

To: Law Enforcement Agencies and 911 PSAPs
page 1 of 2

Revised 03/08/00

The GTE Security Control Center (SCC) is a 24-hour, 7-day a week operation located at GTE Place, D/FW Airport, Texas. The SCC deals with sensitive and emergency situations affecting GTE, Law Enforcement Agencies (LEA) and 911 Public Service Answering Points (PSAP) on a national scale.

The SCC is the principal point of contact nationwide within GTE, responsible for assisting LEAs and 911 PSAPs with life threatening situations such as emergency traps, traces, bomb threats, suicides, kidnappings, hostage/ barricades, wiretaps, and dialed-number recorders (DNR) (Pen Register). The SCC will also assist local and long distance carriers with international and domestic toll fraud investigations.

Following is a list of contact numbers and areas for the Nuisance Call Bureau, Legal Demands, and GTE Security departments. These departments should be contacted during normal business hours for non-emergency situations. The SCC will only be contacted in EMERGENCY/LIFE THREATENING situations!

PLEASE DO NOT RELEASE SECURITY CONTROL CENTER NUMBERS TO
RESIDENTIAL/BUSINESS CUSTOMERS

Only EMERGENCY/LIFE THREATENING situations such as 911 traces, suicides, kidnappings, bomb threats, and hostage/ barricades please contact:
24 HOURS/7 DAYS.

Security Control Center	LEAs call:	800-483-0722
	911 PSAPs call:	800-483-0911
	FAX:	972-615-4310

SCC Supervisors:	Richard Arteaga	972/615-4330
	Charles Whittenburg	972/615-4304
	Sherry Keel	972/615-4303

The SCC's mailing address is:

GTE Security Control Center
GTE Place - HQD03A78
2200 West Airfield Drive
D/FW Airport, TX 75261
P.O. Box 152092
Irving, Texas 75015-2092

Revised 03/08/00
page 2 of 2

For Nuisance Calls:

All nuisance and harassment situations should be referred to the Nuisance Call Bureau (NCB) at 800-257-2969. Customers may contact this department (NCB) during normal business hours for advice.

Fraud/Nationwide Numbers:

Wireline	800/483-6922
Wireless LEA only	800/483-6180
Wireless Calif Fraud-Customer	800/366-1822
Wireless Florida Fraud - Customer	800/825-3818

For Legal Demands:

Requests for customer name and address (CNA), non-published telephone numbers, billing record information, other subscriber account information, subpoenas, court orders (History), and court appearances, please contact the GTE Legal Demands Department for your respective area during normal business hours at the following:

DO NOT RELEASE LEGAL DEMANDS DEPARTMENT NUMBERS TO RESIDENTIAL/BUSINESS CUSTOMERS

The following numbers are for LEAs ONLY:

North CA (NPA 707), AZ, ID, OR, WA	425/261-5552	FAX	425/258-9379
HI	808/546-7647	FAX	808/524-1174
All other states	888/483-2600	FAX	915/949-6916

For Security Services:

For Internal GTE investigations please contact the Security Services department in your respective areas at the following:

AZ, AK, CA, ID, OR, NV, WA	805/372-7100
AR, IA, IL, IN, OK, MO, MN, NE, NM, TX, WI	972/717-2032
AL, FL, KY, MI, NC, OH, PA, SC, VA	813/483-2300
HI	808/546-4893

For 911 PSAP Line/Trunk Reroutes:

Contact the Network Operation Center (NOC) at 888-483-7727

For 911 PSAP Repair:

Continue to call the number you have or call your local business office or repair service for the correct number.

Thank you,
GTE Security Control Center
SECURITY CONTROL CENTER
Legal Compliance Dept
GTE Telephone
Operations