

Verizon
Law Enforcement Legal Compliance Guide

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All information contained herein should be considered confidential. This information has been prepared and distributed for Law Enforcement only. If you have received this, please do not disclose, copy, or distribute to anyone other than an authorized law enforcement official.

05/01/08

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VERIZON Compliance Contacts

Office name	Function	Mailing Address	Hours	Telephone #	Fax #
Verizon Communications - Landline, Internet, and Verizon Business (fMCI) services					
Security Control Center (SCC) Electronic Surveillance (ESAT)	<ul style="list-style-type: none"> ▪ Emergency requests from Law Enforcement ▪ Court orders, wire tap, pen traps for wire communications and packet switching electronic surveillance ▪ Call center for Verizon Security incident reporting ▪ After-hours call center for all Security groups 		24 x 7 365 days		
Legal Process Compliance (LPC) Subpoena Compliance	<ul style="list-style-type: none"> ▪ Legal Requests – (Subpoenas, Court Orders, and Search Warrants) for Verizon Communications and Verizon Business telephone, employee, and other miscellaneous records. ▪ IP Legal demands for Verizon Internet Services, Inc. and Verizon Business (UUNET) records 		Mon - Fri 8:00 AM - 4:30 PM EST, CST, MST, PST		
Unlawful Call Center (UCC)	Unlawful Call investigations		Mon - Fri 8:30 AM - 5:00 PM EST, CST, MST, PST		
Telecommunications Fraud Group	Telecommunications Fraud investigations		Mon – Fri 7:30 AM - 4:00 PM PST		
Verizon Airfone Legal Compliance	Subpoenas and court orders for Airfone records		Mon – Fri 8:00 AM - 5:00 PM CST		
Verizon Wireless Legal Compliance	Subpoenas and court orders for Verizon Wireless records		Sun – Sat 7:00 AM – 8:00 PM EST Exigent Situations 24 x 7		

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Verizon Communications Landline, Internet, and Verizon Business

Security Control Center (SCC) 800-483-0722

Landline Emergency Requests

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

Hostage / Barricade Assistance

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

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

Information needed from Law Enforcement:

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

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

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

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

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Electronic Surveillance Assistance Team (ESAT)

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

Court Orders

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

Typically, all court orders should include the following information:

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

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

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

Surveillance Camera Requests

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

Court Order Charges (Charges are based per telephone number)

Charges are subject to change without prior notice

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

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

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Legal Process Compliance

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

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

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

IP / Internet Services - Verizon Internet Services Inc and Verizon Business

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

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

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

Verizon cannot provide information that is not specific to the legal request. Please be specific when requesting information. A court order is required for content information.

Legal Compliance Charges

Charges are subject to change without prior notice

Service	Charges
Legal document responses	\$0.10 per screen print
Diskette/CD	\$10 processing fee
Special Computer Searches	\$150.00 per telephone number for 1-3 consecutive days, or \$1000 per number for 30 consecutive days or a calendar month, regardless of results. Charge is inclusive of incoming and outgoing calls, regardless of whether you request both or just one way.

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Unlawful Call Center (UCC)

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

- A successful case for the UCC is determined by two "matched" (originating from the same telephone number) traced calls.
- Requests for information pertaining to an emergency threat to life will be processed after one call is traced or trapped.
- Calls carried by other carriers should be confirmed with that carrier. Originating numbers must be verified with all companies.

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

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

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

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 both local and long distance providers experience on a daily basis. The various types of fraud that Verizon Security Telecommunication Fraud investigates include, but are not limited to the following:

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

VERIZON AIRFONE

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

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

Primary

Alternate

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

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VERIZON WIRELESS

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

Corporate name:

Mailing address:

Contact number:

Hours:

Fax numbers:

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

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

Effective August 1, 2006

Document Production General Fee Schedule – Criminal¹

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

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

Electronic Surveillance Fee Schedule²

Verizon Wireless' Surveillance Fees are Prorated

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

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

Area Code reference

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