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 http://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.

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.

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.

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.

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.

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).

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.

Unlisted Numbers

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

Customer Information via Customer Name and/or Street Address

Ameritechs business records are organized primarily by telephone account number rather than by customers name or address.

Please consult directory assistance to obtain a customers phone number before sending a request to Ameritech. We will provide any current subscriber information found in our date base. Ameritechs 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 (http://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 (http://www.primeris.com.fonefind/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.

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 customers telephone number. Call record information is available ten days after completion of the customers 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.

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

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, Drivers License number, and other miscellaneous information.

A credit history is a customers payment history with Ameritech.

All information may not be available on older accounts.

Toll Records Includes long distance calls that are billed to an Ameritech customers 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.

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 Protections AMA Technology group handles AMA legal process requests. Legal process for AMAs 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 understanding format. As an example, the following is the raw data of a phone call from 309-671-3080 to 217-524-8079: AA00625C110C036C0692568C013C0924698C50405C00000C020000C0C0C0C0C012C309C6713080C0C 00217C5248079C1007445C0000001357C02881C50405C1007390C000001411C010C3034C0C1C3C. This message contains 157 characters

Examples of an edited report:

• '			
Orio	qına	ting	Report:

		CPCTC							
CALL	MEDIA	ORI	G ORIGIN	AT TERM	TERMIN	CONNECT	ELAPS	ED	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	ORI	G ORIGIN	AT TERM	TERMIN	CONNECT	ELAPS	ED	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
1:24:0	06:01					
006	00/11/13	608	263-99xx	608	848-59xx	17:17:28
0:25:1	33					

Call Type - numeric code that identifies how a call will be billed. This is used primarily for internal billing purposes

Date Media- date of the call by year/month/day

NPA & Number (originating) displays the area code and telephone number where a call was placed from.

NPA & Number (terminating) displays the area code and telephone number where a call was placed to.

Time Connect time the call was answered. All times are in military hr/min/sec 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 AMAs. 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 Ameritechs 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 customers 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 partys 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 customers 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 customers monthly charges occur. Billing periods differ based upon the customers telephone numbers.

BUS

(Abbreviation) code, which appears on a customers 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 callers 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 customers 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 customers 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 customers 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.

MIID

Message Unit Detail; any and all local outgoing calls from a subscribers 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 customers accounts.

NTN

Indicates there has been a change on a customers 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 customers telephone accounts, such as usage and listing information.

Retention

Length of time Ameritech is required to keep or store customers 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 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

Include complete return address and contact information on each subpoena.

Utilize correct language as outlined in the handbook when serving subpoenas.

Faxed copy of subpoena will suffice in lieu of mailed copy.

To verify receipt of your subpoena refer to your fax confirmation.

The fastest way to send your subpoena is to fax it.

Identify what information you need on your target.

Request just the information you need.

Be specific on time frame required.

Request by bills, not dates: From Sept. 2001 thru Present or Current Bill Check publicly available information.

Provide accurate information.

Verify the telephone number, spelling of names & addresses.

Provide a reasonable due date.