



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

– Cellular, Satellite & VoIP Phone Providers



STEP 1 - Determine the target phone service provider:

- **NeuStar**
(NPAC) **Number Portability Administration Center** <http://www.npac.com/lawenforcement/registration.shtml>

CODE# XXXXXXJXXXX - obtain your own PIN from NeuStar by registering at the link listed above

Automated Number (571) 434-5781 **NeuStar HELP Line** (571) 434-5395

NOTE: If you query a number through NeuStar and it has "NOT BEEN PORTED", check it through Fone Finder to determine the likely service provider.

- **Fone Finder** <http://www.fonefinder.net/>

TIP: To identify providers for "800" numbers, call (888) 767-3300 Option 1

STEP 2 – Determine if the case involves - “Exigent Circumstances” (e.g. Abduction, Missing Person at risk or Dangerous Fugitive)

If so, using the provider resource list, contact the provider and tell them: “We are investigating a case that we believe is an emergency involving immediate danger of death or serious bodily injury” Do not explain the situation in detail - as they only need to have a *reasonable belief* that the situation involves immediate danger of death or serious injury. The provider will typically verify your information and then send you their Exigent Circumstance Request form via fax. A few providers require you to send your request via fax on official letterhead. Complete the form or the letter and fax it back. Some providers will require a valid Court Order to be submitted within 48 hours of the Exigent Circumstance Request.

TIP: If the target phone is roaming on another provider’s network - complete the Exigent Circumstances process with the roaming provider to get the best and fastest results for call records and tower locations.

STEP 3 – Determine needed records & legal process required:

NOTE: Before submitting Subpoenas, Court Orders or Search Warrants, it is a good idea to contact the provider identified through the steps listed above and confirm that they are indeed the provider for the account. It is also recommended that you verify the provider’s legal compliance process and contact information to avoid any delays or confusion.







- **PRESERVATION LETTER:** A preservation letter [USC 2703(b) (2)] should be sent to the provider via fax as soon as possible to preserve records before they are discarded and cannot be recovered. This is particularly an issue with text message and voice mail content which are generally only retained for 72 hours. *A sample preservation letter is included on the last page of this guide.*
- **SUBPOENA:** For basic transactional records (e.g. Subscriber account details, Billing Records or Account Notes) only a Subpoena is required. Submit the Subpoena via fax to the provider’s Subpoena Compliance fax number. **Call the provider to verify receipt!**
- **COURT ORDER:** For detailed records (e.g. In-coming & Out-going Call Detail, Cell Tower Locations – including location “pings”, Text Message content, Voice Mail content and PEN Registers) a Court Order (or Search Warrant) is required. Submit the Court Order (or Search Warrant) via fax to the provider’s Legal Compliance fax number. It is also a good idea to include a cover letter that includes your contact information, the target number and the specific records you are requesting and specify that you would like the records returned in an electronic format (e.g. Excel). **Call the provider to verify receipt!**



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

- Cellular, Satellite & VoIP Phone Providers













<p>AT&T Mobility (Cingular) National Subpoena Compliance Center P.O. Box 24679 West Palm Beach, FL 33416 (800) 635-6840 Main (888) 938-4715 Fax</p> <p>Physical Address: 11760 US Highway 1, North Palm Beach, FL 33408</p> 	GSM	<p>MVNO prepaid service as GoPhone</p> <p>Send a Text Message: AT&T Mobility [10-digit phone number]@txt.att.net Example: 2125551212@txt.att.net</p> <p>AT&T optional GPS location service: Family Map https://familymap.wireless.att.com/finder-att-family/welcome.htm</p> 
<p>Cricket Communications Subpoena Compliance 10307 Pacific Center Court San Diego, CA 92121 (858) 882-9301 Main (858) 882-9237 Fax</p> 	CDMA	<p>Roaming partner with MetroPCS</p> <p><i>"LIVE TRACE"</i></p>
<p>EMBARQ Law Enforcement Support 5454 W. 110th Street MS: KSOPKJ0402 Overland Park, KS 66211 (877) 451-1980 Main (913) 254-5800 Fax</p> 	CDMA	<p>Embarq is the land-line division of Sprint / Nextel.</p>
<p>OnStar ATTN: Records Request P.O. Box 430627 Pontiac, MI 48343 (888) 466-7827 or (248) 577-7465</p> 	CDMA	<p>OnStar will need the registered user name, OnStar phone number or VIN. OnStar has an Emergency shut-down feature</p> <p>OnStar is an MVNO partner with Verizon</p>
<p>MetroPCS Subpoena Compliance 8144 Walnut Hill Lane Dallas, TX 75231 (800) 571-1265 Main (972) 860-2635 Fax</p> 	CDMA	<p>Send a Text Message: MetroPCS [10-digit phone number]@metropcs.com Example: 2125551212@metropcs.com</p>



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

- Cellular, Satellite & VoIP Phone Providers











<p>Qwest Communications Subpoena Compliance 1005 17th Street, Suite 120 Denver, CO 80202 (303) 896-2522 Main (303) 896-4474 Fax</p> 	<p>CDMA</p>	<p>Qwest offers cellular service through a partnership with Verizon. Qwest® One Number Service - a single phone number for a Verizon Wireless phone and Qwest landline phone. Calls will ring both the Qwest landline phone and the Verizon Wireless phone. Unanswered calls to a single voice mail box. In some cases it may be necessary to send a Subpoena or Court Order to both Qwest & Verizon.</p>
<p>Sprint / Nextel Communications Security & Subpoena Compliance 6480 Sprint Parkway MS: KSOPHM0216 Overland Park, KS 66251 (800) 877-7330 Main (Option 1) (816) 600-3111 Subpoena Compliance Group</p> <p>Immediate Response Requests (not Emergencies) (913) 315-8774 Fax (816) 600-3121</p> <p>Trials/Appealance CSTrialTeam@sprint.com</p> 	<p>CDMA</p>	<p>Virgin Mobile MVNO prepaid service – Sprint  Send a Text Message: Virgin Mobile USA [10-digit phone number]@vmobl.com Example: 5551234567@vmobl.com</p> <p>Boost Mobile MVNO prepaid service – Nextel (iDEN) PTT service or CDMA service  Send a Text Message: Boost Mobile [10-digit phone number]@myboostmobile.com Example: 2125551212@myboostmobile.com</p> <p>Kajeet & iWireless – MVNO prepaid service – Sprint </p> <p>Sprint offers an optional GPS location service: Family Locator http://www.nextel.com/en/services/gps/family_locator.shtml </p>
<p>T-Mobile, USA Law Enforcement Relations 4 Sylvan Parsippany, NJ 07054 (973) 292-8911 Main (973) 292-8697 Fax ler2@t-mobile.com</p> 	<p>GSM</p>	<p>Send a Text Message: T-Mobile [10-digit phone number]@tmomail.net Example: 4251234567@tmomail.net</p>
<p>TracFone Wireless, Inc. Subpoena Compliance 9700 NW 112th Avenue Miami, FL 33178 (800) 820-8632 Main (305) 715-6932 Fax</p> 	<p>MVNO GSM or CDMA options</p>	<p>Also sold as Net10 & SafeLink in some markets   (800) 867-7183 Customer Care Center</p>



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

– Cellular, Satellite & VoIP Phone Providers





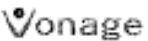

<p>U.S. Cellular Subpoena Compliance Department One Pierce Place, Suite 800 Itasca, IL 60143 (630) 875-8270 Main (866) 669-0894 Fax (865) 777-8333 after Hours</p> 	<p>CDMA</p>	<p>Send a Text Message: US Cellular [10-digit phone number]@email.uscc.net Example: 4251234567@email.uscc.net</p> <p>Roaming partner with Verizon</p>
<p>Cellco Partnership dba Verizon Wireless Custodian of Records 180 Washington Valley Rd. Bedminster, NJ 07921 (800) 451-5242 Main (888) 667-0028 Fax (Subpoenas) (908) 306-7501 Exigent Fax (908) 306-7491 Fax (Court Orders / Search Warrants)</p> 	<p>CDMA</p>	<p>INpulse is Verizon prepaid service Alltel – is also a Verizon company AirTouch – is also a Verizon company JitterBug – is also a Verizon company</p> <p>Send a Text Message: Verizon [10-digit phone number]@vtext.com Example: 5552223333@vtext.com</p>     <p>Verizon offers an optional GPS location plan: Family Locator http://products.verizonwireless.com/index.aspx?id=fnd_familylocator</p>
<p>Globalstar Subpoena Compliance 461 S. Milpitas Blvd. Milpitas, CA 95035 (408) 933-4840 Main (408) 933-4844 Fax (877) 452-5782 Customer Care</p> 	<p>Satellite</p>	<p>Satellite Telephone Service Only</p> <p>Law Enforcement Technical Support: (408) 933-4144 Jose Jara (Office) (408) 828-0987 Jose Jara (Cell phone)</p>
<p>Iridium Satellite ATTN: Orders LEA 8440 S. River Parkway Tempe, AZ 85284 USA (480) 752-1144 Main (480) 752-5130 Fax (866) 947-4348 Customer Care</p> 	<p>Satellite</p>	<p>Satellite Telephone Service Only</p> <p>Law Enforcement Technical Support: (602) 741-4224 Thomas Lopez (Cell phone) (877) 454-7631 Thomas Lopez (Pager)</p>
<p>There are numerous VoIP providers – several currently popular VoIP providers are listed below:</p>	<p>VoIP</p>	<p>Additional VoIP providers can be found here: http://www.myvoipprovider.com/Top_100_VoIP_Providers</p>



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

– Cellular, Satellite & VoIP Phone Providers



<p>Magic Jack http://www.magicjack.com/ YMax Communications ATTN: Lorraine Fancher 5700 Georgia Avenue West Palm Beach FL 33405 (561) 586-3380 Legal Compliance (888) 762-2120 Fax Lorraine.Fancher@ymaxcorp.com</p>	 	<p>VoIP</p>	<p>The Magic Jack resembles the appearance of a flash drive. You can simply plug it into a USB port of your computer and then plug in any kind of analog or cordless phone on the other end and you would be able to make unlimited local and long distance calls. Features include voice mail, call forwarding, conference calling, call waiting and caller ID.</p>
<p>Vonage http://www.vonage.com/ Hours of Operation: 24/7 Phone: 1-866-293-5674 Please state immediately that you are from a LEA with an emergency threat to life situation. Non-Emergency Email: SubpoenaProcessTeam@Vonage.com Phone: 732-231-6705 Fax: 732-202-5221 Vonage Holdings Corp. Attention: Legal Affairs Administrator - Legal Dept, 23 Main Street Holmdel, NJ 07733</p>		<p>VoIP</p>	<p>You can verify a phone number is a Vonage phone number by calling (732)377-3597. You must add a "1" before the number including the area code and the system will tell you if the number is a Vonage number or not.</p> <p>Emergency (life-threatening situation) Requests must be followed by the proper legal demand within 48 hours. We will verbally provide the information, and once we have received the proper legal demand, we will follow-up with a hard copy.</p> <p>Hours of Operation: 8:30 AM to 5:30 PM (Monday – Friday – ET) Response time for valid subpoena requests: 3-5 days</p> <p>Vonage requires special hardware in order to work - usually an Ethernet router with built-in telephone adapter. Once you sign up for a Vonage account, you can use a Web interface to view your call history and change your account settings.</p>
<p>Skype http://www.skype.com/ Skype Communications S.A.R.L 22/24 Boulevard Royal, L-2449 Luxemburg Tel: 01135226190920 lrm@skype.net</p>		<p>VoIP</p>	<p>The Skype application looks and works a lot like an instant messaging (IM) client. As with an IM client, users can change their on-line status, look at their contact list and decide who they want to talk to. In order to use these functions and to make calls, their computer has to be on and connected to the Internet, and their Skype application has to be running. Calls to other Skype users are free.</p> <p>Skype Mobile application can be used with Verizon smart phones with an active data plan. These calls use Verizon's 3G broadband connection.</p>



LAW ENFORCEMENT TELEPHONE INVESTIGATIONS RESOURCE GUIDE

– Cellular, Satellite & VoIP Phone Providers



LEGAL FRAMEWORK:

United States Constitution 4th Amendment

Protects citizens against “unreasonable searches and seizures” by the Government.

Hierarchy of Protection

1. Transactional Records (name, number, billing records, etc.)
2. Numbers dialed from or to a phone.
3. Location information.
4. Content of stored communication (e-mail, voice mail, text messages, etc).
5. Content of telephone conversations (wiretap).



18 U.S.C. §§ 2701-2711 — STORED WIRE AND ELECTRONIC COMMUNICATIONS & TRANSACTIONAL RECORDS ACCESS

- **Section 2701:** It is a crime to intentionally access electronic communication without authorization.
- **Section 2702:** A provider of electronic communications may not disclose customer records to the government except as authorized by Section 2703, or if the provider reasonably believes an emergency involving immediate danger of death or serious bodily injury justifies disclosure. Penalties include fines, civil liability and imprisonment for 1 to 10 years.
- **Section 2703(b) (2).** A governmental entity may include in its subpoena or court order a requirement that the service provider to whom the request is directed create a backup copy of the contents of the electronic communications sought in order to preserve those communications. Without notifying the subscriber or customer of such subpoena or court order, such service provider shall create such backup copy as soon as practicable consistent with its regular business practices and shall confirm to the governmental entity that such backup copy has been made. Such backup copy shall be created within two business days after receipt by the service provider of the subpoena or court order.
- **Section 2703(c):** A court order, search warrant or customer consent is required for the release of records of electronic communications (including location information). A subpoena can be used to obtain transactional records, but not for location information.
- **Section 2703(d).** A court order for disclosure under subsection (b) or (c) may be issued by any court that is a court of competent jurisdiction and shall issue only if the governmental entity offers specific and articulable facts showing that there are reasonable grounds to believe that the contents of a wire or electronic communication, or the records or other information sought, are relevant and material to an ongoing criminal investigation.

Refer to the complete United States Code sections for details: http://www.justice.gov/criminal/cybercrime/ECPA2701_2712.htm



Retention Periods of Major Cellular Service Providers

Data gathered by the Computer Crime and Intellectual Property Section, U.S. Department of Justice

	Verizon	T-Mobile	AT&T/Cingular	Sprint	Nextel	Virgin Mobile
Subscriber Information	Post-paid: 3-5 years*	5 years	Depends on length of service	Unlimited	Unlimited	Unlimited
Call detail records	1 rolling year	Pre-paid: 2 years Post-paid: 5 years	Pre-paid: varies Post-paid: 5-7 years	From mid-November 2007**	2 years	2 years
Cell towers used by phone	1 rolling year	6 months	60-90 days	From mid-November 2007	2 years	Not retained - obtain through Sprint
Text message detail	1 rolling year	Pre-paid: 2 years Post-paid: 5 years	Post paid: 5-7 years	From mid-November 2007**	--	60-90 days
Text message content	3-5 days	--	--	12 days	--	90 days (search warrant required)
Pictures	Only if on website (customer can add or delete pictures any time)	Can be stored online and are retained until deleted or service is canceled	--	Contact provider	Contact provider	--
IP session information	1 rolling year	--	72 hours (revolving IP addresses used for cell phones)	60 days	n/a	--
IP destination information	30 days	--	72 hours (revolving IP addresses used for cell phones)	60 days	n/a	--
Bill copies (post-paid only)	3-5 years, but only last 12 months readily available	--	5-7 years	7 years	7 years	n/a [‡]
Payment history (post-paid only)	3-5 years, check copies for 6 months*	5 years	Depends on length of service	Unlimited	Unlimited	n/a [‡]
Store Surveillance Videos	Typically 30 days	2 weeks	Depends Most stores carry for 1-2 months	Depends	Depends	n/a
Service Applications	Post-paid: 3-5 years*	--	--	Depends	Depends	--

* May vary by former company

** For records older than mid-Nov 2007, Sprint can only provide bill reprints with outgoing info

‡ No bill copies but list of credit card transactions does not expire