Irvine Police Department Communications Division Procedure
SBC/AT&T California provides methods to retrieve subscriber information on both listed and unlisted phone numbers for the purposes of an emergency. These resources are to be used only in the event of an emergency and/or where a threat to public safety exists. This information should not be used for routine investigative purposes.

The VESTA phone system allows a search of a phone number by use of the "Manual ALI Query" feature. This feature can only be used to retrieve subscriber information for numbers that SBC/AT&T California provides service for. If a "Manual ALI Query" is performed, the dispatcher performing the inquiry will print the information received. The reason the query was performed and for whom should be included on the printed information and forwarded to the Bureau Supervisor.

Information on how to retrieve subscriber information from other service providers and/or initiate an emergency phone trace can be found in the INFO TELEPHONE TRACE file.

Dispatchers should be prepared to explain the general circumstances of the emergency to the security department of the telephone company. This information is available for official use only and may not be given to the general public.

If emergency trace information is obtained via SBC/AT&T California security unit, the dispatcher shall fill out a "Release of Subscriber Information" form. This form will be forwarded to the Bureau Supervisor.
EMERGENCY PHONE TRACE

*** All Numbers Listed Are To Be Used In Emergencies Only ***

ATT
Business Hours ................................................................. 

Back-traces, Emergency listings, and Barricade/Hostage events.
Also May Show "PBATT" On All Screen
Use This Number For All Other Emergency Calls As Well

Traps: Annoying/Harassing calls/Bomb Threats ....

At&T Trace .................................................................
Wireless After Hours ................................................................. 

Verizon Wireless Emergency Assistance ..................... 
For 911 problems, 925 phone calls on 911

**** Cellular Trace Phone Numbers ****

Identify Cellular Phone Company By Cell Phone Telephone Number.

Verizon ........................................ Law Enforcement Line...
.................................................................................. FAX

Nextel Communications/Boost Mobile ...................... FAX

T-Mobil .................................................. FAX

Virgin Mobil .................................................. FAX

Sprint PCS/Nextel .................................................. FAX

At&T Wireless .................................................. FAX
Cingular

Metro PCS

*** Other Phone Company Trace Numbers ***

ALLTEL

Cox Communications

Sprint/PCS (Wireless)

** Phone Buffer Information Retrieval Procedure For Homicide Investigations **
Refer To Training Bulletin 97-03

Phone At Crime Scene Should *Not* Be Used To Place These Calls. The Phone At The Crime Scene Should Be Placed Or Kept Off The Hook.

A Search Warrant Or Court Order Will Be Required To Release The Last Call Buffer Information, However, The Telephone Company’s Will Download The Information And Retain It Until Court Order Is Served.

Verizon (24 Hrs)

Fax # For Court Order

Will Only Release Info For Emergencies

If Court Order Is Not Immediately Available, GTE Will Send The Information To Their Security Dept. In Thousand Oaks.
DATE:

TO: Telephone Service Provider
Compliance/Legal Department

FROM: IRVINE POLICE DEPARTMENT

RE: EMERGENCY REQUEST FOR RECORDS

CELLULAR NUMBER: (____)________________

This office received a distress call for assistance on _______________ 200 , at __________ a.m./p.m. Based upon that phone call we believe that one or more people face immediate danger of death or serious physical injury. As such, we request that you promptly provide us with the following information so that we may render emergency assistance.

Current subscriber name and billing address information for the above-referenced telephone number.

And/or

Cell site or location information for the call placed by the above referenced telephone number.

Signature: ____________________________________________

Printed Name: __________________________________________

Title: ________________________________________________

Address: One Civic Center Plaza

City, State, and Zip: Irvine, California 92606

Contact Number:

Fax number:
PSAP Request Form

To: T-Mobile USA

From: Name: __________________________
Agency: __________________________
Address: __________________________
Phone: __________________________
Fax: __________________________

This is an emergency request for information on the following wireless number:

(____) ______ - _______

This agency received a 911 emergency call for assistance from or concerning the above wireless telephone number. Information received leads us to believe that T-Mobile services this number.

<table>
<thead>
<tr>
<th>Date of Call</th>
<th>Time of Call</th>
<th>Duration Min : Sec</th>
<th>Nature of Call</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Based on that telephone call, we believe that one or more people utilizing that number face immediate danger of death or serious bodily injury. Pursuant to 47 U.S.C. § 222(g), 18 U.S.C. § 2702 and 47 C.F.R. § 20.18 and subject to state and federal perjury penalties, we request that you promptly provide to the extent available, the following information necessary to initiate the appropriate response (Please use the above contact information to deliver your response).

_____ Subscriber name, billing address, home and business phone numbers for the above number

_____ Cell site or location information for the 911 call from the above number

_____ Current location information for the above number (one time ping)

REQUESTING AGENCY INFORMATION

<table>
<thead>
<tr>
<th>Title</th>
<th>Employee Name &amp; ID Number</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Requesting Agency Case Number

Requesting Agency Dispatch Log Number

This form has been modified from the Wireless 9-1-1 Emergency Information Request Fax Form provided by NENA, The National Emergency Number Association. The original form is Copyright 2004 by the Alliance for Telecommunications Industry Solutions, Inc. All rights reserved.

- 3974 -
IMMEDIATE THREAT/PUBLIC SAFETY

TO: Cellebri Partnership d/b/a Verizon Wireless

RE: Cellular No: (______)

Call to: (______) on _______ at _______

Destination Number Date Time

Our agency is handling a situation involving the immediate danger of death or serious physical injury to a person. Accordingly, I request a copy of the Verizon Wireless information to be immediately sent as instructed below.

Information for verification purposes:

Name: __________________________________________ Rank/Title: __________________________________________

Law Enforcement Agency: __________________________________________________________

Address: _______________________________________________________________________

Phone No: __________________________ Fax No: __________________________

Please provide the following information to the above fax number as soon as possible:

By signing this form, I swear to the facts contained herein.

Requesting officer/agent signature: __________________________ Date: __________________________
IRVINE POLICE DEPARTMENT

RELEASE OF PACIFIC BELL SUBSCRIBER INFORMATION

Date/Time: ____________________________

Phone Number: _________________________

Subscriber: ____________________________

Address: ______________________________

CH Number: _____________________________

Circumstances: _________________________

_____________________________________

Requested By: _________________________

"In Partnership with the Community"
PSAP REQUEST FORM FAX/EMAIL COVERSHEET (2pgs)

PLEASE REVIEW/COMPLETE/SIGN PSAP FORM

YOUR AGENCY FAX COVER SHEET OR DEPT LETTERHEAD HAS TO BE ATTACHED TO THE PSAP FORM & FAXED TO 813.801.8863

* IMPORTANT NOTICE:* Due to high call volume of 911/Exigent Circumstance Calls

We request you allow reasonable time for a returned call and/or receive the requested information via fax/email/phone.

If you have faxed a form and have not received the information in a reasonable time please call to confirm the faxed form was received.

PLEASE NOTE INCOMPLETE REQUESTS WILL NEED TO BE AMENDED & WILL DELAY OUR RESPONSE TIME