

INCOME LEDGER 2005

Date	Ver	Surcharge	Amer	Surchar	Wireless	Sur	Int on Invest	Misc Income	MCI	Trinsic Z-Tell	Land Line Sure-Teil	AT&T	Talk America	Excel	Sprint	Satis/Budget	Farm Bureau	Metro	Sage	Light Year	Aero
12/6/2004									494.70	30.00											
12/10/2004				2919.71																	
12/15/2004							239.63								26.19						
12/21/2004	5,392.85			2,901.48																	
12/29/2004												375.39	78.57		20.37	73.43					
1/3/2005									483.06												32.01
1/5/2005					1,219.06					36.00								5.82			
1/11/2005																					
1/14/2005																					
1/21/2005	5,372.81											392.85	93.12		20.37	71.58					
1/27/2005																					104.76
1/31/2005						255.13												5.82	49.47		
2/7/2005					1,669.05				503.43	51.00											
2/15/2005															20.37						
2/23/2005	5,321.74							9.75							17.46						
2/25/2005				2,858.30		280.29		82.50				314.28	90.21								
3/1/2005																					46.56
3/3/2005					1,289.82				468.51							68.90		5.82			
3/14/2005										45.00											
3/21/2005	5,342.02														20.37						
3/28/2005								19.50				320.10	90.21		14.55						
4/1/2005				2,978.29	1,211.65	324.73		61.90	497.61	39.00						89.63		5.82	43.65		
4/18/2005																					
4/26/2005	5,361.29											357.93	93.12		11.64	77.05					
5/3/2005									485.97	54.00											52.38
5/5/2005				2,874.21		326.98															
5/12/2005																					
5/17/2005	5,245.94														23.28						
5/24/2005				2,890.89								3.00	317.19	78.57		11.64	80.21				
5/31/2005																					29.10
6/3/2005									483.06	39.00											5.82
6/8/2005					1,202.21	417.80															
6/16/2005																					
6/30/2005	5,253.58			14.16	1,275.50							328.83	69.84		11.64	67.64					
7/6/2005						402.27			506.34	48.00											
7/21/2005																					
7/26/2005				2,904.57								302.64			11.64						
7/29/2005	5,236.04					410.82			497.61	39.00			66.93			74.33		2.91	11.64		
8/5/2005					1,220.36																
8/15/2005																					
8/22/2005	5,102.70					387.69									23.28						

8/24/2005				23.13	381.84				317.19	61.11		11.64	81.48						
9/6/2005			1,234.37	487.07				30.00											2.91
9/12/2005				24.91															43.65
9/19/2005						471.42						17.46							
9/23/2005		2,832.98		24.91					314.28	52.38		11.64							
10/5/2005	5,107.28		1,289.09	456.64		474.33		39.00					90.21					2.91	23.28
10/24/2005												14.55							
10/26/2005		2,883.52	1,320.69	513.65					305.55	61.11									
10/27/2005	5,151.09			27.08								11.64	72.75	96.03				2.91	
11/1/2005						477.24		21.00											40.74
11/28/2005	5,108.57	2,924.65							279.36	37.83		11.64	87.30	5.82					6.00
11/30/2005				547.04															15.00
11/30/2005				28.26															
Total	62,995.91	28,982.76	12,931.80	5,178.03	555.49	5843.28	471.00	3.00	3,925.59	873.00	235.71	165.87	934.51	101.85	46.56	392.85	125.76	246.00	

Administrative Expense Ledger

2005

	Official Salary	IMRF & SS	Insurance	Mileage	Office Salary	Shirley SS	Payment to ISP
Budget Amount	25,766.00		7,200.00		7,138.00		12,000.00
12/10/2004	991.00	139.65			267.20	20.44	
12/24/2004	991.00	139.65	223.84		267.20	20.44	
1/7/2005	991.00	139.65			267.20	20.44	1219.06
1/21/2005	991.00	139.65	223.84		267.20	20.44	
2/4/2005	991.00	139.65			267.20	20.44	1669.05
2/18/2005	991.00	139.65	223.84		267.20	20.44	
3/4/2005	991.00	139.65			267.20	20.44	1289.82
3/18/2005	991.00	139.65	223.84		267.20	20.44	
4/1/2005	991.00	139.65			282.88	21.64	1211.65
4/15/2005	991.00	139.65			282.88	21.64	
4/29/2005	991.00	139.65	223.84		282.88	21.64	
5/13/2005	991.00	139.68			282.88	21.64	
5/27/2005	991.00	139.68	223.84		282.88	21.64	1202.21
6/10/2005	991.00	139.68			282.88	21.64	
6/24/2005	991.00	139.68	223.84		282.88	21.64	
7/8/2005	991.00	139.68			282.88	21.64	1,275.50
7/22/2005	991.00	139.68	223.84		282.88	21.64	
8/5/2005	991.00	139.68			282.88	21.64	
8/19/2005	991.00	139.68	223.84		282.88	21.64	
8/30/2005	991.00	139.68			282.88	21.64	
9/2/2005	991.00	139.68			282.88	21.64	1,234.37
9/16/2005	991.00	139.68			282.88	21.64	1,220.36
9/28/2005	991.00	139.68	223.84		282.88	21.64	
10/14/2005	991.00	139.68			282.88	21.64	
10/28/2005	991.00	139.68	223.84		282.88	21.64	
11/11/2005	991.00	139.68			282.88	21.64	
11/25/2005	991.00	139.68			282.88	21.64	
11/29/2005			223.84				1,385.85
Total	26,757.00	3771.03	2,686.08		7,512.32	\$574.68	11707.87

	EXPENSE		LEDGER		2005										
Date	50.6052	50.6006	50.6005	50.6009	50.6010	50.6006.01	50.6008.01	50.6051	50.6050	50.6033.01	50.6011	50.6027.00	50.6027.01	50.6026.01	50.6051.01
	Mo.Trk.Chg	Phone Exp	Off. Suppli	Postage	Dues & Sub	Internet Ser	Secretary/mtg	Map & Add	Misc.	Training	Print/pub	Equip M & R	Equip. Pur.	Vehicle Main	Sign Rep.
Budget Amt.	27,500.00	3,800.00	1,800.00	300.00	150.00	300.00	480.00	1,200.00	2,000.00	1,500.00	300.00	7,000.00	10,000.00	2,000.00	1,000.00
12/14/04		25.00	543.97									2,828.23	230.66	62.65	
12/14/04	134.79								5.75						
12/14/04									5.75						
12/20/04		74.87													
12/20/04		35.11													
12/20/04	1,875.32	153.95							100.00			148.09			
1/21/05	134.79	78.16		37.00			40.00		5.75					83.66	
1/21/05		25.00							5.75						
1/21/05		35.36													
1/21/05	1,875.32	123.97													
2/23/05	134.79	25.00					40.00		5.75						
2/23/05	1,403.17	77.23							5.75						
2/23/05		134.82					40.00								
2/23/05		35.39							106.45	108.00			108.00	86.80	
3/23/05	134.97	35.08	137.67						5.75		20.00			61.99	
3/23/05		129.96							5.75						
3/23/05	1,670.04	75.65									129.46				
3/23/05		25.00					40.00						129.46		
4/6/05									110.00						
4/26/05	134.97	75.51	115.92												201.22
4/26/05	1,670.04	35.19												96.23	
4/26/05	150.16						40.00		7.61						
4/26/05		25.00							7.61				75.00		
4/29/05												199.99			
5/25/05	1,696.87	39.00		37.00		135.70	80.00		7.61	117.00				113.55	
5/25/05	134.97	156.96							7.61						
5/25/05		82.51							10.49						

October 2, 2001

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Verizon Security
HQD03A78
P.O. Box 152092
Irving, TX 75015-2092

**Subject: VERIZON SECURITY POLICIES
(Former GTE Properties)**

To Whom It May Concern:

Effective April 18, 2001 all court orders for Verizon (former GTE footprint) will be administered by the Security Control Center.

Fax or mail original court order to the Verizon Security Control Center located at DFW Airport, Texas. (former GTE Footprint)

Attn: Custodian of Records
Verizon
Security Control Center
MC: HQD03A78
P.O. Box 152092
Irving, Texas 75015-2092
Phone: 1-800-483-0722
Fax: 972-615-4310 or 972-615-4352

Subpoenas should be faxed or mailed to the Verizon Legal Compliance department located in San Angelo, Texas. (former GTE Footprint)

Attn: Custodian of Records
Verizon
MC:TXD01613
P.O. Box 1001
San Angelo, Texas 76902-1001
Phone: 1-888-483-2600 Fax: 915-949-6916

The Verizon Legal Compliance Department located in San Angelo, Texas provides processing of all CNA records (customer name and address), toll records, billing records, customer service records and special searches, in compliance with court orders or subpoenas.

The Verizon Security Control Center (SCC) located at DFW Airport, Texas provides processing of all court ordered traps and traces, DNR/Pen Registers, Feature Checks, Caller ID, Title 3 Oral Intercepts, FISA Orders, CALEA Solution and 48 Hr Emergency Court Orders (application).

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The Security Control Center (SCC) is 24/7 operation that provides assistance for all **EMERGENCY/LIFE THREATENING** situations such as 911 traces, suicides, kidnappings, bomb threats, hostage/barricades, release of non-pub numbers in emergency situations and emergency court orders. The SCC deals with sensitive and emergency situations affecting Verizon Security, Law Enforcement Agencies (LEA), and 911 Public Service Answering Points (PSAP) on a national scale in the former GTE footprint.

DO NOT RELEASE SECURITY CONTROL CENTER NUMBERS TO RESIDENTIAL OR BUSINESS CUSTOMERS

24 HOURS/7 DAYS

Security Control Center	LEAs call:	800-483-0722
	911 PSAPs call:	800-483-0911
	SCC Fax:	972-615-4310
	Alternate Fax:	972-615-4352

SCC Acting Manager:	Richard Arteaga	972-615-4301
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SCC Supervisors:	Sherry Keel	972-615-4303
	Charles Whittenburg	972-615-4304

SCC Billing Issues:	Kim McDaniel	972-615-4342
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The SCC's mailing address is:	Verizon Security Control Center
	HQD03A78
	P.O. Box 152092
	Irving, TX 75015-2092

Internet e-mail:	scc-staff@list.tel.gte.com
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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 (Mon - Fri) for advice.

Fraud/Nationwide Numbers:

Fraud Investigation Center for former GTE Customers	800-483-6922
Fraud Investigation Center for former BA Customers	866-483-5595

For Legal Compliance Requests:

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 Verizon Legal Compliance Department for your respective area during normal business hours (mon-fri) at the following:

Non-Published Information Requests:

All non-published requests other than 911 calls or hostage/barricade situations will require a subpoena. Subpoena is required within 3 business days after information is released. All Subpoenas must be addressed to the appropriate Verizon subsidiary.

DO NOT RELEASE LEGAL COMPLIANCE DEPARTMENT NUMBERS TO RESIDENTIAL OR BUSINESS CUSTOMERS

The following numbers are for LEAs ONLY:

Hawaii	808-546-8830 FAX 808-524-1174
All other states	888-483-2600 FAX 915-949-6916

For Security Services:

For Internal Verizon investigations please contact the Security Services Department in your respective areas at the following:

AZ, CA, ID, OR, NV, WA	805-372-7100
IL, IN, MO, 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.

For Wireless Security:

Verizon Wireless Legal Compliance Group (24 x 7)	908-306-4200
Subpoena Fax Number	908-203-5878
Pen Register Fax Number	908-203-5875

Verizon Wireless Legal Compliance Group

Attn: Custodian of Records
51 Chubb Way
Branchburg, NJ 08876

Please note the Verizon Policies (former GTE footprint) with regard to all court orders:

Verizon does not provide Law Enforcement with any equipment such as DNR/Pen Registers, or Caller ID (CND) Blocking units.

Verizon does not allow any equipment to be connected inside the Central Offices. Any exceptions will be handled on individual case basis.

The Verizon Security Control Center will not establish or disconnect any B1 line or circuit until notification is received from the LEA, preferably a faxed letter.

Any B1 (friendly line) requests where there is no court order involved (i.e. surveillance camera), the SCC can place an Installation Order through the Bus Office if the LEA wishes to remain anonymous. You will receive a bill from Verizon Security Control Center for all services provided. You will receive a separate bill from the Verizon Business Office for their services.

The Verizon Security Control Center will not perform any follow-ups when the court order expires, all traps will be removed on the expiration date of the court order or the negotiated removal date.

For SCC billing purposes, a fictitious name and a real address of the LEA is requested along with an Accounts Payable contact name and number in case of any billing questions or issues.

A. Emergency Requests for Subscriber Information

A subpoena is required for all emergency non-published subscriber requests. Requests should be faxed to the Verizon Security Control Center. All subpoenas must be received within 72 hours of request. Please indicate on these subpoenas that the information has already been provided.

B. Court Orders for Pen Registers, Wire Interceptions and Trap and Trace

The Verizon Security Control Center coordinates and complies with all court ordered requests for pen registers, wire interceptions, and traps and traces.

The Electronic Communications Privacy Act of 1986 states that, pursuant to a court order obtained by a law enforcement agency authorizing it to use a pen register or receive results from a trap and trace device, "a provider of a wire or electronic communication service shall furnish such law enforcement agency forthwith all information, facilities and technical assistance necessary for the installation of the pen register or trap and trace device if such assistance is directed by a court order". Verizon Security "shall furnish the law enforcement agency such information, facilities and technical assistance necessary to accomplish the interception unobtrusively and with minimum interference to the services that are accorded the persons whose communications are to be intercepted". Furnishing

technical assistance does not constitute allowing law enforcement personnel physical access to Verizon central offices.

It is a Verizon policy that law enforcement personnel are not permitted access to Verizon Central Offices.

Verizon will accept court orders via facsimile, mail or in person. All court orders are reviewed by Security personnel to ensure it is "valid on its face". Once a court order is served on Security, special safeguarding measures are exercised. The court order is considered proprietary information, and will be protected as such.

A Pen Register, also known as a Dialed Number Recorder (DNR), is a device that records the electronic impulses that identify the numbers dialed over the telephone line to which the device is attached. It shows when the targeted telephone line is in use and what number or sequence of numbers, is dialed.

A wire intercepts voice communication. In most instances when there is a Pen Register, a wire interception can also run simultaneously. In such cases, the wire interception and pen register utilize the same facility or circuit. The pen register and monitoring equipment are owned, installed and operated by law enforcement.

The time frame for providing needed leased line facilities is typically 14 calendar days, which can be expedited to 10 days for an additional charge. Dial-up facilities typically take from 5-7 calendar days. These facilities are tariffed items and will be charged at the approved rate, which can vary from state to state.

Federal laws limit wire interceptions to 30 day intervals and pen registers to 60 day intervals; however, timeframes may vary per state statute. Court order extensions are to be provided to Verizon Security prior to the expiration date of the original order, in order for the interception to continue uninterrupted.

C. Trap and Trace

A trap and trace captures incoming and outgoing electronic impulses which identify the originating telephone number of an incoming call to a target line. A valid court order is necessary to begin the collection of information via trap and trace. A trap and trace can usually begin on the day the court order is received by Security. There are limitations, however, to the physical number of traps/traces that can be programmed in each Verizon central office switch. Consequently, prioritization of court-ordered trap and trace requests from the same law enforcement agency may be necessary.

Collection of trap/trace information will not begin and no information will be furnished to law enforcement until Verizon Security has received a valid court order. Emergency life-threatening situations are an exception. These will be handled immediately, with a court order to follow. There is an initial setup fee for each trap and trace established, and then a per day charge. This rate varies among the states. There is no charge for a trap and trace required for a life-threatening situation (kidnapping, bomb threat, hostage).

Non-published subscriber information cannot be provided to law enforcement unless the court order language specifies that Verizon shall furnish non-published information. Federal law limits trap/trace interception to a 60-90 day interval. Court order extensions must be provided to Verizon Security prior to the expiration date to continue the intercept without interruption.

Trap and trace activity will be terminated either upon the request of law enforcement or the expiration date of the court order, whichever is earlier. Charges will apply up to the date the trap is removed. If an extension order is not received in Security by the expiration date, the trap/trace will be removed without any notification. Call trace data on calls that occur subsequent to the expiration date of the court order cannot be provided to law enforcement.

D. Emergency trap/trace requests

Frequently, law enforcement has a need for either establishing a trap and trace or retrieving call detail information after normal business hours. If the situation is NOT an emergency or life threatening situation, then this should be referred to Security the next business day.

E. Court Order Requirements

Verizon Security is the recipient of court order requests for pen registers, wire interceptions, or trap and trace, in compliance with Title 18 of the Federal Criminal Code and Rules.

Typically, all court orders include the following information:

Verizon, as the provider of wire or electronic communication service, is known legally as the different entities listed below. The court order must be directed to the correct entity.

Verizon California Inc	
Verizon Florida Inc	
Verizon Hawaii Inc	
Verizon Midwest	(MO)
Verizon North Inc	(IL, IN, MI, OH, PA, WI)
Verizon Northwest Inc	(ID, OR, WA)
Verizon South Inc	(AL, KY, NC, SC, VA)
Verizon Southwest	(TX)
Verizon West Coast Inc	

In addition, Verizon must be directed to furnish information, facilities, and technical assistance necessary to accomplish the installation of the pen register, wire intercept or trap and trace device.

Court Orders must be addressed as follows, in order to be considered valid and accepted:

The identity, if known, of the person who is listed as owning the telephone account that is the target of the intercept.

The identity, if known, of the person who is the subject of the criminal investigation.

List telephone number only once, and if multiple numbers then reference target numbers 1, 2, etc. The physical location of the telephone line to which the pen register or trap and trace device is to be attached, or the place where authority to intercept is granted.

The identity of the agency authorized to intercept the communications, and the identity of the agency to be billed for any charges associated with providing technical assistance.

A non-disclosure statement directing Verizon not to disclose the existence of the court order to any persons, unless ordered by the court.

A signature by the proper authority.

In addition, the court order needs to include what law enforcement specifically requires from Verizon. Verizon cannot provide information that is not specified on the court order. The following are typical inclusions in court orders received from law enforcement.

A provision must be included in each order permitting the release of non-published subscriber information, along with published information.

Results of the trap and trace are furnished to law enforcement at an agreed upon schedule, typically during regular business hours.

If law enforcement requires the Caller ID feature, or Caller ID Deluxe (name and number) be added to the target number, and/or trap and trace placed on the target number, the court order must specify this requirement. This feature will be billed at the tariffed rate. It is the responsibility of law enforcement to cancel this feature, when no longer needed.

If law enforcement requires custom calling feature information, i.e., call waiting, call forwarding, three-way calling or speed calling, along with subscriber information, the request for this must be included in the court order.

F. Sample Court Order

IN THE MATTER OF THE APPLICATION
BY (JURISDICTION) FOR AN ORDER
AUTHORIZING THE INSTALLATION AND
USE OF A PEN REGISTER AND/OR
TRAP AND TRACE

ORDER

This matter having come before the court pursuant to an application under Title 18, United States Code, Section 3122 by (Name), an attorney for the Government, whose application requests an order under Title 18, United States Code, Section 3123, authorizing the installation and use of a pen register and "Caller ID/Caller ID Name/Number" and/or trap and trace on telephone number (telephone numbers(s)), the court finds that the applicant has certified that the information likely to be obtained by such installation and use is relevant to an ongoing criminal investigation into possible violations of (specific criminal code) by (person(s)) and others yet unknown.

It appearing that the numbers dialed or pulsed from/to (telephone number(s)), listed to or leased by (name(s) of person(s)), and located at (address), is/are relevant to an ongoing criminal investigation of the specified offenses.

IT IS ORDERED, pursuant to Title 18, United States Code, Sections 3123 and 3124, that agents of (investigative agency) may install and use a pen register and/or trap and trace to register numbers dialed or pulsed from or to (telephone number(s)), to record the date and time of such pulsing or recordings, and to record the length of time the telephone receiver(s) in question is/are off the hook for incoming or outgoing calls for a period of (not to exceed 60 days), and if trap and trace order, (geographic limitations); This Order applies not only to the above-referenced telephone number, but to any subsequent numbers assigned to replace the above-referenced number, if service by the same lines, at the same address, and if subscribed to by the same subscriber; and,

IT IS FURTHER ORDERED, pursuant to Title 18, United States Code, Section 3124, that Verizon (specify state) shall furnish agents of the (investigative agency) forthwith all information, facilities and technical assistance necessary to accomplish the installation of the pen register and/or trap and trace unobtrusively and with minimum interference to the services that are accorded persons with respect to whom the installation and use is to take place; and,

IT IS FURTHER ORDERED that Verizon (specify state) furnish the (investigative agency), upon written request, information as to the location and identifies of telephone subscribers, published or non-published, revealed by the operation of the pen register and "Caller ID/Caller ID Name/Number". This information shall be available during the time

period covered by this Order, and for a period of ten days after the expiration of this Order; and,

IT IS FURTHER ORDERED that Verizon (specify state), be compensated for reasonable expenses incurred in providing technical assistance; and

IT IS FURTHER ORDERED the Verizon (specify state), shall provide subscriber billing information, to include all special features associated with the above-referenced number(s); and

IT IS FURTHER ORDERED that Verizon (specify state), pursuant to Title 18, United States Code, Section 3123(d), that this Order and the application be sealed until otherwise ordered by the Court, and that Verizon (specify state), shall not disclose the existence of the pen register or the existence of the investigation to the listed subscribers, to the subscribers of numbers revealed by the operation of the pen register, or any other person, unless or until otherwise ordered by the Court.

Judge

Date signed _____

VERIZON SECURITY CONTROL CENTER (SCC)

HOSTAGE / BARRICADE ASSISTANCE

Options Available to Law Enforcement in a Hostage / Barricade Situation:

a. Operator Breakthrough

1. If the Target Number is busy and LEA needs to break the line, contact the Local Verizon Operator to perform the breakthrough. LEA should dial "0".

b. Change Target Number / Remove Calling Features

1. Changes the Target Number to prevent any incoming calls. New Phone number will be given to Law Enforcement ONLY. Also any calling features will be removed so the Barricaded subject will not be able to utilize for their advantage.

c. Deny Origination

1. Prevents any outgoing calls being made from the Target Location.
2. Cannot have a Ringdown if you have Deny Origination.

d. Ringdown

1. If the Target Number picks up the phone to dial out then it will automatically ring the number designated for Law Enforcement.
2. Ringdowns can be performed to Landlines or Cell Phones.
3. Cannot have Deny Origination if you have Ringdown.

e. Force out of Service

1. If the Target Number is busy when LEA attempts to call. Then number can be forced out of service to terminate the service. Therefore disconnecting the call. Then Force back into Service, so LEA can make contact.

f. Digital Tone

1. Sends a 3-decibel sound on the phone line to irritate the subject so they hang up the phone.
2. Only available on certain switches.

Information needed from Law Enforcement:

- a. Phone number of Barricade
- b. Address of Barricade
- c. Dispatch number of LEA Agency for verification
- d. Name and can be reached number for LEA Agent on Site

If unable to provide a Phone number and the Address is invalid:

- a. Provide a Phone number of a neighbor or business on the same street
- b. Provide a Phone number or Name of Apartment Complex
- c. Advise if the city could possibly be different
- d. If possible provide a direction on the Street

NOTE: The security department can perform all of the above hostage/barricade functions. However the SCC cannot perform over defective CPE (telephone inside wiring, jacks, telephone drops, etc.)



Dear Law Enforcement Official:

Since the Bell Atlantic and GTE merger on June 30, 2000, the Bell Atlantic and GTE subsidiaries changed their names. Effective July 1, 2001 all subpoenas must be addressed to the appropriate Verizon subsidiary. If the subpoena is incorrectly addressed it cannot be processed and will be returned. For your information, below is a list of the old corporate entity names and the current legal names.

<u>Pre-Merger Name</u>	<u>New Verizon Name</u>
Bell Atlantic - Delaware, Inc.	Verizon Delaware Inc.
Bell Atlantic - Maryland, Inc.	Verizon Maryland Inc.
Bell Atlantic - New Jersey, Inc.	Verizon New Jersey Inc.
Bell Atlantic - Pennsylvania, Inc.	Verizon Pennsylvania Inc.
Bell Atlantic - Virginia, Inc.	Verizon Virginia Inc.
Bell Atlantic - Washington, D.C., Inc.	Verizon Washington, DC Inc.
Bell Atlantic - West Virginia, Inc.	Verizon West Virginia Inc.
New England Telephone and Telegraph Company	Verizon New England Inc.
New York Telephone Company	Verizon New York Inc.
GTE California Incorporated	Verizon California Inc.
GTE Florida Incorporated	Verizon Florida Inc.
GTE Hawaiian Telephone Company Incorporated	Verizon Hawaii Inc.
GTE North Incorporated	Verizon North Inc. (IL,MLIN,OH,WI,PA)
GTE Northwest Incorporated	Verizon Northwest Inc. (WA,OR,ID)
GTE Midwest Incorporated	d/b/a Verizon Midwest (MO)
GTE South Incorporated	Verizon South Inc. (VA,KY,AL,NC,SC)
GTE West Coast Incorporated	Verizon West Coast Inc.
GTE Southwest Incorporated	d/b/a Verizon Southwest (TX)

To assist us in handling your requests in a timely manner, please be sure your legal documents are correctly addressed to the entity which owns the records you are requesting.

If you have questions please call us on 212-395-0523 (New York subpoena office) or 888-483-2600 (Texas subpoena office).

Subpoena Guidelines

Federal Law governs the release of telephone company records. The Electronic Communications Act of 1986 [18 USC 2703 (C) (1) (B)], prohibits telephone companies from providing customer information to a governmental agency unless that request is made pursuant to either: summons, administrative subpoena, search warrant, court order or consent of the customer.

Suggested Wording of Legal Requests:

BILLABLE AND TOLL CALLS	Provide the billing / toll records from Jan. 1, 2000 through presently completed billing period for the telephone number 999-999-9999.
BILLING AND CREDIT	Provide the 'bill to' name and address and credit information for the telephone number 999-999-9999.
SUBSCRIBER INFORMATION	Provide the name and address of the subscriber of telephones number 999-999-9999.
DISKETTE BILLABLE AND TOLL CALL INFORMATION	Provide all billing / toll records from Jan.1, 2000 through presently completed billing period, for the telephone numbers contained on the enclosed diskette.

HELPFUL HINTS

Be Specific

Do not include wording such as "any and all records" as this is much too broad a statement. The courts have traditionally ruled that this wording is considered overly broad and overly burdensome. Request only what is needed.

Use Time Frames

Include a specific time frame when requesting any usage records. If no time frame or too long a time frame is included, the production of records will be delayed. The shorter the time frame for which you request records, the quicker the records can be produced.

Billing Cycles

Using verbiage such as "including records up to and including the present" will delay your request, due to the closing of the billing cycle. Billing cycles vary from account to account and if current calls are requested, depending on the bill date, they will not be available until 5 days after the billing date passes. For example, if the bill date is the 5th of the month and records are subpoenaed on the 12th for all records "including the present", you will have to wait until the 10th of the following month. Alternatively, if your subpoena submitted on the 12th is for all records "through the presently completed billing period," your subpoena can be processed immediately.

If you have any questions, please contact a SCC Supervisor.

911 RESOLUTION CENTER

Vivian Gomez-Mckean
Director Network Ops Bus Planning
AYS1X6000
847/248-1524
847/817-1524 Pager

Kliff Ballard
Area Manager 911 Resolution Center
AYS1X6500
312/338-3978
312/307-5473 Cellular
312/424-2050 Fax

Bridget Behrens
Manager
QYS1X6500
312/669-0149

Yohance Chisum
Manager
QYS1X6500
312/424-2209
TBD Home

Karen Christofanelli
Manager
QYS1X6500
312/424-3588

Marlene K. Irving
Manager
QYS1X6500
312/669-9421

Charlotte Jarrett
Manager
QYS1X6500
888/243-1911

Paul R. Jasiczek
Manager
AYS1X6500
312/338-3976

Terrance Kemp
Manager
QYS1X6500
312/669-9078

Varon Knox
Manager
QYS1X6500
888/243-1911

Keith J. Koerner.
Manager
QYS1X6500
312/338-3966

Patricia Lewis
Manager
AYS1X6500
888/243-1911

Adolfo Gonzalez
Manager
QYS1X6500
888/243-1911

Patrick J. Malloy
Manager
QYS1X6500
312/669-1244

Peg Nawrocki
Manager
QYS1X6500
888/243-1911

Artrena Davis
Manager
QYS1X6500
888/243-1911

Maxcine Suggs
Manager
QYS1X6500
312/985-843

Customer Name and Address (CNA)

Public safety agency requesting customer name and address (CNA) information on a call that came in on a 9-1-1 line. *Note: 9-1-1 calls are exempt from legal process*

Public safety agency requesting CNA information on a published or non-published number and it is declared an "EMERGENCY" by the officer/agent. *Note: as a matter of policy, SBC will assist public safety agencies in a declared emergency*

Public safety agency requesting routine CNA information.

Trap and Trace

PSAP requesting a trace for an in progress 9-1-1 call

PSAP requesting a "trap and trace" be established on a 9-1-1 line

Customer Name and Address (CNA)

9-1-1 R/C looks up caller's phone number in ACIS and provides the public safety agency with the customer's name and address. 9-1-1 R/C creates a "CNA ticket" in ATRMS under the PSAP site (or generic site if not our PSAP). Document the officer/agent's contact information.

9-1-1 R/C obtains a call back number and the officer/agent's name, department, log event, and release information. 9-1-1 R/C looks up caller's phone number in ACIS, and on a call back basis, provides public safety agency with the customer's name and address. 9-1-1 R/C creates a "CNA ticket" in ATRMS under the PSAP site (or generic site if not our PSAP). Document the officer/agent's contact information.

9-1-1 R/C will release the CNA if the public safety agency already has the phone number obtained due to the receipt of a 9-1-1 call. Refer all other requests to the subpoena/legal process group (800-291-4952). 9-1-1 R/C creates a "CNA ticket" in ATRMS under the PSAP site (or generic site if not our PSAP). Document the officer/agent's contact information.

Trap and Trace

9-1-1 R/C will obtain the line number of the inbound 9-1-1 call and contact the Field Dispatch Center (FDC) for the serving central office of the PSAP. Request an immediate on-line trace for the circuit number involved. If the trace is successful provide the CNA to the PSAP. 9-1-1 R/C creates a "Trace ticket" in ATRMS and under the PSAP site (or generic site if not our PSAP). Document the officer/agent's contact information.

In most situations, contact Asset Protection for assistance

However, it is possible that in rare situations, it may be necessary for the resolution center to trap and trace a 911 line. If needed, contact the FDC and request a trap and trace on the central offices servicing the PSAP. It will not be necessary to establish an originating trap statewide for 911 calls. Release the CNA if a trap is successful. Create a "Trace ticket" in ATRMS.

Notify Asset Protection of the establishment of the trap.

Hostage Situation

Contact Asset Protection for assistance.

It is also possible, in rare situations when Asset Protection is not available, that the 9-1-1 R/C be involved in assisting a PSAP in the event of a hostage situation.

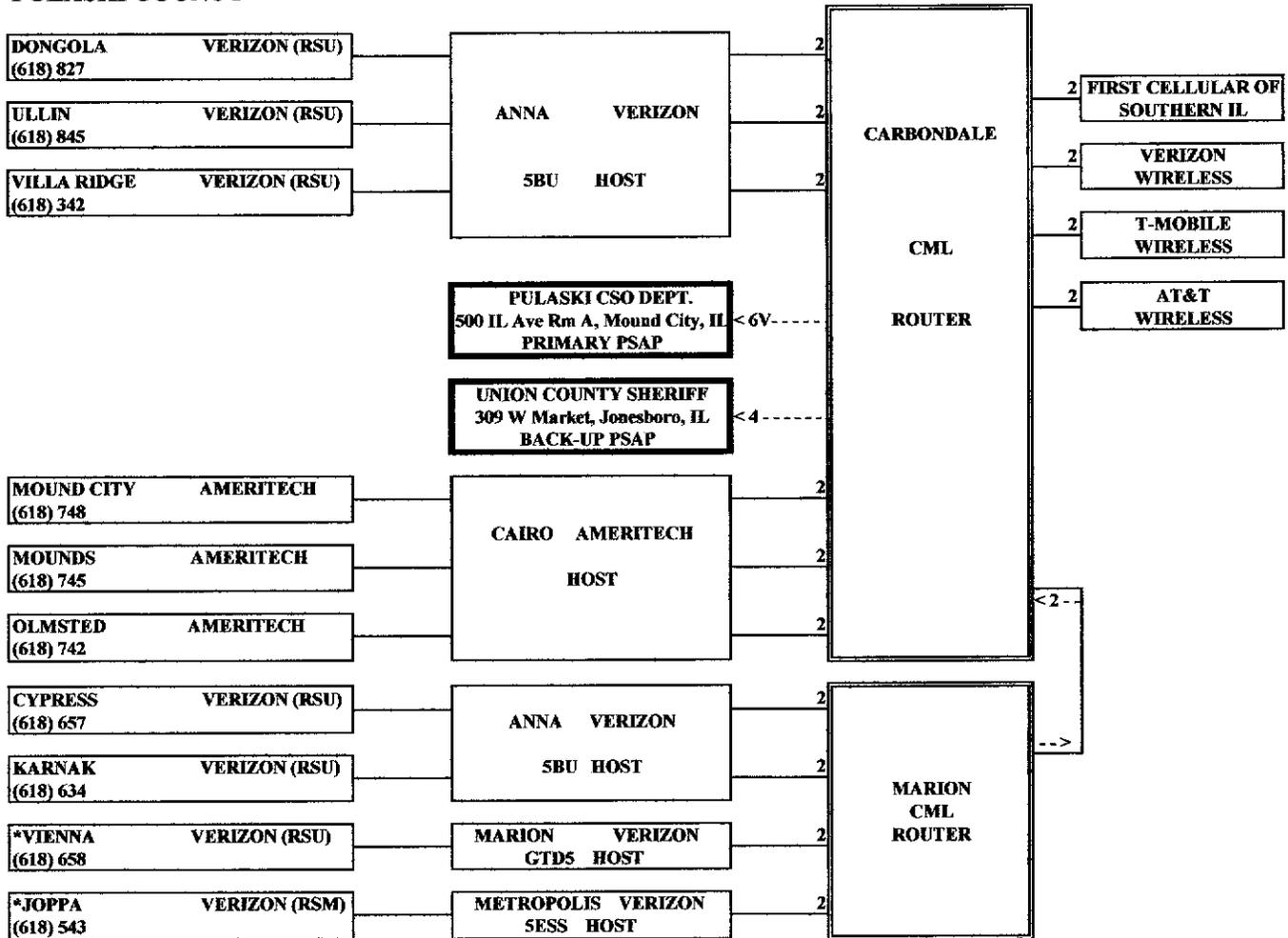
The PSAP may be the intermediary between the on-scene commanders and SBC.

In hostage situations, the law enforcement agency usually requests the working line to the incident location be changed.

Contact the FDC for the central office of the phone number to assist in the request: disable the working line, change the phone number, disable out-going calls, etc.

Remind law enforcement to notify SBC/Ameritech when the incident is resolved so that the FDC can restore service to the original state. Create a "Trace ticket" in ATRMS.

PULASKI COUNTY



* - Opted out to Massac County.

11/22/05 - Updated Diagram, added new PSAP @ Mounds City, IL.