

The Verizon Wireless logo is displayed in white text on a black background. The word "verizon" is in a bold, lowercase sans-serif font, with a red checkmark-like shape above the 'i' and 'z'. The word "wireless" is in a lowercase sans-serif font, with a red underline beneath the 'i' and 'z'.

Law Enforcement Resource Team  
(LERT)

# Law Enforcement Resource Team

The LERT is centralized and handles all requests from local, state, county and federal law enforcement nationwide



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# **LERT** Mission

The Verizon Wireless **LERT** is dedicated to responding to all lawful process for business and customer information. We assist law enforcement personnel and members of the legal community in a professional, knowledgeable and expeditious manner while maintaining the privacy and security of business and customer information. We provide informational presentations for law enforcement organizations and associations to further demonstrate our commitment and support of public safety.

# LERT Responsibilities

- Ensuring all court orders, search warrants and subpoenas are processed confidentially and in compliance with all applicable laws and company policies
- Providing 24x7x365 technical assistance for electronic surveillances
- Providing 24x7x365 support for exigent situations
- Ensuring CALEA compliance both technically and procedurally
- Coordinating court appearances for a Verizon Wireless Custodian of Records
- Providing informational presentations for law enforcement organizations and associations

# General Information

- Company Name: Cellco Partnership d/b/a Verizon Wireless
- Mailing Address:
  - Verizon Wireless
  - Attn: Custodian of Records
  - 180 Washington Valley Road
  - Bedminster, NJ 07921
- Normal Hours of Operation: 7am-8pm Sun-Sat
- Exigent Situations: 24x7 on-site (prompt "4", should also be used for emergencies that may result in loss of information)

# LERT Hotline

**(800) 451-5242**

- Prompt 1: General Information
- Prompt 2: Subpoenas & Search Warrants
- Prompt 3: Court Ordered Surveillances
- Prompt 4: Exigent (24x7)



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# **LE**RT Fax Numbers

- Subpoenas & Search Warrants:
  - **(888) 667-0028**
- Court Orders:
  - **(908) 306-7491**
  - **(908) 306-7492**
- Exigent:
  - **(908) 306-7501**



# Contact Information

- Supervisor - Subpoenas & Search Warrants:
  - Bernie Newman – (908) 306-7787
  - Joseph Newman – (908) 306-7788
- Supervisor - Court Orders/Exigent Situations:
  - Mark Denton- (908) 306 7785
  - John Profaca – (908) 306 7789
- Associate Director – Law Enforcement Resource Team:
  - Debra Ennis – (908) 306-7790
- Sr. Analyst – CALEA:
  - Brian Marcus – (908) 306-7548
- Manager – CALEA:
  - Susan Connelly – (908) 306-7786
- Director – Law Enforcement Resource Team:
  - Kimberly Brown – (908) 306-7899





# Subpoena Group

- Responsible for all subpoenas, search warrants and the coordination of court appearances
- Goals
  - Subpoenas & Search Warrants – 14 days or within compliance time frame
  - To accommodate same or next day emergency requests (volumes permitting)

# Terminology

- **Subscriber** – name, address, contact numbers, activation date, and number of mobiles on the account for the most current customer unless a timeframe is provided
- **Social Security Number** – the social security number of the subscriber (not available or valid on most prepaid accounts)
- **Tolls** – date, time and length of call for outgoing calls, only non-restricted inbound
- **Call Detail Records** – date, time and length of call for outgoing and incoming calls; captures outbound digits and incoming numbers
- **Features** – list of the features subscribed to by the customer
- **ESN** – electronic serial number of the phone
- **Payment History** – date, source and amount of payments
- **Calls to a Number** – date, time and length of calls for all mobiles that called a specific destination number
- **Location** – cell site that handled the call (requires a court order)

# Types of Readily Available Information

Type of information	Current Retention
Subscriber - post paid	Typically 3-5 yrs*
Call detail records/cell sites	1 rolling year
Text message detail	1 rolling year
Text message content	3-5 days
IP session information	1 rolling year
IP destination information	30 days
Pictures	Only if on web site**
Bill copies - post paid	Last 12 months
Payment history - post paid	Typically 3-5 yrs*

\*may vary by former company

\*\*customer can add or delete pictures at any time

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# Other Types of Available Information

Type of information	Current Retention
Bill copies older than 12 months	Typically 3-5 yrs*
Check copies	Approximately 6 months
Credit Card Numbers	Approximately 6 months
Store Surveillance Videos	Typically 30 days
Service Applications	Typically 3-5 yrs*

\* may vary by former company

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# Information Stored in the phones

- Dependent in some cases on make and model
- Managed by person in possession of phone
- Types of information:
  - Text messages
  - Contact list/information
  - Calendar/schedule
  - Pictures
  - Downloads from internet (i.e., games, ring tones)
  - Dialed numbers
  - Incoming numbers

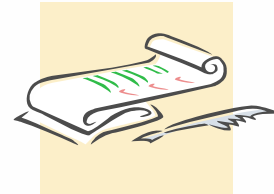


# Court Order Group

- Staffed on-site 24x7
- Responsible for all surveillances, per court order requests, exigent situations, requests for location information and any content requests (i.e., text messages)
- Goals
  - Exigent Situations - immediately
  - Surveillances - same day
  - Per Court Order Requests - within 24 to 48 hours

# Court Ordered Surveillances

- Fax required worksheet along with court order
  - Names of authorized points of contact
  - Address (street, city, state and zip code)
  - Billing contact name and number
- All court orders must have a complete worksheet with set-up and billing information when faxed in order to be processed in a timely manner



# CALEA

- VZW Law Enforcement Resource Team is centralized and responsible for all surveillances
- VZW Delivery Functions (DF) and the various Intercept Access Points (IAP) are geographically diverse for load-sharing and redundancy
- Delivery methods
  - Circuit Switched audio: dial-out from all switch platforms
  - Data delivery: VPN or Frame Relay



# CALEA (cont'd)

- Switched Services
  - Include Nortel and Lucent
  - Call Identifying Information, Call Content, Short Message Service, Dial-up Data and WAP 1.0 are subject to surveillance from the switch or an adjunct platform
- Broadband Services
  - VZW provides lawful intercept for Broadband Services
  - The IAPs provide the DF a copy of all packets to and from the target based on the IP assigned to the MIN of target

# CALEA (cont'd)

- Web-based services are intercepted the same as Broadband Services
- Push to talk over cellular services (PoC)
  - VZW does offer PoC services
  - VZW provides lawful intercept solution for PoC
  - Intercepted the same as any other service using the packet data network as its transport
  - TIA-1072 formatting applied at DF

# Solutions Implemented by Verizon Wireless

<b>Requirement</b>	<b>FCC Target Date</b>	<b>VZW Completion Date</b>
Circuit Switched J-STD-025	June 30, 2002	2Q 02
Punchlist capability J-STD-025A	June 30, 2004	May 2004
Packet Data J-STD-025B	May 14, 2007	March 2005
Push to Talk over Cellular TIA-1072	May 14, 2007	December 2006

# Exigent Situations

- Complete, sign and fax exigent form/letter\*
- Call (800) 451-5242 prompt "4" – 24x7
- Release of information

\*If fax is unavailable because the officer/agent is in the field, we will use a call back verification process. If the call is to 9-1-1 and we can view it we will release the information. If we cannot see the call to 9-1-1 we will perform a callback verification.

# Tracking/Location Information

- Cell site, sector and approximate distance is available for recently completed calls and text messages
- Cell site and sector information is available for completed calls for a rolling 365 days.
- 9-1-1 calls are Phase II compliant but output delivered is dependent on the answering point's equipment
- Cannot obtain information in a timely manner for a call in progress if the mobile number is unknown

# Cell Site Sectors

Cell sites can vary in the number of sectors they contain:

- Omni directional (no sectors)
- 3 sector
- 2 sector
- 6 sector

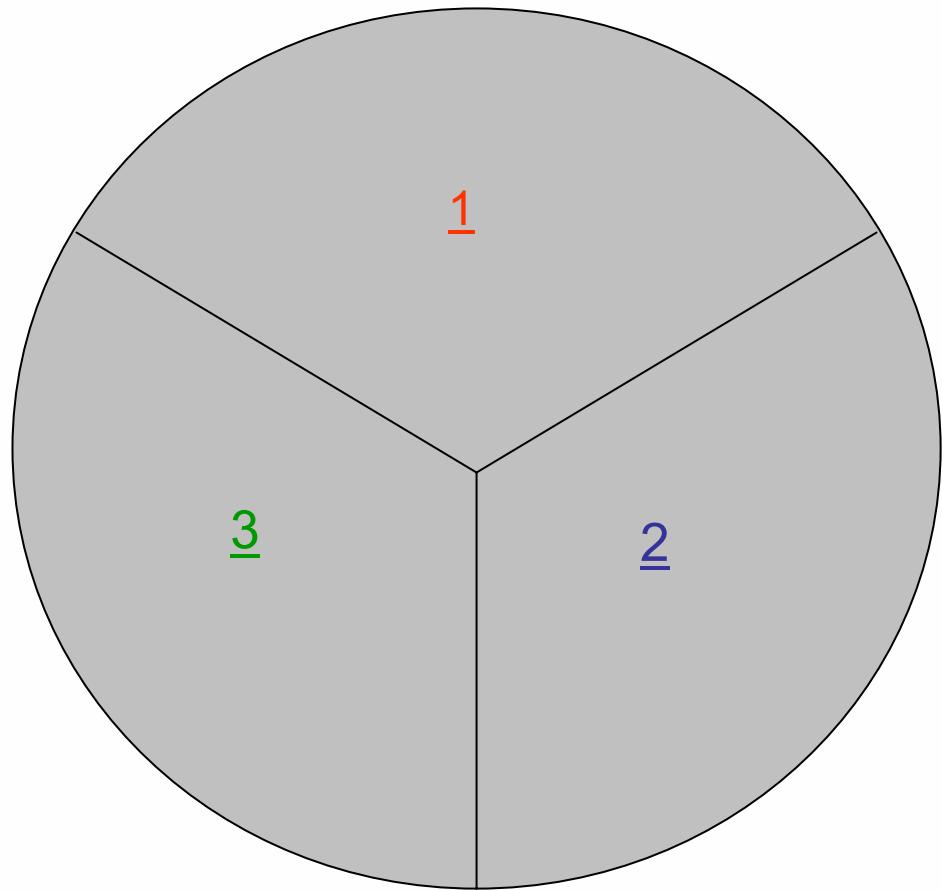
VZW towers are mostly 3 sector and omni directional towers.

Each sector has a designation associated with it:

1= Alpha =X

2= Beta =Y

3= Gamma =Z



# Sample Call Detail w/ Cell Sites

Switch	Date	Time	Orig C/G	Term C/G	Dir	MDN	Called #	ESN	CPN	Szr
Plymouth_Meeting2	7/13/2006	11:10:32	0	640	MF	6103607662	6103607662	2a0ab6c3	6103607662	43
Branchburg1	7/13/2006	11:10:26	292	1900	MO	6103607662	* 86	2a0ab6c3	6103607662	44
Branchburg1	7/13/2006	11:00:45	250	292	MT	6103607662	6103607662	2a0ab6c3	6103609438	24
Plymouth_Meeting2	7/13/2006	11:00:45	0	640	MF	6103607662	6103607662	2a0ab6c3	6103609438	71
Branchburg1	7/12/2006	16:07:42	126	1901	MO	6103607662	6103609438	2a0ab6c3	6103607662	4665
Branchburg1	7/11/2006	18:09:39	250	292	MT	6103607662	6103607662	2a0ab6c3	6103609438	3347
Branchburg1	7/11/2006	15:31:31	294	689	MO	6103607662	9083067788	2a0ab6c3	6103607662	98
Branchburg1	7/11/2006	15:31:04	294	603	MO	6103607662	9083097788	2a0ab6c3	6103607662	2
Branchburg1	7/11/2006	15:30:27	294	603	MO	6103607662	9083097788	2a0ab6c3	6103607662	24
Branchburg1	7/11/2006	15:30:11	294	602	MO	6103607662	9085913523	2a0ab6c3	6103607662	5
Branchburg1	7/11/2006	10:03:15	250	292	MT	6103607662	6103607662	2a0ab6c3	9088126899	1538
Branchburg1	7/11/2006	9:27:30	250	292	MT	6103607662	6103607662	2a0ab6c3	9083067496	15

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# Description of Call Detail

- Switch: The switch the call is hitting
- Date: The date of the call
- Time: The time of the start of the call (based on the switch)
- Orig C/G: Valid cell site for outgoing calls (**Only for MO calls**)
- Term C/G: Valid cell site for incoming calls (**Only for MT calls**)
- Dir:
  - MO=Outgoing
  - MT=Incoming
  - MF=Incoming to voicemail and in rare cases, mobile forwarding
- MDN: Your target number
- Called #: If outgoing, this is the number your target dialed
- ESN: Electronic Serial Number of your target
- CPN: If incoming, this is the number that called your target
- Szc: Duration of the call in seconds



# Sample RTT

Date *	Access Time	Call End Time *	Call Length (sec)	ESN	Subscriber #	Entry Type *	Init Cell	Init Sector	Access Dist (mi)	Last Cell	Last Sector
4-Apr	53:50.3	54:55.7	65.4	1438dac0	9084488669	Term	168	3	1.1	106	1
2-Apr	27:54.2	29:11.8	77.6	1438dac0	9084488669	Orig	292	2	0	292	2
1-Apr	25:42.5	26:44.8	62.4	1438dac0	9084488669	Orig	293	1	0.3	293	2
1-Apr	24:52.7	25:18.5	25.9	1438dac0	9084488669	Term	293	1	0.8	293	1
31-Mar	38:13.6	38:39.4	25.8	1438dac0	9084488669	Term	138	1	0.6	138	1
31-Mar	02:06.8	03:05.8	59	1438dac0	9084488669	Orig	14	1	0.8	14	1
31-Mar	20:24.7	20:31.6	7	1438dac0	9084488669	Orig	3	1	1.9	3	1
31-Mar	52:35.5	01:35.4	539.9	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	34:29.7	51:44.8	1035.1	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	34:13.1	34:13.1	0	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	32:49.6	33:55.8	66.2	1438dac0	9084488669	Term	0	0	0	0	0
30-Mar	33:55.7	33:55.7	0	1438dac0	9084488669	Term	138	1	0	138	1
30-Mar	32:46.8	33:54.0	67.2	1438dac0	9084488669	Orig	138	1	0.4	138	1
30-Mar	29:45.4	32:34.0	168.6	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	29:57.0	29:57.0	0	1438dac0	9084488669	Term	138	1	0	138	1
30-Mar	28:40.1	29:06.1	26	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	19:22.2	19:48.1	25.9	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	12:07.4	12:33.4	26	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	58:07.3	59:58.1	110.8	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	55:59.3	57:37.1	97.8	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	45:29.6	55:34.0	604.4	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	00:45.2	14:46.0	840.8	1438dac0	9084488669	Orig	138	1	0.4	138	1
30-Mar	26:05.8	37:39.4	693.6	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	25:02.6	25:42.9	40.3	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	43:02.2	55:28.4	746.2	1438dac0	9084488669	Term	138	1	0.4	138	1
30-Mar	41:35.3	42:44.2	69	1438dac0	9084488669	Term	138	1	0.4	138	1
30-Mar	14:52.4	20:28.5	336.2	1438dac0	9084488669	Orig	272	3	3.2	272	3
30-Mar	14:52.4	14:52.4	0	1438dac0	9084488669	Term	0	0	3.2	0	0
30-Mar	14:20.4	14:48.3	27.9	1438dac0	9084488669	Term	0	0	0	0	0

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# Sample Text Message Detail

MDN	MSG_SND_DT_TM	MSG_DLVR_DT_TM	ORIG_ADDR	DEST_ADDR
6103607662	5/15/2006 7:25	5/15/2006 7:25	1111	6103607662
6103607662	5/16/2006 8:27	5/16/2006 8:27	1111	6103607662
6103607662	5/16/2006 7:15	5/16/2006 7:15	1111	6103607662
6103607662	5/31/2006 16:00	5/31/2006 16:01	1111	6103607662
6103607662	6/4/2006 9:56	6/4/2006 9:56	endofitem@ebay.com	6103607662
6103607662	6/8/2006 6:56	6/8/2006 6:56	1111	6103607662
6103607662	6/12/2006 14:40	6/12/2006 14:42	6103609438	6103607662
6103607662	6/13/2006 8:12	6/13/2006 8:12	1111	6103607662
6103607662	6/13/2006 17:20	6/13/2006 17:20	6103607662	6103609438
6103607662	6/13/2006 17:49	6/13/2006 17:49	6103607662	6103609438
6103607662	6/13/2006 20:21	6/13/2006 20:21	endofitem@ebay.com	6103607662
6103607662	6/13/2006 7:52	6/13/2006 7:52	1111	6103607662
6103607662	6/13/2006 7:52	6/13/2006 7:52	1111	6103607662

# Sample CSG Report

## Destination IP Addresses Captured During an Internet Session

Mobile IP Address	Conn Start Date/Time	Duration	Dest IP Address	Ip Stats Upload Cnt	Ip Stats Download Cnt
75.207.161.57	7/2/2008 2:14	0	209.170.115.104	88	48
75.207.161.57	7/2/2008 2:14	0	64.236.115.12	1496	3033
75.207.161.57	7/2/2008 2:14	0	209.62.176.115	88	48
75.207.161.57	7/2/2008 2:14	4	206.46.230.134	1008	4246
75.207.161.57	7/2/2008 2:14	300	69.78.96.14	71	236
75.207.161.57	7/2/2008 2:14	2	209.62.182.190	716	887
75.207.161.57	7/2/2008 2:14	4	209.170.115.104	1420	15312
75.207.161.57	7/2/2008 2:14	4	209.170.115.104	1400	13275
75.207.161.57	7/2/2008 2:14	4	206.46.230.134	1860	9263
75.207.161.57	7/2/2008 2:14	1	206.46.230.68	1581	413
75.207.161.57	7/2/2008 2:14	12	206.46.232.39	12867	56132
75.207.161.57	7/2/2008 2:14	1	206.46.232.39	3156	5208

# Sample AAA Report

## Session Information for Internet Usage

ELEMENT	CALL_START	EVNT_STOP	MBL_IP_ADDR	SID	MSCID	CELL	MDN	GMT_START
AAA04ROCA	6/30/2008 7:44	6/30/2008 8:21	75.204.165.228	80	2	300	9089309080	6/30/2008 11:44
AAA04ROCA	6/30/2008 15:20	6/30/2008 16:00	75.205.207.121	80	2	300	9089309080	6/30/2008 19:20
AAA04ROCA	6/30/2008 21:57	6/30/2008 22:46	75.205.241.1	80	2	300	9089309080	7/1/2008 1:57
AAA04ROCA	7/1/2008 21:15	7/1/2008 22:15	75.207.161.57	80	2	300	9089309080	7/2/2008 1:15

- Target assigned dynamic IP address for each session
- Cell Site Locations available for session's start

# Sample PoC Detail

<u>Switch</u>	<u>PTT SID</u>	<u>Target MDN</u>	<u>Source MDN</u>	<u>GMT Offset</u>	<u>Call Start Date/Time</u>	<u>Dur</u>	<u>Outbound Octet Cnt</u>	<u>Inbound Octet Cnt</u>	<u>User Name</u>	<u>PTT Control Switch</u>	<u>PTT Src Type</u>
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 15:37	0	219	201	9086250473 @vzw3g.com	anjtmdah	3
PTT_Plym outhMtg	22	9086250473	9089302020	- 14400	10/21/2008 15:32	33	8190	4913	9086250473 @vzw3g.com	WMTPP AAA	1
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 14:31	0	168	203	9086250473 @vzw3g.com	anjtmdah	3
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 14:31	0	218	200	9086250473 @vzw3g.com	anjtmdah	3
PTT_Ann apolisJct	22	9086250473	9086250473	- 14400	10/21/2008 11:38	63	12551	12319	9086250473 @vzw3g.com	anjtmdah	1



# Law Enforcement Legal Compliance Guide

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04/23/2007

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## VERIZON Compliance Contacts

Office name	Function	Mailing Address	Hours	Telephone #	Fax #
<b>Verizon Communications - Landline, Internet, and Verizon Business (fMCI) services</b>					
<b>Security Control Center (SCC) Electronic Surveillance (ESAT)</b>	<ul style="list-style-type: none"> <li>▪ <b>Emergency requests</b> from Law Enforcement</li> <li>▪ Court orders, wire tap, pen traps for wire communications and packet switching electronic surveillance</li> <li>▪ IP Legal demands for Verizon Internet Services, Inc.</li> <li>▪ Call center for Verizon Security incident reporting</li> <li>▪ After-hours call center for all Security groups</li> </ul>	Verizon Security Control Center HQD03A78 P.O. Box 152092 Irving, TX 75015-2092	24 x 7 365 days	800-483-0722	800-997-9981
<b>Legal Compliance (LC) Subpoena Compliance</b>	<ul style="list-style-type: none"> <li>▪ Legal Requests – (Subpoenas, Court Orders, and Search Warrants) for Verizon Communications and Verizon Business telephone, UUNET IP, employee, and other miscellaneous records.</li> </ul>	Verizon (* name of state) Legal Compliance Custodian of Records 2701 South Johnson St. San Angelo, Texas 76904	Mon - Fri 8:00 AM - 4:30 PM EST, CST, MST, PST	888-483-2600	325-949-6916 325-947-3022
<b>Unlawful Call Center (UCC)</b>					
<ul style="list-style-type: none"> <li>▪ West</li> </ul>	Unlawful Call investigations in the following states: CA, FL, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI and for all Verizon Business areas	Verizon West Unlawful Call Center MC-TXD01613 2701 S. Johnson San Angelo, TX 76904	Mon - Fri 8:30 AM - 5:00 PM EST, CST, MST, PST	800-257-2969	325-944-5681
<ul style="list-style-type: none"> <li>▪ East</li> </ul>	Unlawful Call investigations in the following states: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV	Verizon East Unlawful Call Center Room 400 185 Franklin Street Boston, MA 02110	Mon - Fri 8:30 AM - 5:00 PM EST	800-518-5507	617-743-7486
<b>Telecommunications Fraud Group</b>	Telecommunications Fraud investigations	Verizon Security Fraud P.O. Box 110 Tampa, FL 33601 MC – FLTC0021	Mon – Fri 7:30 AM - 4:00 PM EST	800-483-6922	800-483-5998
<b>Verizon Airfone Legal Compliance</b>	Subpoenas and court orders for Airfone records	Verizon Airfone Inc. 2809 Butterfield Rd Oak Brook, IL 60522	Mon – Fri 8:00 AM - 5:00 PM CST	630-586-1184	630-573-9456
<b>Verizon Wireless Legal Compliance</b>	Subpoenas and court orders for Verizon Wireless records	Cellco Partnership d/b/a Verizon Wireless Custodian of Records 180 Washington Valley Road Bedminster, NJ 07921	Sun – Sat 7:00 AM – 8:00 PM EST Exigent Situations 24 x 7	800-451-5242	Subpoenas: 888-667-0028 Court orders: 908-306-7491

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# Verizon Communications Landline, Internet, and Verizon Business

## **Landline Emergency Requests - SCC 800-483-0722**

The Verizon Security Control Center (SCC) is a 24/7 365-day operation that provides assistance for Verizon Communications (does not include Wireless and Airfone) with regard to **Emergency/Life Threatening** situations such as 911 traces, active traces, last call buffers, subscriber information, Presidential traps and hostage/barricades.

### Hostage / Barricade Assistance

#### Options available to Law Enforcement in a Hostage / Barricade Situation:

- a. Operator Breakthrough
  1. If the Target Number is busy and LEA needs to break the line, contact the Local Verizon Operator to perform the breakthrough. LEA should dial "0" and give operator "code red" or "911" as code so LEA will not be charged for this service.
- b. Change Target Number / Remove Calling Features
  1. Changes the Target Number to prevent any incoming calls. New phone number will be given to Law Enforcement only. Also, calling features will be removed so the barricaded subject will not be able to utilize for their advantage.
- c. Deny Origination
  1. Prevents any outgoing calls being made from the target location.
  2. Cannot have a Ringdown if you have Deny Origination.
- d. Ringdown
  1. If the Target Number picks up the phone to dial out, then it will automatically ring the number designated for Law Enforcement.
  2. Ringdowns can be performed to Landlines or Cell Phones.
  3. Cannot have Deny Origination if you have Ringdown.
- e. Force Out of Service
  1. If the Target Number is busy when LEA attempts to call, then the number can be forced out of service to terminate the service, therefore disconnecting the call. The number will then be forced back into service, so LEA can make contact.
- f. Digital Tone
  1. Sends a 3-decibel sound on the phone line to irritate the subject so they hang up the phone.
  2. Only available on certain switches.

#### Information needed from Law Enforcement:

- a. Phone number(s) of barricade location.
- b. Address of barricade.
- c. Dispatch number of LEA agency for verification.
- d. Name and can be reached number for LEA agent on site.

#### If unable to provide a Phone number and the Address is invalid:

- a. Provide a phone number of a neighbor or business on the same street.
- b. Provide a phone number or name of apartment complex.
- c. Advise if the city could possibly be different.
- d. If possible provide a direction on the street.

Note: VZ Security has no control over defective customer Premise Equipment (telephones, inside wiring, jacks, telephone drops).

## **IP / Internet Services - Verizon Internet Services Inc 800-483-0722, Verizon Business 888-483-2600**

Verizon Internet Services (aka Verizon Online) provides online dial-up, remote Internet access, and high bandwidth dedicated access. Verizon Business (formerly MCI) is a global telecommunications company with an expansive IP network, providing data and Internet services to businesses (including Internet Service Providers), state and federal government entities, and residential customers worldwide. UUNET Technologies, Inc.- Verizon Business, provides wholesale online dial-up, remote Internet access and high bandwidth dedicated access and IP relay services.

In order to respond to a legal demand for IP information, the following information is required to obtain accurate results:

- Internet Protocol ("IP") address
- Date of connection
- Time of connection
- Time zone (time zone information is critical, as the time zone is determined by the machine on which the connection is logged, regardless of the geographic location of the machine or of the end user).

Verizon cannot provide information that is not specific to the legal request. Please be specific when requesting information.

A court order is required for content information.

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## Electronic Surveillance Assistance Team (ESAT) 800-483-0722

The Verizon Electronic Surveillance Assistance Team processes all court ordered traps and traces, DNR/Pen Registers, Feature Checks, Caller ID, Title 3 Oral Intercepts, FISA Orders, CALEA Solutions and 48 Hour Emergency Court Orders.

### Court Orders

Verizon's ESAT is the recipient of court ordered requests for pen registers, trap & trace, and/or wire intercepts. Verizon cannot provide information that is not specific to the court order. Court orders must provide all information that is required by Verizon to fulfill the order.

#### Typically, all court orders should include the following information:

- Verizon must be instructed to furnish specific information, facilities, and technical assistance necessary to accomplish the installation of the pen register, wire intercept or trap and trace device.
- If known, the identity of the person(s) whose name is associated with the telephone line or other facility that is the target of the intercept and the person who is the subject of the criminal investigation.
- List telephone number only once, and if multiple numbers then reference target numbers 1, 2, etc. If known, the physical location of the telephone line to which the pen register or trap and trace device is to be attached, or the place where authority to intercept is granted. The identity of the agency authorized to intercept the communications, and the identity of the agency to be billed for any charges associated with providing technical assistance.
- A non-disclosure statement directing Verizon not to disclose the existence of the court order to any persons, unless ordered by the court.
- A signature by the proper authority.

#### Please note the Verizon Policies with regard to all court orders:

- Verizon does not provide Law Enforcement with any equipment such as DNRS (Dial Number Recorders) /Pen Registers, or Caller ID (CND) Blocking units.
- Verizon does not allow any equipment to be connected inside Central Offices.
- Verizon will accept court orders via facsimile, mail or in person.
- Court order extensions are to be provided to Verizon Security prior to the expiration date of the original order, for the interception to continue uninterrupted. **It is Law Enforcement's responsibility to submit court order extensions prior to the expiration date.**
- You will receive a bill from Verizon Security for all court order services provided. You may also receive a separate bill from the Verizon Business Office for any additional services (B1 line / Circuit).

### Surveillance Camera Requests

Verizon requires a court order for any attachments to Verizon owned poles, including surveillance cameras. For installations involving connection to the Verizon network, on a pole that is wholly owned by another utility company, Verizon requires a letter from the utility, advising that they have approved the LEA installation. At the federal level the All Writs Act, 28 USC Section 1651, provides a basis for court orders for surveillance cameras.

#### Court Order Charges (Charges are based per telephone number)

##### **Charges are subject to change without prior notice**

FUNCTION	CHARGE
COURT ORDER PROCESSING FEE: (Per telephone number)	\$50
TRAP & TRACE	
Trap Set-Up Fee: (Per Event)	\$50
Recurring Daily Charge	\$10
(Estimated Price: Court Order Process fee \$50 + Trap set-up fee \$50 + Daily trap fee (\$10 X 60 days) = \$700)	
CALLER ID ADDED TO TARGET NUMBER	\$50
CUSTOMER FEATURE CHECKS (Per Event)	
Call Forwarding Check, Speed Dial List	\$25
Engineered Circuits/B1/Dry Pair for DNR:	Tariff rate per state

**COURT ORDER EXTENSIONS** must be received before the original order expires to avoid being billed another court order processing fee.

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## **Legal Compliance 888-483-2600**

The Verizon Legal Compliance Team is a point of contact for processing legal requests concerning telephone records as set forth in Title 18, United States Code, Section 2703(c)(2). The requests processed by Legal Compliance are generally for basic telephone information including subscriber (name and address), billing information, and usage/toll records which are billed to the customer. The team also handles requests for miscellaneous records, special computer searches, employee records and records for Verizon Business.

### **Special Computer Searches** (formerly known as nfiles, AMA searches, data dumps UMS searches and tape edits)

Special Computer Searches are processed to identify available incoming or outgoing calls for a particular telephone number on a specific day or period of time. **There is a charge for this service because records of these calls are not kept in the normal course of business.** The governing statute is 18USCS §2706(a). A Special Computer Search will produce a report displaying the date, time and duration of the available calls found. Originating numbers displayed on the report must be verified with all companies. Calls carried by other carriers should be confirmed with that carrier.

## **Legal Compliance Charges**

### **Charges are subject to change without prior notice**

Service	Charges
Legal document responses	\$0.10 per screen print
Diskette/CD	\$10 processing fee
Special Computer Searches	\$150.00 per telephone number per day regardless of results. Charge is inclusive of incoming and outgoing calls, regardless of whether you request both or just one way.

## **Unlawful Call Center (UCC) West and Verizon Business-800-257-2969, East-800-518-5507**

Verizon Unlawful Call Center (UCC) handles unlawful calls and refers unwanted calls (misdirected/telemarketers) to the service center listed on the customer's telephone bill. The UCC only investigates a complaint of unlawful calls when the customer files a telephone harassment complaint with their local law enforcement agency. The results of a UCC investigation will only be released to a law enforcement agency. Customers should contact their local Law Enforcement prior to contacting the UCC for emergency situations to life threats, bomb threats, kidnappings, missing persons and runaways. Law Enforcement should then contact the UCC for assistance; if after hours, holidays or weekends Law Enforcement can contact the SCC at 800-483-0722.

- A successful case for both the UCC West and Verizon Business (fMCI) offices is determined by three “matched” (originating from the same telephone number) traced calls.
- A successful case in the UCC East office is determined by two “matched” (originating from the same telephone number) traced calls.
- Requests for information pertaining to an emergency threat to life will be processed after one call is traced or trapped.
- Calls carried by other carriers should be confirmed with that carrier. Originating numbers must be verified with all companies.

**Call Trace** - Verizon provides Call Trace for customers to initiate their own trace by dialing \*57 (or pressing 1157 for rotary telephones) immediately after a call has been completed and before another call is received. Upon completion of a successful trace, Verizon records the caller's telephone number, date and time of the call in its switch. This service is available in most central offices. Call Trace is the most reliable method of tracing calls. There is a charge that varies by state for using this service.

**Manual Trap** - Manual traps are only an option when call trace (\*57) is not available to the customer.

Verizon can program a switch to “trap” call information for a particular telephone number if Call Trace is not available. Once the trap has been placed on the line, and the customer has reported the date and time of the call, the centers can search for the reported call in their system.

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## **Telecommunications Fraud 800-483-6922**

The term "telecommunications fraud" is used to describe a variety of illegal activities, the purpose of which is to obtain and use telephone services without paying for them. It is a multi-billion-dollar problem throughout the telecommunications industry. There are many types of fraud, which both local and long distance providers experience on a daily basis. The various types of fraud that Verizon Security Telecommunication Fraud investigates include, but are not limited to the following:

Types of Fraud	Description
Billing Evasion	Illegal access and use of telephone services to avoid payment
Call Forwarding	Illegally forwarding a subscriber's telephone service to a target telephone number
Call Sell Operations	Illegal telephone service activity facilitated by an organized crime ring
Calling Card	Illegal use of a subscriber's calling card
Clip-On	Illegal hook-up/connection and use of a subscriber's telephone line
Identify Theft	Illegal use of someone's personal information to obtain telephone service
PBX Intrusion	Illegal access and use of a business subscriber's PBX system
Social Engineering	Illegally obtaining personal/credit information from subscribers by callers who misrepresent themselves
Subscription	Illegal obtaining of telephone service via false information
Third Party Billing	Illegal billing of third party calls to a subscriber
Voice Mail Intrusions	Illegal access and use of voice mail systems

## **VERIZON AIRFONE 630-586-1184**

Verizon Airfone provides in-flight phone services on certain airlines.

Requests for Airfone call record information via Subpoenas, Search Warrants, Court Orders and Summonses can be forwarded to:

### Primary

Peggy Kasallis  
Executive Assistant  
Verizon Airfone Inc  
2809 Butterfield Rd.  
Oak Brook, IL 60522

E-mail : [peggy.kasallis@verizon.com](mailto:peggy.kasallis@verizon.com)

Telephone: 630 586-1184

Fax: 630 573-9456

### Alternate

Robert Combs  
Director Operations  
Verizon Airfone Inc  
2809 Butterfield Rd.  
Oak Brook, IL 60522

[rob.combs@verizon.com](mailto:rob.combs@verizon.com)

630 575-1287

630 573-0150

Requests may be submitted Monday through Friday 8:00 AM – 5:00 PM CST.

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# VERIZON WIRELESS 800-451-5242

## General Information for serving subpoenas, search warrants and court orders:

Corporate name: Cellco Partnership d/b/a Verizon Wireless  
 Mailing address: 180 Washington Valley Road  
 Attn: Custodian of Records  
 Bedminster, NJ 07921

Contact number: 800-451-5242\_ (press “1” for general information, press “2” for subpoenas, press “3” for court orders and press “4” for EXIGENT situations)

Hours: Subpoenas normal business hours: 7 a.m. - 8 p.m. Sunday - Saturday  
 Court Orders normal business hours: 7 a.m. - 8 p.m. Sunday - Saturday  
***Exigent situations 24X7: Prompt “4” on 800-451-5242***

Fax numbers: 888-667-0028 for subpoenas and search warrants  
908-306-7491 & 908-306-7492 for court orders and exigent situations

Please be very specific with your requests and the timeframe for which you need the information. Do not include such wording as “any and all records” as this is much too broad a statement.

Subscriber: name, address, social security number, contact numbers, activation date and number of mobiles on the account for the current subscriber unless a timeframe specified  
 Tolls: date, time, number dialed and the length of call for outbound calls; only non-restricted inbound call numbers  
 Call Detail Records: date, time and length of call for outbound and inbound calls; captures outbound digits and inbound call numbers  
 Calls to a Number: date, time and length of calls for all mobiles that called a specific destination number  
 Location: cell site that handled the call (requires a court order)  
 Features: list of the features on the customer’s phone  
 Payment history: date, source and amount of payments  
 ESN: electronic serial number of the device

## Effective August 1, 2006 Document Production General Fee Schedule – Criminal<sup>1</sup>

Type of Request	Fee
Subscriber	No charge
Call detail/tolls/bill copies	No charge
Payment history	No charge
Copy of service application (when available)	No charge
Check copy or credit card number (when available)	\$35.00
Call detail report with cell site information within 30 days	\$1.00 per day per number
Call detail report with or cell site information over 30 days	\$5.00 per day per number
All mobiles that called a number within 30 days	\$1.00 per day per number
All mobiles that called a number over 30 days	\$5.00 per day per number
Voicemail pass code reset	\$50.00 per reset
Cell site call searches	\$30.00 per hour (length of request) per cell site if in Legal Dept. systems \$60.00 per hour (length of request) per cell site if has to be researched by Network Dept. (\$15.00 min. per site regardless)
Expert testimony	\$125.00 per hour
Text Content	\$50.00 per each 5-day increment, per number
Picture Content	\$50.00 per search

<sup>1</sup>Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

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**Electronic Surveillance Fee Schedule<sup>2</sup>**

**\*\*\*Verizon Wireless' Surveillance Fees are Prorated\*\*\***

<b>Type of request</b>	<b>Fee</b>
Force to analog (Lucent)	\$25.00 per request
CALEA Title III – new order	\$50.00 administrative fee \$25.00 set-up per switch – max \$75.00 \$700.00 monthly service and maintenance fee per target per switch OR \$1,750.00 monthly service and maintenance fee per target for 3+ switches
CALEA Title III – renewal	\$500.00 monthly service and maintenance fee per target per switch OR \$1,250.00 monthly service and maintenance fee per target for 3+ switches
CALEA Pen/Trap & Trace – new order	\$50.00 administrative fee \$20.00 set-up per switch – max \$60.00 \$400.00 monthly service and maintenance fee per target per switch OR \$1,000.00 monthly service and maintenance fee per target for 3+ switches
CALEA Pen/Trap & Trace – renewal order	\$300.00 monthly service and maintenance fee per target per switch OR \$750.00 monthly service and maintenance fee per target for 3+ switches
Per Court Order Requests for Information	Subject to the General Fee Schedule only if the surveillance order was served on another carrier
On going Surveillance information without equipment (twice per week hard copy)	\$50.00 administrative fee \$400.00 monthly service fee

<sup>2</sup>**Billing may be subject to adjustment based on applicable laws. Rates are subject to change.**

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## Area Code reference

201 New Jersey	303 Colorado	415 California	541 Oregon	661 California	780 Alberta	878 Pennsylvania
202 Washington DC	304 West Virginia	416 Ontario	551 New Jersey	662 Mississippi	781 Massachusetts	880 Paid 800 Service
203 Connecticut	305 Florida	417 Missouri	557 Missouri	664 Monserrat	784 St.Vincent & Grenadines	881 Paid 881 Service
204 Manitoba	306 Saskatchewan	418 Quebec	559 California	667 Maryland	785 Kansas	888 888 Toll Free
205 Alabama	307 Wyoming	419 Ohio	561 Florida	669 California	786 Florida	900 900 Service
206 Washington	308 Nebraska	423 Tennessee	562 California	670 Marian Is (CNMI)	787 Puerto Rico	901 Tennessee
207 Maine	309 Illinois	424 Arizona	563 Iowa	671 Guam	800 800 Service	902 Nova Scotia & Prince Edward Is
208 Idaho	310 California	425 Washington	564 Washington	678 Georgia	801 Utah	
209 California	312 Illinois	430 Texas	567 Ohio	679 Michigan	802 Vermont	903 Texas
210 Texas	313 Michigan	432 Texas	570 Pennsylvania	682 Texas	803 South Carolina	904 Florida
212 New York	314 Missouri	434 Virginia	571 Virginia	700 IC Services	804 Virginia	905 Ontario
213 California	315 New York	435 Utah	573 Missouri	701 North Dakota	805 California	906 Michigan
214 Texas	316 Kansas	438 Quebec	574 Indiana	702 Nevada	806 Texas	907 Alaska
215 Pennsylvania	317 Indiana	440 Ohio	580 Oklahoma	703 Virginia	807 Ontario	908 New Jersey
216 Ohio	318 Louisiana	441 Bermuda	585 New York	704 North Carolina	808 Hawaii	909 California
217 Illinois	319 Iowa	442 Arizona	586 Michigan	705 Ontario	809 Virgin Is & Other Caribbean Is Dominican Republic	910 North Carolina
218 Minnesota	320 Minnesota	443 Maryland	600 Canada (TWX)	706 Georgia		912 Georgia
219 Indiana	321 Florida	445 Pennsylvania	601 Mississippi	707 California		913 Kansas
224 Illinois	323 California	450 Quebec	602 Arizona	708 Illinois	810 Michigan	914 New York
225 Louisiana	325 Texas	464 Illinois	603 New Hampshire	709 Newfoundland	812 Indiana	915 Texas
227 Maryland	330 Ohio	469 Texas	604 British Columbia	710 US Government	813 Florida	916 California
228 Mississippi	331 Illinois	470 Georgia	605 South Dakota	712 Iowa	814 Pennsylvania	917 New York
229 Georgia	334 Alabama	473 Grenada	606 Kentucky	713 Texas	815 Illinois	918 Oklahoma
231 Michigan	336 North Carolina	475 Connecticut	607 New York	714 California	816 Missouri	919 North Carolina
234 Ohio	337 Louisiana	478 Georgia	608 Wisconsin	715 Wisconsin	817 Texas	920 Wisconsin
239 Florida	339 Massachusetts	479 Arizona	609 New Jersey	716 New York	818 California	925 California
240 Maryland	340 U.S. Virgin Is	480 Arizona	610 Pennsylvania	717 Pennsylvania	819 Quebec	928 Arizona
242 Bahamas	341 California	484 Pennsylvania	612 Minnesota	718 New York	828 North Carolina	931 Tennessee
246 Barbados	345 Cayman Is	500 Personal Communications Svcs	613 Ontario	719 Colorado	830 Texas	935 Arizona
248 Michigan	347 New York		614 Ohio	720 Colorado	831 California	936 Texas
250 British Columbia	351 Massachusetts	501 Arkansas	615 Tennessee	724 Pennsylvania	832 Texas	937 Ohio
251 Alabama	352 Florida	502 Kentucky	616 Michigan	727 Florida	835 Pennsylvania	939 Puerto Rico
252 North Carolina	360 Washington	503 Oregon	617 Massachusetts	731 Tennessee	843 South Carolina	940 Texas
253 Washington	361 Texas	504 Louisiana	618 Illinois	732 New Jersey	845 New York	941 Florida
254 Oklahoma	369 Arizona	505 New Mexico	619 California	734 Michigan	847 Illinois	947 Michigan
256 Alabama	380 Ohio	506 New Brunswick	620 Kansas	737 Texas	848 New Jersey	949 California
260 Indiana	385 Utah	507 Minnesota	623 Arizona	740 Ohio	850 Florida	951 Arizona
262 Wisconsin	386 Florida	508 Massachusetts	626 California	752 California	856 New Jersey	952 Minnesota
264 Anguilla	401 Rhode Island	509 Washington	627 Arizona	754 Florida	857 Massachusetts	954 Florida
267 Pennsylvania	402 Nebraska	510 California	628 California	757 Virginia	858 California	956 Texas
268 Antigua/Barbuda	403 Alberta	512 Texas	630 Illinois	758 St Lucia	859 Kentucky	959 Connecticut
269 Michigan	404 Georgia	513 Ohio	631 New York	760 California	860 Connecticut	970 Colorado
270 Kentucky	405 Oklahoma	514 Quebec	636 Missouri	763 Minnesota	862 New Jersey	971 Oregon
276 Virginia	406 Montana	515 Iowa	641 Iowa	764 California	863 Florida	972 Texas
278 Michigan	407 Florida	516 New York	646 New York	765 Indiana	864 South Carolina	973 New Jersey
281 Texas	408 California	517 Michigan	647 Ontario	767 Dominica	865 Tennessee	975 Missouri
283 Ohio	409 Texas	518 New York	649 Turks & Caicos	770 Georgia	867 Yukon & NW Terr.	978 Massachusetts
284 British Virgin Is.	410 Maryland	519 Ontario	650 California	772 Florida	868 Trinidad & Tobago	979 Texas
289 Ontario	412 Pennsylvania	520 Arizona	651 Minnesota	773 Illinois	869 St Kitts & Nevis	980 North Carolina
301 Maryland	413 Massachusetts	530 California	657 California	774 Massachusetts	870 Arkansas	984 North Carolina
302 Delaware	414 Wisconsin	540 Virginia	660 Missouri	775 Nevada	872 Illinois	985 Louisiana
				778 British Columbia	876 Jamaica	989 Michigan