

Verizon
Law Enforcement
Legal Compliance Guide

10/15/02

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VERIZON ONLINE SERVICES

Verizon Internet Services, Inc.

VERIZON WIRELESS

VERIZON AIRFONES

Verizon Airfone, the leader and industry standard in airborne telecommunications for 20 years, is dedicated to bringing the latest technology to its customers. Although the industry and its needs have changed dramatically over the years, our vision to deliver a secure, reliable, quality, upgradeable and scaleable system remains static.

Since the early 1980ís, Verizon Airfone has been introducing cutting-edge technology and features in its system. Verizon Airfone began its commercial service with a cordless in-flight system. Verizon Airfone transitioned to the analog seatback telephone system, then in the early 1990ís designed and implemented the first end-to-end nationwide digital system called GenStar.

Verizon Airfone also developed and deployed the MagnaStar product, an all-digital airborne telecommunications system designed specifically for the general aviation market.

Requests for Airfone call record information via Subpoenas, Search Warrants, Court Orders, Summons, and National Security Letters 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
Telephone: 630 573-1184
Fax: 630 573-0150

Alternate

Robert Combs
Director Operations
Verizon Airfone Inc
2809 Butterfield Rd.
Oak Brook, IL 60522
rob.combs@verizon.com
630 575-1287
630 573-0150

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

VERIZON LANDLINES

Emergencies / Hostage / Barricades

The ESAT WEST office (SCC) is a 24/7 365 day operation that provides assistance for all EMERGENCY/LIFE THREATENING situations such as 911 traces, active traces, and hostage/barricades throughout the Verizon footprint. In accordance with Title 18 U.S. Code Section 2702(c) (as amended by the USA Patriot Act) customer information will be provided to a government entity if the emergency involves immediate danger of death or serious physical injury. During normal business hours for emergency subscriber information please also see the Legal Compliance section.

DO NOT RELEASE THE FOLLOWING NUMBERS TO RESIDENTIAL OR BUSINESS CUSTOMERS

Address Contact Numbers

Verizon Security Control Center (ESAT West)
HQD03A78
P.O. Box 152092
Irving, TX 75015-2092

LEAs call: 800-483-0722
911 PSAPs call: 800-483-0911
ESAT Fax: 800-997-9981
Alternate Fax: 972-615-4310

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.

Only available on certain switches.

Information needed from Law Enforcement:

Phone number(s) of barricade location.

Address of barricade.

a. Provide a phone number of a neighbor or business on the same street.

b. Provide a phone number or name of apartment complex.

Advise if the city could possibly be different.

If possible provide a direction on the street.

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:

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

Legal Compliance

Legal Compliance represents Verizon "regulated" entities as a point of contact for processing all written legal requests including: Subpoenas, Search Warrants, Court Orders, Summons, and National Security Letters. Legal Compliance responds to legal requests for information served upon Verizon from federal, state and local authorities. The requests processed by Legal Compliance are generally for subscriber information, usage/toll records, billing information, and special computer searches.

Federal Law governs the release of telephone company records. The Electronic Communications Privacy Act of 1986 [18 USC 2702(c)], prohibits telephone companies from providing customer information to a governmental agency unless that request is made pursuant to either: summons, administrative subpoena, search warrant, court order, consent of the customer, or involves the life and death /serious physical injury emergency exception discussed under emergencies. Legal documents should be addressed and forwarded to the appropriate offices below. Verizon requires the ORIGINAL subpoenas for civil cases before records can be released.

COMPLIANCE OFFICES

Name & Address Hours Numbers

Verizon * (CA, FL, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI)

Verizon *
Custodian of Record
2701 South Johnson Street
San Angelo, Texas 76904

8:00 AM - 4:30 PM
EST, CST, MST, PST
888-483-2600
Fax:
915-949-6916
915-947-3022

Verizon * (HI)

Verizon *
Custodian of Record
1177 Bishop Street
Honolulu, Hawaii 96813

8:00 AM - 4:30 PM HST
800-257-2969

Fax:
808-524-1174

Verizon * (CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)

Verizon *
Custodian of Record
Room: 2900

1095 Avenue of the Americas
New York, New York 10036

8:00 AM - 4:30 PM EST
212-395-0523

Fax:
212-221-4577
212-221-7561
207-774-6376
401-521-1065
603-623-0990
617-577-0536
802-295-1969

Verizon * (DC)

Verizon *
Custodian of Record
99 Shawan Road, Room 133
Cockeysville, Maryland 21030

8:00 AM - 4:30 PM EST
800-286-9669
410-393-6082

Fax:
410-393-6062

* Legal documents sent to each office must be addressed to the appropriate Verizon entity:

Verizon California Inc. WA)	Verizon Northwest Inc. (ID, OR,
Verizon Delaware Inc.	Verizon Pennsylvania Inc.
Verizon Florida Inc.	Verizon South Inc. (NC, SC, VA)
Verizon Hawaii Inc.	Verizon Southwest Inc. (TX)
Verizon Maryland Inc.	Verizon Virginia, Inc.
Verizon New England Inc. (MA, ME, NH, RI & VT)	Verizon Washington D.C. Inc
Verizon New Jersey Inc	Verizon West Coast Inc.
Verizon New York Inc. (CT, NY)	Verizon West Virginia Inc.
Verizon North Inc. (IL, MI, IN, OH, PA, WI)	

Emergency Requests for Subscriber Information

For life threatening emergency situations during normal business hours please call the following numbers to obtain subscriber information. All after hours, holiday and weekend calls are diverted to our 24-hour ESAT-West office (SCC). In accordance with Title 18 U.S. Code Section 2702(c) (as amended by the USA Patriot Act) customer information will be provided to a government entity if the emergency involves immediate danger of death or serious physical injury.

Area of Information Requested	Telephone Number
CA, FL, ID, IL, IN, MI NC, NV, OH, OR, PA, SC, TX, VA, WA, WI	800-483-0722

CT, DE, MD, NJ, NY, VA, WV	212-395-0542
DC	800-286-9669
HI	800-483-0722
MA, ME, NH, RI, VT	800-772-4275

Subscriber, Tolls, Billing and Credit information

Retention of Customer Records

The Federal Communications Commission (FCC) Docket 84-283, requires customer billing records be maintained for an 18-month period. Individual Verizon entities may retain customer records beyond the FCC requirements. Please contact the appropriate Legal Compliance Office with any inquiries.

Definition of Customer Records

Verizon produces telephone bills in the normal course of business for billing purposes only. Call record information is available six days after completion of the customer's billing date. Only long distance or chargeable calls are listed on these bills if Verizon is the billing agent for the long distance carrier. Additionally in Downstate New York, billable outgoing local calls are displayed. The following types of information are available from customer records.

A. Billable and Toll Calls:

Calls connected by Verizon within a subscriber's regional calling area to places beyond the subscriber's local calling area are billed as long distance calls. There are three types of long distance calls:

Direct Dialed Calls are itemized by date, place called, number called, time, rate, number of elapsed minutes and cost.

Calls such as collect, third number and other operator-assisted calls are itemized by date, called from place and number, called to place and number, time, rate, number of elapsed minutes and cost.

Calling Card calls are itemized by calling card number, date, called from place and number, called to place and number, time, rate, number of elapsed minutes and cost.

B. Billing Information

Billing name and address, which may be different from the listed name and address or service location.

Credit information

Credit information is obtained from most customers at the time the account is established. Credit information may include social security number, employment information, can be reached number (CBR), and occupancy details. The credit information is not always verified and is rarely updated. Indicate on your subpoena specifically what is requested.

Payment History

Payment history details the amount customers pay monthly. Please include time period requested.

E. Local Usage Detail (Downstate New York only)

Local Usage Detail, LUDS are outgoing calls that are connected by Verizon within a subscriber's local calling area. The searches are itemized by date, number called, time and rate. For possible retrieval of local calls in other areas see the section pertaining to Special Computer Searches. Local call details are generally unavailable without a special computer search.

F. Subscriber Information

Subscriber information is the customer's name, address and telephone number.

Diskette System for Subscriber Listings

The Verizon mechanized subpoena diskette system is intended to enhance the speed of processing large volume requests for subscriber information. The charge to process each disk is \$10. A diskette must be provided containing the telephone numbers for which subscriber information is requested. The disk must be in ACSII text format. A 3.5" 1.44 MB diskette is required. Verizon will return the diskette with the names and addresses of the Verizon subscribers that correspond to the telephone numbers provided.

1. Input file

All numbers to be searched must be in a file called "phones.dat". Numbers to be searched must be in a 10-character format (example: 2125551212). The file should be saved as a text file.

2. Output files

Output files will be written to the same diskette submitted with the input file. If the output files exceed the available disk space, Verizon will provide additional diskettes, at a cost of \$10.00 per disk, to accommodate the remainder of the output records. The output files will be displayed as:

Import - this file is a comma-delimited file of the telephone numbers, names, and addresses. This file can be used to import the data electronically into a database.

Report / Subscriber - this file displays the same information as the import file, but in a readable format.

NIF - this file will list the telephone numbers that were not found within Verizon's databases

HELPFUL HINTS

Suggested wording of legal requests for subscriber, tolls, billing and credit information.

Billing Statements

Provide the billing statements from Jan. 2xxx through presently completed billing period for the telephone number 999-999-9999.

Toll Call Records

Provide the toll call records from Jan. 1, 2xxx through presently completed billing period for the telephone number 999-999-9999.

Billing and Credit

Provide the "bill to" name and address, credit information, DOB or social security number for the telephone number 999-999-9999.

Local Usage Detail-Downstate NY Only

(also see Special Computer Searches concerning local calls in other areas)

Provide the local usage detail records (LUDS) from Jan. 1, 2xxx through the presently completed billing period for the telephone number 999-999-9999.

Subscriber Information

Provide the name and address of the subscriber for telephone number 999-999-9999.

Diskette - Subscriber Information

Provide all subscriber listings for the telephone numbers contained on the enclosed diskette.

Diskette Billing and Toll Call Records (Not available in all areas)

Provide all billing / toll records from Jan. 1, 2xxx through presently completed billing period, for the telephone numbers contained on the enclosed diskette.

Be Specific

Do not include wording such as "any and all records." The courts have traditionally ruled that this wording is considered overly broad and burdensome. Request only what is required.

Indicate Time Frames

Include a specific time frame when requesting any usage records. If a time frame is not indicated or too long a time frame is included, the production of records will be delayed. The shorter the time frame for which you request records, the quicker the records can be produced.

Billing Cycles*

Using verbiage such as "including records up to and including the present" will delay your request, due to the closing of the billing cycle. Billing cycles vary from account to account and if current calls are requested, they will not be available until 6 days after the billing date passes.

*Note this varies from suggested wording on wireless accounts because wireless billing systems are different.

Other Resources for Published Subscriber Information

Verizon web site

Published telephone numbers can be obtained by accessing Verizon's web site:

<http://www.verizon.com> or

<http://www.superpages.com>

A telephone number or name is required to submit a search.

Call 54 - This is an automated "reverse directory" service that provides names, addresses and zip codes, when only a telephone number is available. This service is currently being offered for numbers located in New Jersey, West Virginia, Maryland and Northern Virginia. By dialing your own three-digit area code and 555-5454, you can request listings for up to three different telephone numbers. A synthesized voice response system will respond by instructing the caller to enter a ten-digit telephone number. Each call is 75 cents, and billed to the number from which you are dialing. Customers with non-published listings are automatically excluded from the database, as are women's shelters and other agencies where personal safety is an issue.

Special Computer Searches

Special Computer Searches (formerly known as N-files, tape edits, billing tape dumps, UMS searches, AMA searches, or verbatims) require a valid legal document served on the appropriate Verizon entity. A special computer search is 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.

Proper wording for these requests is important. Suggested wording: All calls terminating (to) a specific telephone number, originating (from) a specific number, or terminating (to) and originating (from) a specific telephone number. Include date or period of time required on your legal document. Originating searches ñ An originating search will attempt to retrieve calls made from a telephone number.

Terminating searches - A terminating search will attempt to retrieve calls made to a telephone number.

If you request a special computer search:

Calls such as operator-assisted, calling card, and collect calls may or may not appear based on switch capabilities.

Calls from a Verizon payphone should display on the printouts.

Retrieval of local calls will depend on the type of service associated with the originating telephone number. Outgoing local calls in downstate NY can be obtained on normal billing records.

911 calls will not appear on Special Computer Searches.

A Special Computer Search will produce a report displaying the date, time and duration of the available calls found.

Please provide the name, address and telephone number of the agency or person responsible for paying the bill. Upon completion of a special computer search, an invoice will be sent to you. Please note that you will be billed regardless of the results of the search.

Legal Compliance Charges

Subpoenas, Court Orders, Warrants and Summons:

Service Charges

Legal document responses

\$0.10 per screen print for requests from state and local agencies

Diskette - \$10

Special Computer Search Charges:

(Prices vary per area primarily due to differences in the systems processing special computer searches)

Area Information Requested Charges

CA, FL, ID, HI, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI

\$150.00 per five consecutive days per number

DC, DE, MD, NJ, PA, VA, WV

\$500.00 per three consecutive days per number

MA, ME, NH, RI, VT

\$203.00 for the first number, \$50.00 each additional number, \$150.00 for each additional consecutive day

CT, NY

\$500.00 per five numbers per day

All prices are subject to change.

Electronic Surveillance Assistance Teams (ESAT)

The Electronic Surveillance Assistance Teams process all court ordered traps and traces, DNR/Pen Registers, Feature Checks, Caller ID, Title 3 Oral Intercepts, FISA Orders, CALEA Solution and 48 Hour Emergency Court Orders (application). All Court Orders should be mailed or faxed to the appropriate ESAT office.

DO NOT RELEASE THE FOLLOWING NUMBERS TO RESIDENTIAL OR BUSINESS CUSTOMERS

Office Mailing Address Hours Telephone # Fax #

ESAT North

Handles - FBI-NE/NY Verizon *

Room 2900

1095 Avenue of Americas

New York, NY 10036

Mon - Fri.

7:30 AM - 4:30 PM EST

212-395-0511

800-875-6238

212-221-4576

ESAT South

Handles - FBI-DC Verizon *

8th Floor

2980 Fairview Park Drive

Falls Church, VA 22042

Mon. - Fri.

7:00 AM - 4:30 PM EST

800-286-3553

703-204-7250

800-286-4774

703-204-7236

ESAT West (SCC)

Handles - CA, CT, DC, DE, FL, ID, IL, IN, MA, MD, ME, MI, NC, NH, NJ, NV, NY, OH, OR, PA, RI, SC, TX, VA, VT, WA, WI, WV Verizon *

Security Department

MC: HQD03A78

P.O. Box 152092

Irving, Texas 75015-2092

24 x 7

365 days

800-483-0722

800-483-0911

800-997-9981

972-615-4310

ESAT West - HAWAII

Verizon *

Security Department

MC: HIA1

P.O. Box 2200

Honolulu, HI 96841

Mon. - Fri.

7:30 AM - 4:15 PM HST

808-546-8880

808-546-2024

Verizon, as the provider of wire or electronic communication service, is known legally as different entities.

*Please address each legal document to the appropriate Verizon entity listed below.

Verizon California Inc. WA)	Verizon Northwest Inc. (ID, OR,
Verizon Delaware Inc.	Verizon Pennsylvania Inc.
Verizon Florida Inc.	Verizon South Inc. (NC, SC, VA)
Verizon Hawaii Inc.	Verizon Southwest Inc. (TX)
Verizon Maryland Inc.	Verizon Virginia, Inc.
Verizon New England Inc. (MA, ME, NH, RI & VT)	Verizon Washington D.C. Inc
Verizon New Jersey Inc	Verizon West Coast Inc.
Verizon New York Inc. (CT, NY)	Verizon West Virginia Inc.
Verizon North Inc. (IL, MI, IN, OH, PA, WI)	

Court Orders

Verizon Security is the recipient of court order requests for pen registers, wire interceptions, or trap and trace, in compliance with Title 18 (Criminal Statutes) and Title 50 (the Foreign Intelligence Surveillance Act) of the U.S. Code.

Typically, all court orders should include the following information: The court order should be directed to the correct entity. However, Title 18 U.S. Code Section 3123(a)(1), as amended by the U.S.A. Patriot Act, now provides that a pen register or trap and trace court order applies to any wire or electronic communications provider in the United States, even if the provider is not specifically named in the order. The Section further provides that when a service provider is served with such an order, the prosecutor or law enforcement agent serving it must provide written or electronic certification that the order applies to the person or entity being served.

In addition, Verizon must be directed to furnish information, facilities, and technical assistance necessary to accomplish the installation of the pen register, wire intercept or trap and trace device.

In order to be considered valid and accepted, Court Orders must include the following:

The identity, if known, of the person to whom is leased or in whose name is listed the telephone line or other facility that is the target of the intercept.

The identity, if known, of 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.

In addition, the court order needs to include what law enforcement specifically requires from Verizon. Verizon cannot provide information that is not specified on the court order. The following are typical inclusions in court orders received from law enforcement.

A provision must be included in each order permitting the release of non-published subscriber information, along with published information.

Results of the trap and trace are furnished to law enforcement at an agreed upon schedule, typically during regular business hours.

If law enforcement requires the Caller ID feature or Caller ID Deluxe (name and number) be added to the target number, and/or trap and trace placed on the target number, the court order must specify this requirement. This feature will be billed at the tariffed rate. It is the responsibility of law enforcement to cancel this feature, when no longer needed.

If law enforcement requires custom calling feature information, i.e., call waiting, call forwarding, three-way calling or speed calling, along with subscriber information, the request for this must be included in the court order. A sample Court Order for Pen Register and/or Trap and Trace appears on page 13.

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. DNRS /Pen Registers and monitoring equipment are owned, installed and operated by Law Enforcement.

Verizon does not allow any equipment to be connected inside the Central Offices. Exceptions will be handled on an individual case basis, please call the appropriate ESAT office.

Court Order Charges

(Charges are based per telephone number)
Below are the current charges for Verizon Traditional Landline Intercepts as of 10/01/2002.

All 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)
Recurring Daily Charge

(Estimated Price: Court Order Process fee \$50 + Trap set-up fee \$50 +
Daily trap fee (\$10 X 60 days) = \$700)

\$50
\$10

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

CALEA Solution Intercepts (pricing to be announce)

**COURT ORDER EXTENSIONS--to avoid being billed at new court order rates; the
extension MUST be received BEFORE the original order expires.

B1 / Circuit Requests

All B1 (friendly/dial-up) lines for pen registers, trap and trace or
surveillance cameras on utility poles require a court order. The ESAT will
place the Installation Order through the Business Office so the LEA will remain
anonymous. You will receive a bill from Verizon Security for all court order
services provided. You will also receive a separate bill from the Verizon
Business Office for the B1 line/ Circuit.

The ESAT Teams will not establish or disconnect any B1 line or circuit until
notification is received from the LEA, preferably a faxed letter request.

The ESAT Teams will not perform any follow-ups when the court order expires; all
traps will be removed on the expiration date of the court order or the
negotiated removal date. It is Law Enforcement's responsibility to submit court
order extensions prior to the expiration date.

For Verizon Security billing purposes, a fictitious name and a real address of
the LEA is requested along with an accounts payable contact name and number in
case of any billing questions or issues.

Court Orders for Pen Registers, Wire Interceptions and Trap and Trace
The Electronic Surveillance Assistance Teams coordinate and comply with all
court ordered requests for pen registers (DNRS), wire interceptions, and traps
and traces.

Section 3124(b) of Title 18, U.S. Code states that, pursuant to a court order
obtained by a law enforcement agency authorizing it to use a pen register or
receive results from a trap and trace device, a provider of a wire or electronic
communication service "shall install such device forthwith on the appropriate
line or other facility and shall furnish such investigative or law enforcement
officer all additional information, facilities and technical assistance
including installation and operation of the device unobtrusively - if such
installation and assistance is directed by a court order". A sample Court Order
for Pen Register and/or Trap and Trace appears on page 13. Verizon Security
"shall furnish the law enforcement agency such information, facilities and
technical assistance necessary to accomplish the interception unobtrusively and
with minimum interference to the services that are accorded the person(s) whose
communications are to be intercepted". Furnishing technical assistance does not
constitute allowing law enforcement personnel physical access to Verizon central
offices. It is a Verizon policy that law enforcement personnel are not
permitted access to Verizon Central Offices.

Verizon will accept court orders via facsimile, mail or in person. All court orders are reviewed by Security personnel to ensure it is "valid on its face". Once a court order is served on Security, special safeguarding measures are exercised. The court order is considered proprietary information, and will be protected as such.

A Pen Register, also known as a Dialed Number Recorder (DNR), is a device that records the electronic impulses that identify the numbers dialed over the telephone line to which the device is attached. It shows when the targeted telephone line is in use and what number or sequence of numbers, is dialed.

A Wire intercepts voice communication. In most instances when there is a Pen Register, a wire interception can also run simultaneously. In such cases, the wire interception and pen register utilize the same facility or circuit. The pen register and monitoring equipment are owned, installed and operated by law enforcement.

The time frame for providing needed leased line facilities is typically 14 calendar days, which can be expedited to 10 days for an additional charge. Dial-up facilities typically take from 5-7 calendar days. These facilities are tariffed items and will be charged at the approved rate, which can vary from state to state.

Federal laws limit wire interceptions to 30-day intervals and pen registers to 60-day intervals; however, timeframes may vary per state statute. Court order extensions are to be provided to Verizon Security prior to the expiration date of the original order, in order for the interception to continue uninterrupted.

Trap and Trace

A trap and trace captures incoming and outgoing electronic impulses, which identify the originating telephone number of an incoming call to a target line. A valid court order is necessary to begin the collection of information via trap and trace. A trap and trace can usually begin on the day the court order is received by Security. There are limitations, however, to the physical number of traps/traces that can be programmed in each Verizon central office switch. Consequently, prioritization of court-ordered trap and trace requests from the same law enforcement agency may be necessary.

Collection of trap and trace information will not begin or any information furnished to law enforcement until Verizon Security has received a valid court order. Emergency life-threatening situations are an exception. In emergencies involving immediate danger of death or serious bodily injury, 18 USC 3125 provides for the installation of a pen register or trap trace, but its use must be discontinued if a court order is not received within 48 hours. 18USC 2518(7) contains a similar provision for emergency use of Title III intercepts, which must also be discontinued if an order is not presented within 48 hours.

There is an initial setup fee for each trap and trace established, and then a per day charge. This rate varies among the states. There may or may not be a charge for a trap and trace required for a life-threatening situation (kidnapping, bomb threat, hostage/barricade).

Non-published subscriber information cannot be provided to law enforcement unless the court order language specifies that Verizon shall furnish non-published information. Federal law limits trap/trace interception to a 60-90

day interval. Court order extensions must be provided to Verizon Security prior to the expiration date to continue the intercept without interruption.

Trap and trace activity will be terminated either upon the request of law enforcement or the expiration date of the court order, whichever is earlier. Charges will apply up to the date the trap is removed. If an extension order is not received in Security by the expiration date, the trap/trace will be removed without any notification. Call trace data on calls that occur subsequent to the expiration date of the court order cannot be provided to law enforcement.

Emergency Trap and Trace Requests

Frequently, law enforcement has a need for either establishing a trap and trace or retrieving call detail information after normal business hours. If the situation is NOT an emergency or life threatening situation, then it should be referred to the appropriate Security office the next business day.

Traps set with the customer's consent, where no court order is involved (the customer is working directly with Law Enforcement), require a signed customer consent form. If it involves an emergency or life-threatening situation, the trap will be set immediately, with a signed customer consent form to follow within 4 hours. If not life threatening or an emergency, we must have the signed customer consent form "prior" to setting any trap. A sample of a Customer's Consent Statement appears on page 14.

Surveillance Camera / Telephone Lines

Law enforcement increasingly makes requests to us to provide telephone lines to surveillance cameras on utility poles. While there is not an explicit federal statute on this practice, as there is for interception, pen registers, or trap and trace devices, Verizon has serious concerns about our potential liability for installing such lines. Liability is a concern pertaining to the person(s) observed by the cameras, owners of the utility poles or other locations of the installations, and individuals who may be injured by the cameras, lines, or during installation. There are differences in state laws on liability and privacy across the Verizon service area. There are also many different rules of state regulatory commissions on providing service on a non-discriminatory basis, which might be called into question for servicing law enforcement surveillance requests. For all these reasons, Verizon requires a court order to install telephone lines to surveillance cameras on Verizon's utility poles. At the federal level the All Writs Act, 28 USC Section 1651, provides a basis for court orders for surveillance cameras. A sample Court Order for a Surveillance Camera / Telephone Line appears on page 15.

Sample Court Order for Pen Register and/or Trap and Trace

IN THE MATTER OF THE APPLICATION
BY (JURISDICTION) FOR AN ORDER
AUTHORIZING THE INSTALLATION AND
USE OF A PEN REGISTER AND/OR
TRAP AND TRACE

ORDER

This matter having come before the court pursuant to an application under Title 18, United States Code, Section 3122 by (Name), an attorney for the Government, whose application requests an order under Title 18, United States Code, Section

3123, authorizing the installation and use of a pen register and "Caller ID/Caller ID Name/Number" and/or trap and trace on telephone number (telephone numbers(s)), the court finds that the applicant has certified that the information likely to be obtained by such installation and use is relevant to an ongoing criminal investigation into possible violations of (specific criminal code) by (person(s)) and others yet unknown.

It appearing that the numbers dialed or pulsed from/to (telephone number(s)), listed to or leased by (name(s) of person(s)), and located at (address), is/are relevant to an ongoing criminal investigation of the specified offenses.

IT IS ORDERED, pursuant to Title 18, United States Code, Sections 3123 and 3124, that agents of (investigative agency) may install and use a pen register and/or trap and trace to register numbers dialed or pulsed from or to (telephone number(s)), to record the date and time of such pulsing or recordings, and to record the length of time the telephone receiver(s) in question is/are off the hook for incoming or outgoing calls for a period of (not to exceed 60 days), and if trap and trace order, (geographic limitations); This Order applies not only to the above-referenced telephone number, but to any subsequent numbers assigned to replace the above-referenced number, if service by the same lines, at the same address, and if subscribed to by the same subscriber; and,

IT IS FURTHER ORDERED, pursuant to Title 18, United States Code, Section 3124, that Verizon (specify state) shall furnish agents of the (investigative agency) forthwith all information, facilities and technical assistance necessary to accomplish the installation of the pen register and/or trap and trace unobtrusively and with minimum interference to the services that are accorded persons with respect to whom the installation and use is to take place; and,

IT IS FURTHER ORDERED that Verizon (specify state) furnish the (investigative agency), upon written request, information as to the location and identity of telephone subscribers, published or non-published, revealed by the operation of the pen register and "Caller ID/Caller ID Name/Number". This information shall be available during the time period covered by this Order, and for a period of ten days after the expiration of this Order; and,

IT IS FURTHER ORDERED that Verizon (specify state), be compensated for reasonable expenses incurred in providing technical assistance; and

IT IS FURTHER ORDERED that Verizon (specify state), shall provide subscriber billing information, to include all special features associated with the above-referenced number(s); and

IT IS FURTHER ORDERED that Verizon (specify state), pursuant to Title 18, United States Code, Section 3123(d), that this Order and the application be sealed until otherwise ordered by the Court, and that Verizon (specify state), shall not disclose the existence of the pen register or the existence of the investigation to the listed subscribers, to the subscribers of numbers revealed by the operation of the pen register, or any other person, unless or until otherwise ordered by the Court.

Judge

Date signed

Customer's Consent Statement - ESAT Offices

I, _____ do hereby authorize

Verizon of _____, Inc. to attempt to identify the telephone number or numbers that may be the source of annoying, harassing or threatening calls being made to my telephone number

_____ located at _____

I further authorize Verizon of _____, Inc. to disclose to the Law

Enforcement personnel engaged in conducting a lawful investigation of the above mentioned calls, the telephone number or numbers identified as the source of the calls.

**THIS TRAP WILL BE ACTIVATED FOR A TWO-WEEK PERIOD.

Date Activated: _____

Date to be Removed: _____

(Customer's Signature)

(Date)

(Witness - Law Enforcement Agency)

(Date)

NOTE: This form must be signed by the person in whose name the telephone service is listed and/or billed to.

Sample Court Order for a Surveillance Camera / Telephone Line

IN THE UNITED STATES DISTRICT COURT
FOR THE _____ DISTRICT OF _____

IN THE MATTER OF
APPLICATION OF THE UNITED STATES OF AMERICA FOR AN
ORDER AUTHORIZING INSTALLATION AND SERVICE OF A SURVEILLANCE
CAMERA / TELEPHONE LINE TO A SURVEILLANCE CAMERA ORDER

This matter comes before the Court on the Application of _____, United States Attorney for the District of _____ by _____, Assistant

United States Attorney, for an Order pursuant to Title 28, Unites States Code, Section 1651, to allow the mounting of a video surveillance camera and the establishment and maintenance of a telephone line to such camera for the collection of information relevant to an ongoing criminal investigation into possible violations of Title 18 Section _____.

IT APPEARING that the Application is made in good faith, and that it sets forth a reasonable basis to believe that surveillance of (the person and place to be covered by the camera) will assist the (name of law enforcement agency) in furthering its investigation into the crimes of (state offenses) by (name of target or person or persons unknown) and in identifying his/her/their co-conspirators and victims,

IT IS HEREBY ORDERED, pursuant to Title 28, Unites States Code, Section 1651, that Verizon of _____, allow the mounting of a surveillance camera on its pole number _____ located at _____ by officers of the (law enforcement agency), and/or that Verizon of _____ establish and maintain a telephone connection line to such video surveillance camera (on pole number _____ owned by (other utility, municipality or other owner) located at _____) for a period of _____ days, through and until _____, 200_.

IT IS FURTHERED ORDERED, that Verizon of _____, and its agents and employees make no disclosure of the existence of this Application and order for installation of this surveillance camera unless and until authorized by this court;

IT IS FURTHER ORDERED that the (law enforcement agency) will compensate Verizon of _____ for expenses reasonably incurred in complying with this order.

Dated this _____ day of _____, 200_.

_____ UNITED STATES MAGISTRATE JUDGE

Nuisance Call Bureau (NCB) / Unlawful Call Center (UCC)

Verizon maintains three centers for handling unlawful (harassing/threatening) and unwanted (telemarketers) calls.

Name & Address Office handles Hours Contact Numbers

Verizon Security
NCB
MC-TXD01613
2701 S. Johnson
San Angelo, TX 76904

NCB handles unlawful and unwanted calls for CA, FL, HI, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI

8:00 AM - 5:00 PM
EST, CST, MST, PST

Telephone: 800-257-2969
Fax: 915-944-5681

Verizon Security
NCB-Hawaii
MC-HIA1
1177 Bishop St.
Honolulu, HI 96813

NCB handles unlawful and unwanted calls for Hawaii

8:00 AM - 4:00 PM HST
Telephone: 800-257-2969
Fax: 808-523-6962

Verizon Security
Unlawful Call Center
Room 400
185 Franklin Street
Boston, MA 02110

UCC handles unlawful calls for: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV

8:30 AM - 5:00 PM EST
Telephone: 800-518-5507
Fax: 617-743-7486
Information line: 877-TRACE4U
877-872-2348
Subpoena line: 617-743-9578
Subpoena fax: 617-737-0923

The centers will investigate a complaint of unlawful calls when the customer is willing to file a telephone harassment complaint their local law enforcement agency. The results of an investigation will be released only to a law enforcement agency.

There are two ways that Verizon customers are assisted with unwanted or unlawful calls:

Call Trace - Allows the most recent incoming call to be traced. 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, before another call is received. Upon completion of the trace, Verizon will record the caller's telephone number, date and time of the call in its switch. This service is available in most central offices in the Verizon region. Call Trace is the most reliable method of tracing calls. There is a charge for using this service that varies by state.

Manual Trap - Verizon can also program most central offices to "trap" call information for a particular telephone number if Call Trace is not available in that area. 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 that call in their system.

The NCB center assists Verizon customers receiving unlawful and unwanted calls and who are willing to involve Law Enforcement for court prosecution if necessary. The UCC center handles unlawful calls and refers unwanted calls (misdirected/telemarketers) to the residence or business office listed on the

customer's telephone bill. Customers should first contact their local Law Enforcement for emergency situations pertaining to life threats, bomb threats, kidnappings, missing persons and runaways. Law Enforcement can then contact the NCB/UCC during normal business hours or the ESAT - West office (SCC) at 800-483-0722 if after hours, holidays or weekends.

A successful case for the NCB offices is determined by three "matched" (originating from the same telephone number) traced or trapped calls. A successful case in the UCC office is determined in most states by two "matched" calls. Requests for information pertaining to bomb threats or a threat to life will be processed after one call is traced or trapped.

Telecommunications Fraud

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 Verizon and all of the other telephone companies, both local and long distance providers, experience on a daily basis. The various types of fraud that Security's Telecommunications Fraud Unit investigates include, but are not limited to the following:

Type 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

Various groups are involved in combating the telecommunications fraud problem throughout the industry. They include Verizon Security and other internal Verizon business units, other local telephone companies, resellers, long distance providers, other utility companies, external customers and law enforcement agencies. Verizon Security's Telecommunications Fraud Unit is comprised of the Network Fraud Investigation Center (NFIC) located in Thousand Oaks California and Fraud Investigators. The Fraud Unit interface with each of the prior mentioned groups and investigates fraud throughout the entire Verizon footprint.

TO REPORT AN INCIDENT OF TELECOMMUNICATIONS FRAUD:

If you wish to speak to a representative in the NFIC regarding a fraud related incident within CA, FL, HI, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA or WI, please call 800-483-6922.

If you wish to speak to a representative in the NFIC regarding a fraud related incident within CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT or WV, please call 866-483-5595.

Area Code References

New area codes can be obtained by accessing Verizon web site:

www22.verizon.com/AreaCodes/USACodes

201New Jersey352Florida601Mississippi802Vermont202District of
Columbia360Washington602Arizona803South Carolina203Connecticut361Texas603New
Hampshire804Virginia205Alabama401Rhode Island605South
Dakota805California206Washington402Nebraska606Kentucky806Texas207Maine404Georgia
607New
York808Hawaii208Idaho405Oklahoma608Wisconsin810Michigan210Texas406Montana609New
Jersey812Indiana212New
York407Florida610Pennsylvania813Florida213California408California612Minnesota814
Pennsylvania214Texas409Texas614Ohio815Illinois215Pennsylvania410Maryland615Tenne
ssee816Missouri216Ohio412Pennsylvania616Michigan817Texas217Illinois413Massachuse
tts617Massachusetts818California218Minnesota414Wisconsin618Illinois832Texas219In
diana415California619California835Pennsylvania224Illinois417Missouri620Kansas843
South Carolina225Louisiana419Ohio630Illinois845New
York228Mississippi423Tennessee631New

York847Illinois234Ohio425Washington636Missouri850Florida240Maryland435Utah646New
York856New
Jersey248Michigan443Maryland651Minnesota857Massachusetts251Alabama445Pennsylvani
a661California859Kentucky253Washington464Illinois678Georgia860Connecticut254Texa
s469Texas682Texas863Florida256Alabama478Georgia701North Dakota864South
Carolina262Wisconsin484Pennsylvania702Nevada865Tennessee267Pennsylvania501Arkans
as703Virginia870Arkansas270Kentucky502Kentucky704North
Carolina872Illinois281Texas503Oregon706Georgia878Pennsylvania301Maryland504Louis
iana707California901Tennessee302Delaware505New
Mexico708Illinois903Texas303Colorado507Minnesota712Iowa904Florida304West
Virginia508Massachusetts713Texas906Michigan305Florida509Washington714California9
07Alaska307Wyoming510California715Wisconsin908New
Jersey308Nebraska512Texas716New
York909California309Illinois513Ohio717Pennsylvania912Georgia310California515Iowa
718New York913Kansas312Illinois516New York719Colorado914New
York313Michigan517Michigan720Colorado915Texas314Missouri518New
York727Florida916California315New York520Arizona732New Jersey917New
York316Kansas540Virginia734Michigan918Oklahoma317Indiana541Oregon737Texas919Nort
h
Carolina318Louisiana557Missouri740Ohio920Wisconsin319Iowa559California757Virgini
a937Ohio320Minnesota561Florida760California 941 /
954Florida321Florida562California765Indiana970Colorado330Ohio563Iowa770Georgia97
1Oregon331Illinois564Washington773Illinois972Texas334Alabama567Ohio774Massachuse
tts973New Jersey336North
Carolina570Pennsylvania775Nevada975Missouri337Louisiana571Virginia781Massachuset
ts978Massachusetts339Massachusetts573Missouri785Kansas979Texas347New
York580Oklahoma786Florida980North Carolina351Massachusetts585New
York801Utah989Michigan
VERIZON ONLINE SERVICES

Verizon Internet Services, Inc.
Security & Legal Compliance

All correspondence and court orders should be directed to:

Custodian of Records
Verizon Internet Services, Inc.
4055 Corporate Dr.
Grapevine, TX 76051

Court orders may be faxed to 214 513-6795, upon the condition that the ORIGINAL
court order is promptly mailed to Verizon Internet Services, at the following
address:

Custodian of Records
Verizon Internet Services, Inc.
Mail Code: HQGA1M52
4055 Corporate Dr.
Grapevine, TX 76051-2307

Law Enforcement officials may contact Verizon Online Operations Security & Legal
Compliance
at 866-VZ-SECURE (1-866-897-3287).

For emergencies ONLY, law enforcement officials should attempt to reach Verizon
Internet security personnel at the above listed telephone number during normal
business hours. If voicemail is reached, the law enforcement official may

contact our 24-hour response team at 972 453-5000. The law enforcement agent should fully identify him or herself, advise our response team that the issue is an emergency, and request the on-call Security person be paged.

VERIZON WIRELESS

Service of subpoenas, search warrants and court orders.

Corporate name is: CellCo Partnership d/b/a Verizon Wireless

Mailing address: Attn: Custodian of Records

51 Chubb Way
Branchburg, NJ 08876

Contact #: 908-429-3885 (press "1" for general information, "2" for subpoenas, "3" for court orders and "4" for EXIGENT situations)

Hours: Subpoenas normal business hours: 7 a.m. - 8 p.m.

Court Orders normal business hours: 7 a.m. - 8 p.m.

Exigent situations 24 x 7: Prompt "4" on 908-429-3885

Fax numbers: 908-203-5876, 908-203-5878 & 908-203-5364 for subpoenas, search warrants and other legal requests

908-203-5875, 908-203-5877 & 908-203-5363 for court orders and all 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. The courts have traditionally ruled that this wording is considered to be overly broad and burdensome. The following information is provided when you ask for:

Subscriber: name and address of the customer

Credit information: social security number and contact numbers of customer

Call details/tolls: date, time of call, number dialed, and length of call for outgoing calls

Calls to a number: list of calls made to the number

Features: list of the features on the customer's phone

General Fee Schedule*

Type of request Fee

Calls to a number (incoming) within 30 days - \$10.00 per number

Calls to a number (incoming) over 30 days - \$100.00 daily per number per switch

All mobiles that called a number within 30 days - \$10.00 per number

All mobiles that called a number over 30 days - \$100.00 daily per number per switch

Bill copies over 90 days or more than 3 months - \$5.00 per copy

Electronic Surveillances - new orders - \$125.00 set up per switch, \$15.00 daily per number per switch

Electronic Surveillances - renewal orders - \$15.00 per number per switch (if the order has expired before the renewal is received it is billed as a new order)

SMART (pen registers for Lucent switches only) - new orders - \$30.00 new user set-up (one time only per agency), \$50.00 set up per number, \$10.00 daily per number, \$10.00 for password reset

SMART renewals - \$10.00

*This fee schedule was effective October 1, 2000. Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

The Branchburg, NJ office, and the 908-429-3885 hotline number, is the sole location to handle subpoenas, search warrants, court orders and emergency requests for Verizon Wireless Nationwide.

Currently we do not offer records on diskette or CD. Paper copies are provided.

Exigent requests (even if only for subscriber information) require, at minimum, a written letter on the requesting agency's company letter-head to include nature of emergency, time and date, what information is being requested. It must state that they will follow-up with the appropriate legal documentation as soon as possible (i.e. next business day). We will follow-up to get a subpoena or court order on exigent requests.

Estimated turn around time: Exigent and surveillances are handled as a priority, subpoenas and other lower priority requests will be processed as soon as possible.

[A similar version of this document dated 3/26/03 provides these cost rates:]

Document Production General Fee Schedule - Criminal1

Type of Request Fee

Subscriber

No charge

Call detail/tolls/bill copies ñ billed call information

No charge

Payment history (date, source and amount)

No charge

Copy of service application (when available)

No charge

Check copy or credit card number (when available)

\$35.00

Call report with incoming and/or cell site information within 30 days

\$1.00 per day per number

Call report with incoming and/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

Information on disk (as available)

\$5.00 per disk

Expert testimony

\$125.00 per hour

1 Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

Electronic Surveillance Fee Schedule2

Type of request Fee

Pre-CALEA Electronic Surveillances - new orders

\$125.00 set up per switch
\$15.00 daily per number per switch

Pre-CALEA Electronic Surveillances ñ renewal orders

\$15.00 daily per number per switch

SMART (not available nationwide) - new orders

\$30.00 new user set-up (one per agency)
\$50.00 set up per number
\$10.00 daily per number
\$10.00 for password reset

SMART - renewal orders

\$10.00 daily

Force to analog (Lucent)

\$25.00 per request

CALEA Title III - new order

\$65.00 data connectivity (one time setup fee per agency connection)
\$50.00 administrative fee
\$25.00 set-up per switch
\$800.00 monthly service and maintenance fee per target per switch
OR
\$2,000.00 monthly service and maintenance fee per target for 3+ switches

CALEA Title III - renewal

\$50.00 administrative fee
\$25.00 set-up for any additional switch added
\$600.00 monthly service and maintenance fee per target per switch
OR
\$1,500.00 monthly service and maintenance fee per target for 3+ switches

CALEA Pen/Trap & Trace ñ new order3

\$65.00 data connectivity (one time setup fee per agency connection)
\$50.00 administrative fee
\$20.00 set-up per switch
\$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 ñ renewal order3

\$50.00 administrative fee

\$20.00 set-up for any additional switch added

\$375.00 monthly service and maintenance fee per target per switch

OR

\$940.00 monthly service and maintenance fee per target for 3+ switches

Per Court Order Requests for Information

Subject to the General Fee Schedule in addition to the surveillances charges

2 Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

Pre-CALEA surveillance solutions will not be supported beyond January 31, 2003.

3 Same pricing applies for daily reports in lieu of CALEA Pen/Trap & Trace.