

CALL TRACE

Call Trace allows you to dial a special code to initiate an automatic trace record of an obscene, threatening, or harassing call originating within your Advanced Calling service area. The Call Trace record will provide the calling and called numbers and the date and time the Call Trace feature was activated. (Call Trace is available on both a monthly subscription and a per-call basis. See page 5 of these Informational pages for Call Trace rates.)

To Use:

1. Hang up after receiving the annoying call.
2. Lift the receiver and listen for dial tone.
3. Press *57 (1157 for rotary or dial pulse telephones) and listen for announcement.
4. Press or dial 1 to trace the annoying call.
5. Listen for announcement that the Call Trace record has been successfully completed.
6. Call your Telephone Company and/or local Law Enforcement Agency before the end of the next business day if further action is desired.

Notes:

1. It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent call, Call Trace will record the latter all.
2. If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than on the original calling number.
3. When you use Call Trace, you will not be given the telephone number traced or the name associated with that number. Should you desire to seek legal action, call your local Law Enforcement Agency. Appropriate information will be provided to that Agency upon receipt by the Telephone Company of the proper legal papers.

4. In the case of an emergency, or any other threatening situation, call your local Law Enforcement Agency immediately.
5. The local Law Enforcement Agency may require three or more confirmed traces of the same number, except in emergencies or other threatening situations, in order to take further action. Therefore, it is important that you activate Call Trace each time a harassing call is received.