TOLL RECORDS

RECORDS NORMALLY MAINTAINED

- TOLL RECORDS
 - DIRECT DIALED
 - OPERATOR ASSISTED
 - CALLING CARD
 - COLLECT
 - THIRD NUMBER
- LOCAL CALL DETAILS (MUD)
 - ILLINOIS AND WISCONSIN ONLY

RECORDS NORMALLY MAINTAINED (CON'T)

- NON PUBLISHED INFORMATION
- SEARCH BY ADDRESS
- LONG DISTANCE CARRIER
INFORMATION

RECORDS NORMALLY MAINTAINED

- CUSTOM CALLING FEATURES

- CALL WAITING
- CALL FORWARDING
- THREE WAY CLNG
- SPEED CALLING
- CALL BLOCKER
- CALLER ID

- CALL RETURN
- CALL TRACE
- PERSONALIZED RING
- PRIORITY CALL
- SELECTIVE CALL FORWARDING
- VOICE DIAL

LEGAL PROCESS CONTENTS

- THE FOLLOWING MUST BE CONTAINED IN THE BODY OF YOUR LEGAL PROCESS
 - FULL DESCRIPTION OF INFORMATION REQUESTED
 - COMPLETE TELEPHONE NUMBER INCLUDING AREA CODE
 - TOLL, LOCAL CALLS, SUBSCRIBER, CREDIT, CUSTOM CALLING FEATURES
 - TIME FRAME

LEGAL PROCESS CONTENTS

- THE FOLLOWING MUST BE CONTAINED IN THE BODY OF YOUR LEGAL PROCESS
 - HOW SHOULD RECORDS BE PROVIDED
 - COURT APPEARANCE
 - MAILED OR FAX RECOMMENDED WORDING: *IN LIEU OF APPEARANCE RECORDS MAY BE MAILED TO: NAME OF OFFICER, FULL ADDRESS AND ZIP CODE, FAX NUMBER AND CONTACT FOR REQUESTING OFFICER*
 - CASE NUMBER
 - ADDRESS THE SUBPOENA TO CUSTODIAN OF RECORDS SBC AMERITECH

LEGAL PROCESS CONTENTS

- NON DISCLOSURE STATEMENT
 - DOESN'T APPLY TO GRAND JURY SUPOENAS
 - WE MUST NOTIFY OUR CUSTOMER IF THE NON DISCLOSURE STATEMENT IS NOT IN THE SUBPOENA
 - EXAMPLE: *YOU ARE REQUESTED NOT TO DISCLOSE THE EXISTENCE OF THIS REQUEST. ANY SUCH DISCLOSURE COULD IMPEDE THE CRIMINAL INVESTIGATION BEING CONDUCTED AND THEREBY INTERFERE WITH THE ENFORCMENT OF THE LAW*

LEGAL PROCESS CONTENTS

- YOUR FAX TRANSMITTAL SHEET SHOULD CONTAIN THE FOLLOWING
 - REQUESTING AGENCY AND ORIGINATING OFFICERS NAME AND CONTACT NUMBER
 - SUBJECT OF THE FAX
 - ORIGINATORS FAX NUMBER
 - BRIEF DESCRIPTION OF COMMUNICATION FAXED
 - **PLEASE DON'T CALL THE SUBPOENA CENTER TO CHECK ON THE DELIVERY. THIS WILL NOT SPEED UP PROCESSING. YOUR TRANSMITTAL CONFIRMATION WILL SERVE AS PROOF OF DELIEVERY**

RECOMMENDED WORDING

- SUBSCRIBER/BILLING/CREDIT ONLY

*PLEASE PROVIDE BILLING AND SUBSCRIBER
INFORMATION FOR THE FOLLOWING NUMBER(S)
XXX XXX-XXXX*

- SUBSCRIBER/LOCAL/LONG DISTANCE

*PLEASE PROVIDE SUBSCRIBER INFORMATION AND
RECORDS OF LOCAL (IL. AND WISC) AND LONG
DISTANCE CALLS FROM AND TO (MONTH & YEAR)
OR THROUGH THE CURRENT BILL (PREFERRED) FOR
TELEPHONE NUMBER(S) XXX XXX-XXXX*

WHEN WILL I GET MY RECORDS??

- MAILED WITHIN FIVE DAYS
 - CUSTOMER MONTHLY BILLS WILL BE EXACT COPIES OF THE ORIGINAL BILLS
- ARCHIVED RECORDS - ONE TO TWO WEEKS
- LARGE REQUESTS -RETURN TIME WILL VARY
- EMERGENCY SUBPEONA
 - CALL FIRST
 - NOTE THE EMERGENCY ON THE COVER SHEET
 - NATIONAL THREAT NOTE IN THE NARRATIVE

HELPFUL HINTS

- BE AN EDUCATED CONSUMER
 - IDENTIFY WHAT INFORMATION YOU NEED ON YOUR TARGET
- REQUEST JUST THE INFORMATION YOU NEED. YOU CAN ALWAYS REQUEST MORE LATER
 - NEED JUST SUBSCRIBER AND CREDIT
 - NEED ALL RECORDS TO INCLUDE
 - SUBSCRIBER, BILLING CREDIT
 - 18 MONTHS WORTH OF LOCAL AND LONG DISTANCE
 - ORIGINATING AND TERMINATING AMA REPORTS
 - BE SPECIFIC ON TIME FRAME REQUIRED
 - REQUEST BY BILLS NOT DATES: FROM SEPT. 2001 THRU PRESENT OR CURRENT BILL
 - THIS WILL EXPEDITE YOUR RECORDS

HELPFUL HINTS

- CHECK PUBLICLY AVAILABLE INFORMATION
 - IT COULD BE AT YOUR FINGERTIPS
 - <http://www.primeris.com/fonefind/>
 - <http://www.directorynet.com/>
 - SBC Ameritech Directory Assistance
 - IT COULD BE ANOTHER CARRIERS ACCOUNT
 - ILLINOIS ALONE HAS 99 LOCAL PROVIDERS WITH OVER ONE MILLION ACCESS LINES
- PROVIDE ACCURATE INFORMATION
 - COMPLETE ADDRESS, ST., AVE., LANE, ETC., APT, CITY, STATE AND ZIP CODE
 - VERIFY THE SPELLING ON NAMES AND ADDRESSES ARE ACCURATE
 - VERIFY THE TELEPHONE NUMBER
- PROVIDE A REASONABLE DUE DATE

Records Not kept in the
Normal Course of
Business

AMA RECORDS

- Automatic Message Accounting (AMA) is the method used by all Central Office switches to record billing records. These records are collected on magnetic tapes in the offices then forwarded to various data centers where they are stored in Data Silos. The data on the tapes is used to produce customer bills based on billing dates. Other uses include responding to billing inquiries and challenges by IXC and customers where the originating and terminating numbers are known.
- Each Silo stores up to 4850 tapes. Each tape contains data on between 4-5 million calls.
- The billing tapes are kept for **60 days** then the data deleted and the tape recycled back to the central offices.

AMA REPORTS

- **SERVICE OF PROCESS - SBC SERVICES
SUPBOENA CENTER (SAME AS CUSTOMER
BILLING RECORDS) FAX 888 635-6615**
- The Dallas group forwards AMA requests
- AMA reports are handled by AMA Technology Group, a part of SBC Ameritech Asset Protection.

Main number 847 248-6961

Fax number 847 248-8329

AMA RECORDS

● TERMINATING REPORT

- Identifies originating number for calls made to a known number.
 - Requests may have a narrow time frame to search. Examples would include bomb threats, kidnapping, extortion, and fugitive apprehension.
 - Requests all incoming calls to a known terminating number with broad time frame.
 - Request all incoming calls with no time frame provided.
- A subpoena requiring a terminating AMA scan will usually use the words *incoming calls, special computer study or AMA Scan*.

AMA REPORTS

- Recommended narrative for legal process requesting incoming calls for a narrow time frame within the **60-day** retention period. Example a subpoena dated February 15, 2001: *Please conduct an AMA Study to identify all calls terminating to telephone number 312 464-XXXX for the dates February 5, 2001 through February 8, 2001, such information to include the names and address of the subscribers to and locations for all incoming calls.*
- Terminating AMA scans are not created in the normal course of business and are considered voluminous and burdensome. Ameritech has established a prevailing rate for compensation based on the number of tapes scanned per day. In Illinois the charge for a terminating scan is \$81 per

AMA REPORTS

- Originating AMA Reports:
- Identifies outgoing calls from a known number.
 - Data includes local, long distance and 800 calls
 - Not operator assisted calls
- A subpoena requiring an originating scan will usually contain the words, *outgoing calls, special computer study, local calls or AMA Scan.*
- Recommended narrative for legal process requesting originating calls for a narrow time frame within the **60-day** retention period.
Example: A subpoena dated February 15, 2001: Please conduct an AMA Study to identify all calls originating from telephone number 214 464-XXXX for the dates February 5, 2001 through February 8, 2001. Such information to include subscriber information for numbers identified in the study.

AMA REPORTS

- Combining AMA Reports:
- Reports can be created which includes both originating and terminating records. These reports appear as a single report and are chronological by date and time.
- Recommended narrative for legal process requesting both originating and terminating calls for a narrow time frame within the **60-day** retention period. Example: A subpoena dated February 15, 2001: *Please conduct an AMA Study to identify all calls originating and terminating from telephone number 312464-XXXX for the dates February 5, 2001 through February 8, 2001. Such information to include the names and address of the subscribers to and locations for incoming and outgoing calls.*

AMA REPORTS

- Understanding the AMA Reports

Prior to releasing an AMA report to law enforcement significant editing is required to put the data in an understanding format. Example: raw data contained on one call. Phone call: 309-671-3080 to 217-524-8079:

- AA00625C110C036C0692568C013C0924698C50405C00000C0200000C0C0C0C012C309C6713080C0C00217C5248079C1007445C000001357C02881C50405C1007390C000001411C010C3034C0C1C3C.
- This message contains 157 Characters

AMA REPORTS

- Examples of an edited report:

Originating Report:

1***2*****3*****Top of Data**4*****5*****6*****

TYPE	DATE	NPA	NUMBER	NPA	NUMBER	TIME	TIME
	CARR		Originate			Terminate	connect
	elapsed						
006	00/10/28	312	342-16xx	414	264-01xx	08:46:08	1:23:09
006	00/10/28	312	342-16xx	414	264-0xxx	09:25:59	5:30:00
006	00/10/28	312	342-16xx	414	264-12xx	10:46:23	0:40:00
006	00/10/28	312	342-16xx	614	555-32xx	10:47:06	12:00:00
006	00/10/28	312	342-16xx	314	364-xx25	11:00:58	6:36:00

AMA REPORT

Terminating Report:

1***2*****3*****Top of Data**4*****5*****6*****

TYPE	DATE	NPA	NUMBER	NPA	NUMBER	TIME	TIME
	CARR		Originate		Terminate		connect
	elapsed						
006	00/11/13	312	263-xx30	608	848-59xx	13:40:50	3:29:01
006	00/11/13	217	345-67xx	608	848-59xx	15:12:16	0:31:22
006	00/11/13	214	721-99xx	608	848-59xx	15:13:58	0:05:33
006	00/11/13	608	263-72xx	608	848-59xx	15:22:17	24:06:01
006	00/11/13	608	263-99xx	608	848-59xx	17:17:28	0:25:33

AMA REPORTS

- **Emergency Requests for AMA reports**

SBC Ameritech Asset Protection responds to requests for emergency AMA's. These requests typically involve incidents of bomb threats, kidnappings, extortion and homicide, which the requesting law enforcement agency has identified as an imminent threat to life. This service is free and legal process is not required if the following conditions exist:

- - Law Enforcement has the permission of the subscriber
 - If the time of the call or a narrow time frame is known
- Emergency requests must be initiated by contacting SBC Asset Protection Client Services at 800 832-2998. This number is available 7 X 24.

AMA REPORTS

- **Timeframe for processing AMA legal process**
 - AMA results for request involving two weeks of data or less are normally available 7 business days after the request is received.
 - AMA results for request involving more than two weeks of data or less are normally available 14 business days after the request is received.
 - Emergency requests normally are available within a 4 – 24 hour period.
 - Records can be provided via U.S. Mail, Fax or E-Mail.
 - E-Mail is preferred

WIRELESS SUBPOENAS

CINGULAR WIRELESS

- FORMED IN 2000 BY COMBINING SBC MOBILE, CELLULAR ONE AND BELL SOUTH MOBILITY
- SUBPOENA CONTROL CENTER

CUSTODIAN OF RECORDS

1801 VALLEY VIEW LANE

FARMERS BRANCH, TX 75234

MAIN NUMBER 866 254-3277

FAX NUMBER 866 856-0196

WIRELESS RECORDS KEPT IN THE NORMAL COURSE OF BUSINESS

- AIRTIME/CALL
DETAIL RECORDS
- SUBSCRIBER
INFORMATION
- PAYMENT
INFORMATION
- FEATURES
- ACCOUNT STATUS
- CELLULAR
SERVICE
CONTRACT

WIRELESS RECORDS NOT KEPT IN THE NORMAL COURSE OF BUSINESS

- UNBILLED CALL DETAIL RECORDS
- CELL SITE/LOCATION
INFORMATION
- TERMINATING NUMBER

COURT ORDER REQUIRED FOR THIS INFORMATION

Emergency Services Provided by SBC Asset Protection

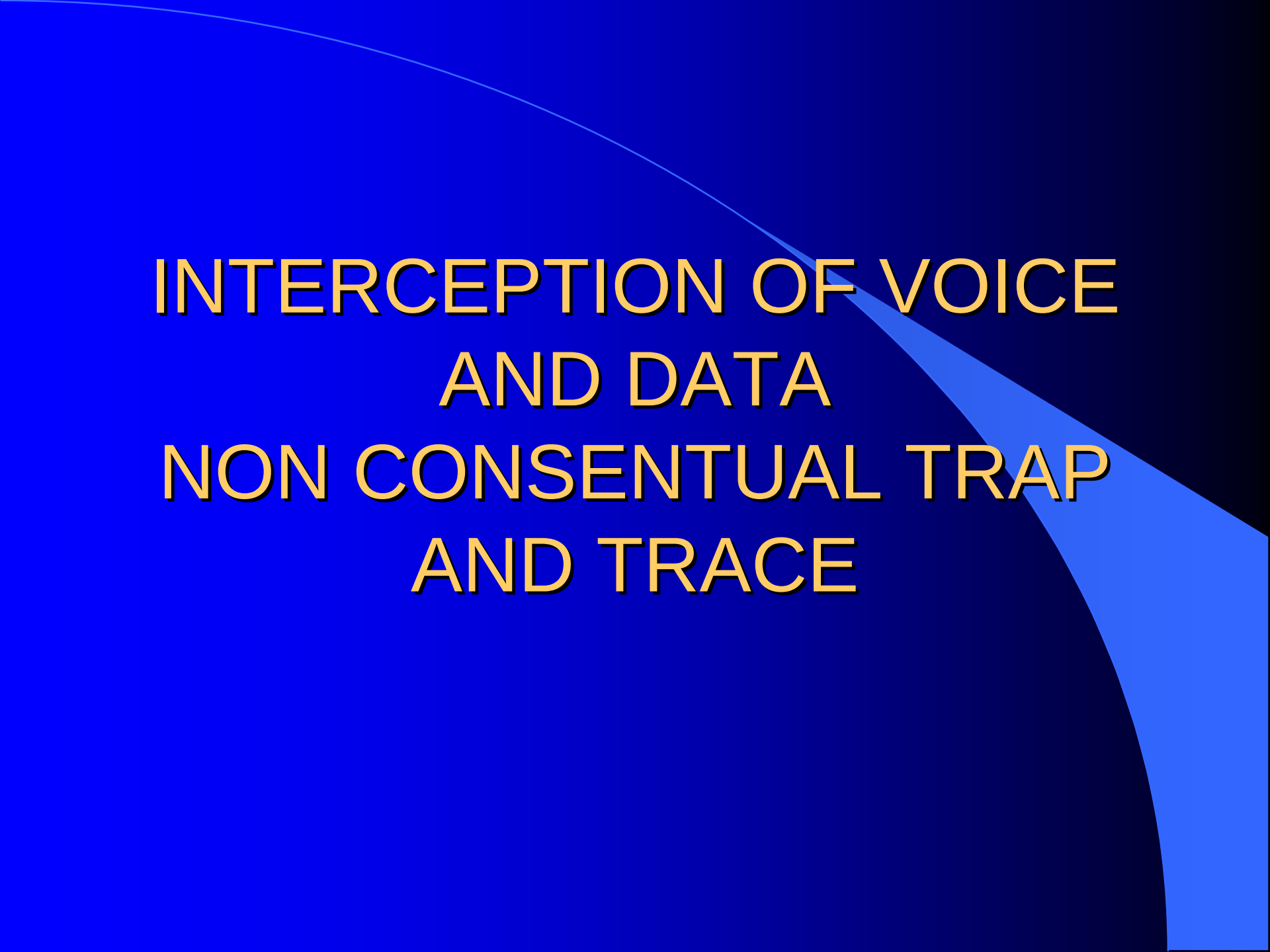
Emergency Services

SBC Asset Protections CLIENT SERVICES group provides 7 X 24 assistance to emergency requests of law enforcement.

- **Contact number is 800 832-2998**
- Located in Dallas, Client Services handles all incoming calls to Asset Protection enterprise wide

Emergency Services

- Upon lawful demand involving an **imminent threat to life** Client Services will provide the following services
 - Subscriber information (published or non published)
 - based on name, number or address
 - Emergency AMA request
 - normally associated to kidnapping, bomb threats (imminent threat), extortion or homicide
 - Emergency trap and trace (customer consent is required)
- These services are provided at no cost and in most cases legal process is not required.



INTERCEPTION OF VOICE AND DATA NON CONSENTUAL TRAP AND TRACE

COURT ORDER BUREAU

- LOCATED IN KANSAS CITY MO.

- HANDLES ALL 13 SBC STATES

SBC COURT ORDER BUREAU

500 E. 8TH ST.

ROOM 1302

KANSAS CITY, MO. 64106

MAIN NUMBER 800 813-6442

FAX NUMBER 800 294-9805

SUPERVISOR 816 275-1436

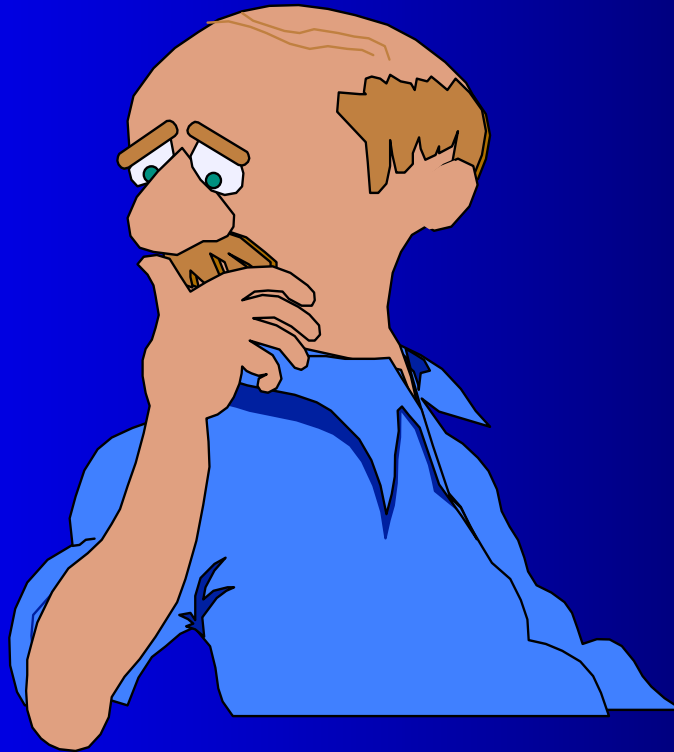
COURT ORDER BUREAU

- INTERCEPTION OF VOICE AND DATA COMMUNICATIONS (TITLE III AND PEN REGISTERS)
- NON CONSENTUAL TRAP AND TRACE
- STORED VOICE MAIL MESSAGES
- CALL FORWARDING CHECKS
- SPEED CALLING CHECKS
- CALL BLOCK CHECKS

Future Enhancements to Customer Service

- Restricted Web-Site for Law Enforcement regarding all services provided by SBC
- Ability to limit the AMA scans to a geographic area instead of state wide
 - E-Mail delivery option
 - significant reduction in cost
 - increased in turnaround time
- LEED/ AIMS
 - mechanized system to retrieve subscriber and credit information

QUESTIONS???



AT&T Midwest Law Enforcement Reference Guide

	Asset Protection Investigations	Court Order Bureau	Internet Legal Process	Cingular Wireless Court Order Bureau	Legal Process Center	Annoyance Call Bureau	Corporate Fraud Center	E-911 Resolution Center	Cingular Wireless Legal Process Center
Contact Numbers	800-807-4205	800-813-6442	210-246-8611	800-635-6840	800-291-4952	800-769-4094	800-438-5678	888-424-3911	800-635-6840
Services:									
Trap (Consensual)						★			
Trap (Non-Consensual)		★							
Calling Card Fraud							★		
Subscriber Information (Wireless)									★
Subscriber and Toll Records, AMA searches					★				
Hostage/Barricade	★								
911 Listings								★	
Emergency Listings	★								
Live Traces	★								
Internal Investigations	★								
Criminal Acts (Company Victim)	★								
VIP Traps	★								
Emergency AMA	★								
Pen Registers		★							
Feature Checks		★							
Undercover Lines		★							
Wireless Pen Register, Traps				★					
Internet Subscriber Information			★						
Voice Mail		★							

This information applies to subscribers of the AT&T family of companies in the AT&T Midwest region. LAW ENFORCEMENT USE ONLY.

Introduction and Overview The following informaton is intended to provide law enforcement a reference guide to assist in contacting the appropriate organization within AT&T. The AT&T Midwest region includes areas in Illinois, Indiana, Michigan, Ohio, and Wisconsin. The information provides a brief description of each department's responsibilities as well as contact and fax numbers. Please note that this information applies solely to customers of AT&T.	Legal Process Center Fax requests to: 248 552-3201 Information/Status: 800 291-4952 Mailing address: AT&T Services Subpoena Center One SBC Plaza, 10th Floor 208 S. Akard Dallas, Texas 75202 The legal process group serves as the custodian of records for AT&T. They are responsible for processing requests from law enforcement for telephone records retained in the normal course of business. These records typically include subscriber, billing, and toll information, plus AMA number searches for customers of AT&T. This data is provided by legal process only. Emergency AMA requests are processed through Asset Protection at 800 832-2998. For AMA status, 847 248-6961.	E-911 Resolution Center Main number: 888 424-3911 This group handles all calls from E-911 dispatchers for subscriber information or on-line traces. Corporate Fraud Center Fraud referrals: 800 438-5678 Lost/Stolen Calling Cards: 877 722-2251 AT&T Charges on credit cards: Refer customer to their credit card co. The Corporate Fraud Center (CFC) detects and prevents telephone fraud. These issues include calling card fraud, theft of identity, and other prevalent fraud schemes. The CFC also educates customers about telephone fraud. Identity theft is the most common reason for law enforcement involvement.
Asset Protection - Investigations Main number: 800 832-2998 Asset Protection, formerly known as corporate security, has the primary responsibility for internal investigations within AT&T. They are responsible for investigating crimes where AT&T is the victim. Asset Protection investigates and/or coordinates all company efforts pertaining to the protection of company personnel, property, and other assets from assault, theft, fraud, malicious damage, or other criminal acts.	Annoyance Call Bureau Main number: 800 769-4099 The Annoyance Call Bureau assists customers with harassing, obscene, and threatening telephone calls. Telephone subscribers will be required to have a law enforcement case number before a trap is established. Note: Call trace results are only released to the investigating agency. The released information will include name, address, and telephone number of suspect(s) and the dates/times of the calls placed. The Asset Protection Dept. handles call trace needs for bomb threats, hostage situations, and Presidential or dignitary visits. The investigating agency can coordinate their request through the Asset Protection Dept.	AT&T Internet Services Main number: 210 246-8611 Fax number: 210 246-8699 AT&T Internet Services Legal Department receives and processes valid legal process for IP address and subscriber information. This team also accepts requests for preservation of records pursuant to Title 18, Section 2703, by fax, mail, or personal service. This includes service for companies previously known as: Southwestern Bell Internet SNET Internet Services Ameritech Interactive Media Services Nevada Bell Internet Pacific Bell Internet Address requests to: AT&T Internet Services ATTN: Custodian of Records 1010 N. St. Mary's, room 1430 San Antonio, Texas 78215
Court Order Bureau Main number: 800 813-6442 Fax number: 800 294-9805 This organization is responsible for processing law enforcement requests for court ordered services such as court ordered traps, traces, and other number searches; pen registers (circuit coordination); requests for voice mail / messaging checks; telephone service feature checks; undercover line provisioning; intercepts (wireline and DSL); emergency requests for assistance in situations of imminent danger of death or bodily injury; and national security letters. NOTE: Many of these services require a fee.		Cingular Wireless Legal Process & Court Orders Main number: 800 635-6840 Fax number: 888 938-4715 This organization is the point of contact for law enforcement to obtain information about a Cingular Wireless subscriber. They serve as the Custodian of Records for subscriber information or calling detail.