

Records for the Ameritech region. They are responsible for processing requests from law enforcement for telephone records retained in the normal course of business. These records typically include subscriber information, billing information, toll records and AMA number searches for Ameritech customers. Local call activity records are only available for Ameritech customers with telephone service in Illinois or Wisconsin. All subscriber information is provided by legal process only. Emergency AMA requests should be placed through the Asset Protection Group at 1-800-832-2998. To check status or discuss results from an Emergency AMA Request, please call 847-248-6961.

E-911 Resolution Center
Main Number: 888-424-3911

All calls from E-911 Dispatchers for subscriber information or online trace are handled by the E-911 Resolution Center.

CALL TRACE CENTER

Main Number (Law Enforcement Use Only): 800-769-4094
Main Number for Customer Use: 800-769-4099
VIP, Bomb Threats & Hostage/Barricade Situations:
800-832-2998

The Call Trace Center (also known as the Annoyance Call Bureau or The Trap and Trace Center) is primarily responsible for assisting subscribers with annoyance call situations such as harassing and obscene calls. Telephone subscribers will be required to have a law enforcement case number before a trace is established. Note: Call trace results are only released to the investigating agency. The released information will include:

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

The Asset Protection department is responsible for call trace needs related to threatening situations (bomb threats, hostage situations) that do not require a court order, and due to Presidential/dignitary visits. The investigating agency can coordinate their request through the Asset Protection department.

Corporate Fraud Management
Main Number: 888-607-5268

The Corporate Fraud Data Management (CFDM) team is responsible for detecting and preventing telephone fraud. These issues include calling card fraud, theft of telephone services, and other prevalent organized telephone fraud schemes. They are also the corporation's subject matter experts in educating consumers and businesses about the potential for telecommunications fraud. Using another customer's social

INTRODUCTION AND OVERVIEW

The following information is intended to provide law enforcement agencies a reference guide to assist in contacting the appropriate organization within Ameritech. The Ameritech region includes areas within Wisconsin, Illinois, Michigan, Ohio and Indiana. The information provides a brief description of each organization's responsibilities as well as contact and facsimile numbers. It should be noted this information applies solely to customers of Ameritech and SBC subsidiaries.

Asset Protection - Investigations
Main Number: 800-832-2998

Asset Protection (also known as Corporate Security) has the primary responsibility for internal investigations within the Ameritech Region. They are also responsible for investigating crimes where Ameritech is determined to be the victim. Asset Protection investigates, and/or coordinates all company efforts pertaining to the protection of company personnel, property and other assets from assault, theft, fraud, malicious damage or other criminal acts.

Asset Protection - Court Order Bureau
Main Number: 800-813-6442
Fax Number: 800-294-9805

This organization is responsible for processing law enforcement requests for court ordered services. These services include the following:
Court Ordered traps, and traces
Pen Registers (circuit coordination)
Requests for Voice Mail/messaging checks
Telephone Service Feature Checks
Undercover line provisioning
Intercepts (Wireline and DSL)
Emergency requests for assistance in situations of imminent danger of death or bodily injury
National Security Letters
Note: Many of these services require a fee.

Legal Process Center
Fax Requests to: 888-635-6615 or 214-464-9502
Information and Status: 800-291-4952
Mailing Address: Two SBC Plaza
211 S. Akard
Room 1330
Dallas, TX 75202

The Legal Process group serves as the Custodian of

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security number and driver's license for fraudulent purposes is the most common reason for law enforcement involvement.

AMERITECH INTERACTIVE MEDIA SERVICES
Main Number: 210-246-8611
Fax Number: 210-246-8699

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

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

Address requests to:

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

Cingular Wireless Legal Process & Court Orders
Main Number: 866-254-3277
Fax Number: 866-856-0149

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

Legal Processing of subpoena requests, search warrants, court orders
Subscription Fraud
Blacklist stolen phones

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

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