Records for the Pacific Telesis Group companies. They are responsible for processing requests from law enforcement for telephone records retained in the normal course of business. These records typically include subscriber information, billing information and toll records for Pacific Bell customers. The toll record requests provide Pacific Bell service area toll and does not include calls made in the local calling area (within 9 miles) or long distance information. All subscriber information is provided by legal process only.

Operations Information Control Center (OICC)
Main Number: 800-275-0014
Fax Number: 916-977-0077

The OICC is the point of contact for emergencies, accidents, service failures, or any other situations affecting the network, physical plant, buildings, and personnel of Pacific Bell and Nevada Bell. This organization is also responsible for processing calls from law enforcement that are deemed to be an imminent threat to life. These calls include the following

Hostage/Barricade incidents 911 Emergency listings Backtraces of live telephone calls

Due to the sensitive nature of these requests, this organization should only be contacted for life threatening circumstances.

Traps and Traces Center

Main Number: 800-698-7223
When Dialing Outside of CA: 800-348-8727
VIP Traps: 925-815-5160

The Traps and Traces Center (formerly known as the Annoyance Call Bureau) is primarily responsible for assisting subscribers with annoyance call situations (653M). Telephone subscribers will be required to have a law enforcement case number before a trap is placed and the results are only released to investigating agency. They are responsible for handling traps during imminent threat situations (bomb threats) that do not require a court order, and VIP traps at the request of law enforcement for dignitary protection situations. When an annoyance call case is determined to be <code>successful</code>, Traps and Traces provides <code>suspect</code> information to law enforcement including:

Name, address and telephone number of suspect/s Dates/times calls were placed

Traps and Traces only informs the victim that the information has been released to law enforcement but does not provide details.

INTRODUCTION AND OVERVIEW

The following information is intended to provide law enforcement agencies a reference guide to assist in contacting the appropriate organization within Pacific Telesis Group companies. These subsidiaries include Pacific Bell, Nevada Bell, Pacific Bell Directory, Pacific Bell Information Services, Pacific Bell Internet and Cingular Wireless (formerly Pacific Bell Wireless). The information provides a brief description of each organizationis responsibilities as well as contact and facsimile numbers. It should be noted this information applies solely to customers of Pacific Telesis Group and SBC subsidiaries.

Asset Protection - Investigations

Main Number: 800-807-4205

Asset Protection (also known as Corporate Security or Investigative Services) has the primary responsibility for internal investigations within Pacific Telesis Region. They are also responsible for investigating crimes where these companies are determined to be 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.

Asset Protection - 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. These services include the following:

Court Ordered traps, traces and 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

National Security Letters

Note: Many of these services require a fee.

Legal Process Center

Fax Requests to: 214-464-2854 Information and Status: 408-554-7695

Mailing Address: 485 S. Monroe St., Room 115

San Jose, CA 95128

The Legal Process Group serves as the Custodian of

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Corporate Fraud Management Main Number: 800-953-5366

The Corporate Fraud Data Management (CFDM) team is responsible for detecting and preventing telephone fraud. These issues include calling card fraud, theft of

telephone services, and other prevalent organized telephone fraud schemes. They are also the corporation's subject matter experts in educating consumers and businesses about the potential for telecommunications fraud. Using another customer's social security number and driver's license for fraudulent purposes is the most common reason for law enforcement involvement.

Pacific Bell Internet Legal Process

Main Number: 210-246-8611 Fax Number: 210-246-8699

SBC Internet Services Legal Department receives and processes valid legal process for IP addresses and subscriber information. This Team also accepts requests for preservation of records pursuant to Title 18, Section 2703 by fax, mail, or personal service. Legal Process can be forwarded for the following companies:

Nevada Bell Internet Southwestern Bell Internet SNET Internet Services Ameritech Interactive Media Services

Address requests to: SBC Internet Services

ATTN: Custodian of Records 300 Convent Street, Room 18C2 San Antonio, Texas 78205

Cingular Wireless Legal Process & Court Orders

Main Number: 866-254-3277 Fax Number: 866-856-0149

This organization is the point of contact for law enforcement to obtain information about a Cingular Wireless (formerly Pacific Bell Wireless) subscriber. They serve as the Custodian of Records for subscriber information or calling detail. They can also assist law enforcement with questions regarding the following:

Subscription Fraud
Blacklist Stolen Phones
Legal Processing - subpoena requests, search warrants, court orders (California and Nevada)

All requests for surveillance, traps, wiretaps and pen registers for all of Cingular Wireless territories, including court orders and subpoena compliance requests for Southwestern Bell Wireless, CellularOne, SNET, Delaware Valley Cellular and Ameritech Wireless, should be sent to:

Cingular Wireless Subpoena Compliance Center Attn: Custodian of Records 5600 Glenridge Drive, Suite G418 Atlanta, GA 30342

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