



The 9-1-1 Conference & Trade Show

Indianapolis
Indiana



Wireless Carrier Policies for Exigent Situations



at&t

cricket

Sprint



T-Mobile

verizon wireless

Presented at the National NENA Conference in Indianapolis on 6/8/10

9-1-1
POLICE • MEDICAL • FIRE
EMERGENCY
NENA

Agenda

- Foundation for Wireless Carrier Exigent Policies
- National Legal Framework Overview
 - Title 47 CFR Section 64.2010(a) CPNI
 - Title 18 USC-Crimes & Criminal Procedures
- Wireless Carrier General Exigent Circumstance Procedures
 - Wireless Carrier Exigent Policy Comparison Chart
 - Reseller Information
- Exchange of Information: Wireless Carriers & PSAPs
 - Types of Records and Communications Available
 - Wireless Carrier Data Availability Comparison Chart
- Internet Resources & Panelist Contact Information
- Q & A
- *Appendix – NENA Exigent Request Form (Print on agency letterhead)*

Foundation for Wireless Carrier Exigent Policies

- Federal and State Laws are in place to ensure customer data is protected.
- Wireless Carrier policies comply with various laws and balance exigent assistance needs.
- Wireless Carriers want to expeditiously assist law enforcement and public safety during exigent situations.
- Major Wireless Carriers have designated resources to satisfy exigent requests.

Title 47 Code of Federal Regulations

64.2010 0(a)

- a. Regulations implementing the Wireless Communications and Public Safety Act of 1999 **require wireless carriers to take “measures to discover and protect against attempts to gain unauthorized access to customer proprietary network information (CPNI)”**
- b. CPNI: Information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed by any customer of a telecommunications carrier, and that is made available to the carrier by the customer solely by virtue of the carrier-customer relationship; and information contained in the bills

Stored Communications Act

18 U.S.C. § 2702(b)(8), (c)(4):

(b) Exceptions for disclosure of communications.-- A provider described in subsection (a) may divulge the contents of a communication-- . . .

(8) to a governmental entity, if the provider, in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires disclosure without delay of communications relating to the emergency.

(c) Exceptions for disclosure of customer records.--A provider described in subsection (a) may divulge a record or other information pertaining to a subscriber to or customer of such service (not including the contents of communications covered by subsection (a)(1) or (a)(2))-- . . .

(4) to a governmental entity, if the provider, in good faith, believes that an emergency involving danger of death or serious physical injury to any person requires disclosure without delay of information relating to the emergency;

Wireless Carrier General Exigent Procedures

- Law Enforcement calls carrier before or after exigent circumstance form is faxed to carrier.
- Call is handled by carrier's 24x7 law enforcement support team.
- Carrier provides assistance upon receipt of exigent circumstance form or other verification process.

Carrier Exigent Policy Chart

	Verizon Wireless	AT&T	Sprint/Nextel	T-Mobile	Cricket
Primary Contact Number for PSAPs	1-800-451-5242	1-800-635-6840	1-800-877-7330	1-866-537-0911	(858) 882-9301
Primary Contact Hours of Operations	Staffed live 24x7	Staffed live 24 x 7	Staffed live 24 x 7	Staffed live 24 x 7	Staffed live 24 x 7
Exigent Circumstance Request Steps	Faxed/email form or callback verification with fax to follow	Faxed/email form	Faxed/e-mail/uploaded form or verbal	Faxed department letterhead signed by supervisor.	Faxed/email form or verbal with faxed form to follow
Follow Up Legal Demand Requested	No, unless law requires	No, unless law requires	No, unless law requires	No; unless law requires	No; unless law requires
New Exigent Process Required for Changes	Yes, faxed or email form	Yes, faxed or email form	No.	Yes; letterhead	Yes, faxed or email form or verbal
Any Applicable Fees?	Most are no cost. Wiretap and Pen Register Trap & Trace fees do not apply for first 48 hours.	Most are no cost. Wiretap and Pen Register Trap & Trace fees do apply.	Most are no cost. Wiretap and Pen Register Trap & Trace fees do apply.	Most are no cost. Wiretap and Pen Register Trap & Trace fees do apply; some apply to locator tool.	Most are no cost. Wiretap and Pen Register Trap & Trace fees do apply.

Resellers

Companies that purchase service/minutes from a wireless carrier, they do not have their own wireless network

- Examples of Companies that resell wireless services: TracFone, Virgin Mobile, OnStar, etc
- The E9-1-1 call display at the PSAP shows the network provider name that processed & delivered the 9-1-1 call therefore the reseller name will not be on the call display.
- In some cases, the estimated location of the caller and call detail records can be provided by the network provider however, the subscriber information must be obtained from the reseller company directly.
- The Wireless Carrier will inform the PSAP that the caller belongs to a reseller and will provide the reseller's phone number.
- The PSAP will have a similar experience if the caller is "roaming" on another wireless carrier's network.
- Neustar's Number Portability Administration Center (NPAC) ~ website for law enforcement: <http://npac.com/lawenforcement/ivr.shtml>

TRACFONE 24 x 7: 1-800-820-8632
VIRGIN MOBILE 24 x 7: CALL SPRINT
ONSTAR 24 x 7: 1-888-4ON-STAR

Exchange of Information: Wireless Carrier & the PSAP

Each Wireless Carrier's Law Enforcement Relations Team receives on average 10,000 calls for information per month

- PSAP needs information **during an active 9-1-1 call**
- PSAP needs information **after law enforcement has declared an exigent circumstance**
- PSAP needs information **during an investigation**

Types of Records & Communications Readily Available

(Carrier Dependent)

- Subscriber Information – Name, address, contact numbers, activation date, and number of mobiles on the Account for the Most Current Customer unless a timeframe is provided.
- Social Security Number – The social security number of the subscriber (not available or valid on most prepaid accounts)
- Tolls – Date, time and length of call for outgoing calls, only non-restricted inbound
- Call Detail Records (CDR) – Date, time and length of call for outgoing and incoming calls; captures outbound digits and incoming numbers
- Internet Protocol Data Records (IPDR) – Date, time, length of communication, captures cell site and sector
- Features – List of the features subscribed to by the customer
- ESN – Electronic serial number of the phone
- Payment History – Date, source and amount of payments
- Calls to a Number – Date, time and length of calls for all mobiles that called a specific destination number
- Location Information - Cell site and sector to more precise location
- Real-time Intercept – Pen register trap and trace or wiretap
- Tower Searches – Calls made on a tower over a specific date & time range

Common Types of Readily Available Information

Type of Information	Verizon Wireless	AT&T	Sprint	T-Mobile	Cricket
Subscriber - Post paid	Typically 3 to 5 yrs*	Typically 3 to 5 yrs*	Generally forever exceptions exist.	Typically 3 to 5 yrs*	N/A
Call Detail Records/Cell Sites	1 rolling year	18 months rolling	2 year rolling	6 months	6 months
Text Message Detail	1 rolling year	Typically 3-5 yrs*	2 year rolling*	2 to 5 years*	6 months
Text Message Content	3 to 5 days	Not Stored	7 to 12 days*	Not Stored	Not stored
IP Session Information	1 rolling year	Not Stored	2 year rolling*	Not Stored	Not stored
IP Destination Information	90 days	Not Stored	2 year rolling* Exceptions exist	Not Stored	Not stored
Pictures or Video	If on website**	If on website**	If on website**	If on website**	Not stored
Bill Copies - Post paid	Typically 3 to 5 yrs*	Typically 3 to 5 yrs*	10 yrs*	2 to 5 yrs*	N/A
Payment History - Post paid	Typically 3 to 5 yrs*	Typically 3 to 5 yrs*	Generally forever exceptions exist.	Typically 3 to 5 yrs*	N/A
Location Information – cell site	1 rolling year	18 months rolling	2 year rolling	6 months	6 months
Location Information – more precise than cell	RTT for last 500 calls and SMS	Real-time (verbal) or via email every 15 or 30 minutes Also CALEA EVENT BASED	Real-time & 14 days historical*	Real-time email automated	Real-time only

*may vary by former company

**customer can add or delete pictures at any time



#1 TIP: Always call carrier and ask what information is available for your exigent situation. Carriers constantly change their networks and new capabilities emerge.



Internet Resources

www.arin.net (American Registry for Internet Numbers)

www.searchbug.com (Website to identify wireline and cell phone numbers)

www.NPAC.com (Number Portability Administration Center)

www.askCALEA.net (Communications Assistance for Law Enforcement Act)

Panelist Contact Information



at&t

John Garner: jg6233@att.com



Stephen Ehrnman: stephen.p.ehrnman@sprint.com



Ray MacDonald: raymond.macdonald@t-mobile.com

Tim Evans: timothy.evans@t-mobile.com



Debra Ennis: debra.ennis@verizonwireless.com

Mark Denton: mark.denton@verizonwireless.com

Moderators:

Lynn Mell, T-Mobile (lynn.mell@t-mobile.com)

Marlys Davis, King County E9-1-1 (marlys.davis@kingcounty.gov)

Q & A



Appendix – NENA Exigent Request Form

The wireless carriers can accept emergency requests for subscriber information on the NENA exigent request form (template below). It is best to call the carrier first, then fax the request for information

PLEASE PRINT ON AGENCY LETTERHEAD

PLEASE PRINT ON AGENCY LETTERHEAD

To: [Carrier Name/Law Enforcement Relations Team]

From: [Include agency main voice and fax numbers]

This is an emergency request for information on the following wireless number: (____)____-____ This agency received a 9-1-1 emergency call for assistance from the above wireless telephone number.			
Date of Call	Time of Call 00:00- 24:00	Duration Min: Sec	Nature of Call
		:	
Based on that telephone call, we believe that one or more people face immediate danger of death or serious injury. We request that you promptly provide to the extent available the following information necessary to initiate the appropriate response. (Please use above fax & telephone numbers.) _____ Subscriber name, billing address, home & business phone numbers for the above number _____ Cell site or location information for the 9-1-1 call from the above number			
Requesting Agency Information			
Title	Employee	Signature	Date
Requesting Agency Case Number: _____ Requesting Agency Dispatch Log # _____			

