

EMERGENCY CALL TRACING  
ADMINISTRATIVE GUIDELINES

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1. GENERAL INFORMATION

1.01 This practice is issued to provide administrative guidelines to Security, Operator Services, Switching Operations and Distribution Services personnel in handling requests for in-progress emergency call traces. This practice also identifies the "0" (zero) operator as the primary telephone company contact point for the receipt of emergency call trace

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requests, except where local procedures dictate otherwise because of negotiated agreements with official emergency agency personnel.

1.02 This practice is reissued to include administrative guidelines for inter-LATA emergency call traces. Revision arrows (↔) are used to identify the additions/changes to this practice. The specific reasons for reissue are listed below:

- (a) To include the definition of Access Control Office as paragraph 2.04
- (b) To add another item to the list of Security Organizational responsibilities in paragraph 3.01
- (c) To add another item to the list of Switching Organizational responsibilities in paragraph 3.03
- (d) To modify the responsibilities of the Exchange Carrier Relations (Independent Telephone Company Relations) organization as listed in paragraphs 3.05 (a) and 3.05 (b)
- (e) To list the responsibilities of the Business Relations (Inter-Exchange Carrier Relations) organization under paragraph 3.06
- (f) To revise paragraph 7.10 describing Switching Operations procedures for handling inter-LATA emergency call traces

1.03 Under the provisions of contractual agreements between AT&T and Bell Atlantic, operators are responsible for providing certain intra-LATA services, which include emergency call tracing.

## 2. DEFINITIONS

2.01 An EMERGENCY is defined as a call from a customer to a telephone company operator or a 911 Service Bureau requesting immediate assistance from the Police Department, Fire Department or other official public emergency agency, due to the imminent loss of life or destruction of property.

2.02 The term, Official Public Emergency Agency (OPEA), is defined as those government agencies which are operated by the federal, state, or local government and have the capability and legal authority to provide prompt, direct physical aid to the public in emergency situations.

Examples are:

- (a) Public law enforcement agencies
  - Federal law enforcement agencies

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- State police
- Highway patrol
- Sheriff
- County police
- Municipal police

(b) Fire departments

(c) Ambulance and emergency medical facilities maintained or franchised by government authority

(d) Coast Guard

(e) Forestry Service

(f) National Park Service

2.03 Emergency call trace requests may emanate from sources which are known as Other Than Official Agencies. These agencies are privately endowed and operated; however, their primary reason for existence is to attend to the extreme social related problems of the general public. They are normally categorized as crisis centers. Examples are:

- (a) Suicide
- (b) Drug
- (c) Alcohol
- (d) Runaway

Requests for emergency call traces from these private organizations should be handled as expeditiously as possible. However, the completed trace information should be released only to the appropriate official public emergency agency.

➔ 2.04 Used in the context of emergency call tracing, the term Access Control Office (ACO) is defined as a Bell Atlantic Operating Company (BAOC) center or office that is responsible for maintenance of a Switched Access Service (SAS) furnished to an Inter-Exchange Carrier (IC). The ACO will be the point of contact for ICs that request emergency call traces. ←

### 3. ORGANIZATIONAL RESPONSIBILITY FOR EMERGENCY CALL TRACING

#### 3.01 Security

- (a) Serve as liaison between the telephone company and the various official public emergency agencies regarding administrative matters for emergency call tracing.

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- (b) Furnish Operator Services with a list of authorized "Call Back" numbers to the local official public emergency agencies.
- (c) Resolve roadblocks between Bell Atlantic Operating Companies and independent telephone companies on In-Progress emergency call traces, i.e. provide and/or obtain authority to release proprietary information.
- (d) Provide the Independent Company Relations/Exchange Carrier Relations organization with a list of Bell Atlantic points of contact to be used in resolving in-progress emergency call traces.
- ➡ (e) Resolve roadblocks between Bell Atlantic Operating Companies and ICs on In-Progress emergency call traces, i.e. provide and/or obtain authority to release proprietary information. ←
- (f) Report non-compliance, by any official public emergency agency, of the established emergency call tracing procedures to appropriate agency liaison source.

### 3.02 Operator Services

- (a) Receive requests for emergency call traces from official public emergency agencies, non-official agencies and telephone company subscribers.
- (b) Inform non-official agencies and individual subscribers that trace information would only be released to local official public emergency agencies.
- (c) Call the appropriate switching control center or related switching location to request an emergency call trace for a telephone number; also, where applicable, request a trace for an address.
- (d) Call the appropriate centralized repair service attendant bureau or its related location to request an address.
- (e) Call the appropriate official public emergency agency with call trace information.
- (f) Notify Security at the earliest convenience to report any requests made for emergency call traces.
- (g) Furnish Switching Operations and Distribution Services with authorized Operator Services telephone numbers to be used when returning calls to the operator to report trace information.

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### 3.03 Switching Operations

- (a) Provide Operator Services with an authorized list of emergency switching contact telephone numbers, along with their associated NNX's, to be used by the operators when requesting emergency trace information. It is the responsibility of the Central Office Maintenance Managers to compile this list. The list should be forwarded to their respective District Office. The District Office personnel will interface with the Staff Manager Operator Services, Operations Support and provide that Operator work group with the previously mentioned list. (NOTE 1)
- (b) It will be the responsibility of the Central Office Installation or Cutover Managers to inform their District Office of a change of emergency switching contact telephone numbers for the NNX's involved.
- (c) Perform call traces after being notified by Operator Services.
- (d) Return calls to authorized Operator Services telephone numbers after trace information has been obtained.
- ➡ (e) Call the contact telephone number of each IC appearing on the WORD Document/Trunk Order, prior to the need of an inter-LATA call trace request. Verify with each IC that the contact telephone number on the WORD Document/Trunk Order is the correct one to be used by the Bell Atlantic Operating Companies, when requesting that the IC trace an inter-LATA emergency call. Obtain an out-of-hours contact telephone number, if it is different from the phone number shown on the WORD Document/Trunk Order. RECORD BOTH TELEPHONE NUMBERS in a location that is easily accessible to personnel who would call an IC to request a trace. ←

(NOTE 1) Although the Operator Services Organization is part of another company (AT&T), their personnel are governed by a contractual agreement to provide certain services for Bell Atlantic, including the provision of assistance for emergency call tracing.

### 3.04 Distribution Services

- (a) Provide Operator Services with an authorized list of Centralized Repair Service Attendant Bureau (CRSAB) contact telephone numbers, along with the respective NNX's served by these contact numbers. This list is to be used by the operators when requesting address information due to an emergency call trace. Keep the list updated and inform Operator Services immediately of any changes.

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- (b) Obtain the address location after being notified by Operator Services.
- (c) Return calls to authorized Operator Services telephone numbers and provide the requested addresses.

### 3.05 Exchange Carrier Relations (Independent Telephone Company Relations)

- ➔(a) Provide liaison between Bell Atlantic Operating Companies and independent telephone companies.
- (b) Provide the Security organization with a list of Independent Telephone Company points of contact to be used in resolving roadblocks on in-progress emergency call traces. ←

### ➔ 3.06 Business Relations (Inter-Exchange Carrier Relations)

- (a) Provide liaison between Bell Atlantic Operating companies and ICs.
- (b) Provide the Security Organization with a list of IC points of contact to be used in resolving roadblocks on in-progress emergency call traces. ←

## 4. EMERGENCY CALL TRACE SEQUENCE: INITIATION

4.01 A subscriber, experiencing an emergency which requires tracing, would call either the 911 Emergency Bureau or the "0" (zero) operator.

4.02 To ensure the prompt, accurate and standard method for dealing with emergency call traces, it is necessary to have clearly defined procedures. The following sections provide a written, sequential narrative for the interdepartmental handling of emergency call traces. Exhibit 1, which appears later in this document, depicts the same sequence in a block diagram format.

## 5. OFFICIAL PUBLIC EMERGENCY AGENCY PROCEDURES

5.01 If the 911 Bureau received an emergency call, their personnel would call Operator Services and provide the operator supervisor with the specific NNX and the trunk number of the central office in which the call trace is required. If the 911 location is an E911 Bureau, then it has the capability of visually displaying the telephone number of incoming calls. Thus, the majority of requests emanating from E911 Bureaus would be requests for address information, although occasions could arise where a physical telephone number trace would be required. If the E911 Bureau is equipped with the Address Location Identification optional feature, then the address of the incoming call would also be displayed. Hence, the type of information required from an emergency call trace would depend on the type of 911 bureau

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requesting the trace, as well as the optional features equipped on the 911 system. Exhibits 2 and 3 show the recommended procedural interface between the 911 Bureaus and Operator Services.

## 6. OPERATOR SERVICES PROCEDURES

6.01 An operator could receive an emergency call, which requires tracing, directly from a distressed subscriber. This type of call involves an immediate threat to human life or property, and the assistance of an official public emergency agency is usually needed.

6.02 Upon receipt of a call requiring an emergency trace, the following procedures shall apply:

### A. Operator

- (1) Hold the call at the position.
- (2) If possible, hold the customer on the line and say, "I'm contacting someone who can help you".
- (3) Immediately refer the situation to the person in charge.
- (4) If the customer has remained on the line, try to keep him/her calm while obtaining as much information as possible about location, name, etc.

### B. Person in Charge

- (1) Immediately arrange for a trace through the appropriate organization for the calling area. (See emergency number lists supplied by Network Switching and Distribution Services.) Supply your name and call back number.

TSPS Offices: See Exhibit 4 for detailed instructions.

NOTE: In some areas the organization tracing the call will be able to furnish both the telephone number and the address. In other areas, because of the involvement of two distinct organizations, the organization first called may supply information needed for contacting a second number for the trace.

- (2) Upon receipt of the trace information, be guided by the following:
  - (a) Obtain the customer's address if it has not been supplied. Instructions for obtaining address information are outlined in Paragraph 6.05.

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- (b) Research the appropriate official public emergency agency, refer the emergency condition, and furnish pertinent information.

(3) Prepare an emergency memo ticket.

6.03 An operator could receive a call, which requires tracing, from an official public emergency agency, an individual concerned about family or friends, or one of the various organizations which receive calls from troubled or disturbed people.

6.04 Upon receipt of a third party request for a number trace, the following procedures shall apply:

A. Operator

- (1) Hold the call at the position.
- (2) Say, "I'll connect you with someone who will assist you".
- (3) Immediately connect the customer with the person in charge.

B. Person in Charge

- (1) Determine that the customer has good reason in an emergency situation for the request.
- (2) Obtain the name and number (and organization if appropriate) of the customer.
- (3) Briefly explain that a trace is often unsuccessful, but an attempt can be made. Advise that if the other two parties discontinue talking, a trace is not possible.
- (4) Inform the customer (if other than an official agency) that any successful information trace will be released only to the appropriate official emergency agency.
- (5) Immediately arrange for a trace by calling the appropriate organization for the called number area. (See number lists compiled by Network Switching and Distribution Services.) Furnish your name and a call back number.

TSPS Offices: See Exhibit 4 for detailed instructions.

NOTE: In some areas the organization tracing the call will be able to furnish both the telephone number and the address. In other areas, because of the involvement of two distinct organizations, the organization first called may supply information needed for contacting a second number for the trace.

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(6) Upon receipt of the trace information, be guided by the following:

- (a) Obtain the address of the traced number if it is needed and has not been supplied. (Instructions for obtaining address information are outlined in Paragraph 6.05.)
- (b) Furnish the requested information immediately to the appropriate official agency.
- (c) Prepare an emergency memo ticket.

6.05 When it is necessary to obtain a customer's address in an emergency situation, the following procedures shall apply:

A. Operator

- (1) Continue to hold the call at the position.
- (2) Say, "I'll connect you with someone who will assist you".
- (3) Immediately connect the customer with the person in charge.

B. Person in Charge

- (1) Consult the NXX list to determine the CRSAB telephone number to be used in securing the address information.
- (2) Reach CRSAB, briefly explain the emergency, and request the address. Supply the following information:
  - (a) The telephone number involved.
  - (b) Name of employee requesting the information.
  - (c) A call back number (for security reasons, address information will be given on a call back basis only).
- (3) Upon receipt of the address from CRSAB, immediately contact the appropriate official public emergency agency and provide the needed address.

6.06 A report of the action taken with respect to each trace request will be referred to Security. (For out-of-hour occurrences, the information should be furnished on the next business day.) Supply the following data:

- (a) Date and time the request was received.
- (b) Name of the individual or organizations requesting the trace.

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- (c) Whether or not the trace was successful.
- (d) The date and time trace information was released.
- (e) The specific information released. (Specify if listing is non-published.)
- (f) The name of the individual or organization to whom the information was given.
- (g) Any other pertinent details or comments that may be helpful.

NOTE: Do not hesitate to contact Security whenever questions or problems arise.

## 7. SWITCHING OPERATIONS PROCEDURES

7.01 The Electromechanical/Switching Control Center (EM/SCC) and the Electronic Switching System/Switching Control Center (ESS/SCC) are the official Network Switching locations for the receipt of emergency call trace requests.

7.02 Some geographical areas in the region have not converted to a SCC operation. Therefore, where the term SCC is used, the manager responsible for the central office involved or his/her designate should apply in those areas not converted to SCC operations.

7.03 When an operator calls the SCC and requests an emergency call line trace, the person taking the report must get the name and telephone number of an Operator Services management person or service assistant for call back purposes. This number should be verified from the list of authorized Operator Services call back numbers. This is done as a security check.

7.04 When a call trace request is for a NNX in an unattended central office, the switching person taking the call shall state the following:

"An unavoidable delay will be encountered because it will be necessary to dispatch personnel to the office".

Every effort should then be made to complete the trace as expeditiously as possible.

7.05 When a call trace request is for a NNX in an attended office, the trace should be conducted without delay. Once successful call trace information has been obtained, the details should be promptly referred to Operator Services or as locally directed.

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7.06 If a call is traced to a trunk coming from a central office that is not served by the C. O. forces receiving the request, it is their responsibility to contact the originating central office. When called, the originating central office will be given the trunk number to which the call was traced and the operator's call back number. The originating office will then trace the call and obtain the telephone number. The originating office will then call the operator on the call back number and provide the call trace results.

7.07 If a call trace request is received directly from a 911 Bureau, the following guidelines will apply:

(1) C. O. personnel should perform the trace after obtaining:

- The name of the individual making the request
- The name of the 911 Bureau that he/she represents
- The 911 Bureau's call back number
- The Office NNX and trunk # or telephone # of the line to be traced

(2) C. O. Personnel should provide Operator Services with the successfully completed call trace information, as well as the other information obtained from the 911 Bureau. Operator Services should relay the completed call trace information to the official agency which made the request, comparing the call back number that was given for the official agency to the call back number shown on the authorized official agency listing supplied by Security.

NOTE: If current local operating company procedures allow C. O. personnel to maintain a list of official agency call back numbers and to contact these agencies directly with completed call trace information, then this procedure can continue.

(3) C. O. personnel should notify Security personnel at the earliest convenience to provide call trace information.

7.08 If a call trace request is received from a crisis center or a private citizen, the requestor should be told that successful information, obtained from an emergency trace, will only be released to the official public emergency agency (normally a police department) serving their geographical area. Trace procedures should begin immediately after receipt of the request, if the request is for an in-progress emergency. Operator Services should be called with the successfully completed call trace information and should relay the information to the applicable official agency. The Security Department shall be informed at the earliest convenience that the emergency request came from a crisis center.

7.09 Request for emergency call trace assistance from/to independent telephone companies shall be handled according to local security procedures.

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7.10→Emergency call tracing sometimes requires the involvement of both an inter-exchange carrier (IC) and a Bell Atlantic Operating Company. An IC or operating company receiving such a request will initiate the trace on an expedited basis recognizing that human life may be at stake. Bell Atlantic switching personnel should adhere to the following guidelines dependent upon whether an emergency call trace is traced to an IC or received from an IC:

(1) Emergency Call Traced To An IC Trunk

- (a) Call the IC on the contact telephone number, as referenced in Paragraph 3.03 (e). Emphasize that an EMERGENCY TRACE is required.
- (b) Provide the IC switchperson with:
  - The name and title of the Bell Atlantic switchperson requesting the trace
  - The switching office name and call back number
  - The IC trunk # to which the emergency call has been traced
- (c) Document the IC switchperson's:
  - Name
  - Contact telephone number
  - Response to the requested trace, including time of day/night

- (Note 1) If the IC switchperson refuses to perform the trace or release trace information:
- Notify local BAOC Security to resolve the impasse
  - Inform the requesting Official Public Emergency Agency (OPEA) of the status
  - Contact OPEA every 15 minutes to report status of the trace
  - Document
  - Await disposition from Security

- (Note 2) If the IC switchperson performs the trace and returns the trace information to Bell Atlantic:
- Give trace information to the requestor on a call back basis.
  - Notify Security at the earliest convenience to report the trace request and results
  - Document

(2) Emergency Call Trace Request Received From An IC

- (a) Perform the trace after obtaining the IC switchperson's:
  - Name and title
  - Trunk number of the traced call
  - Call back number
- (b) Return trace results to the requestor on a call back basis for security reasons.

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(c) Notify Security at the earliest convenience to report the trace request and results

(d) Document ←

7.11 Emergency call trace request shall be entered on the central office log and/or the regular central office log maintained in the SCC or TASC (Telecommunications Alarms Surveillance and Control (system)).

## 8. DISTRIBUTION SERVICES PROCEDURES

8.01 The Centralized Repair Service Attendant Bureau will be called by Operator Services to provide address information for emergency call traces.

8.02 A SPECIAL TELEPHONE NUMBER associated with a CRSAB should be located where it will be answered IMMEDIATELY by a supervisor or their appointed representative. The critical nature of the calls received in the bureau over this line cannot be over-emphasized.

8.03 When Operator Services calls on the special telephone line concerning an EMERGENCY, CRSAB personnel should obtain the following information:

- Telephone number involved
- Name of Operator Services person
- A call back number

The person receiving the call will check the line records for the address and call Operator Services IMMEDIATELY.

NOTE: It will not be necessary for Operator Services Personnel to be on the NON PUB list to receive this information but the same general precautions should be exercised to protect the security of the business. FOR SECURITY REASONS EMERGENCY INFORMATION SHOULD BE GIVEN ON A CALL BACK BASIS.

## Emergency Call Trace Flow

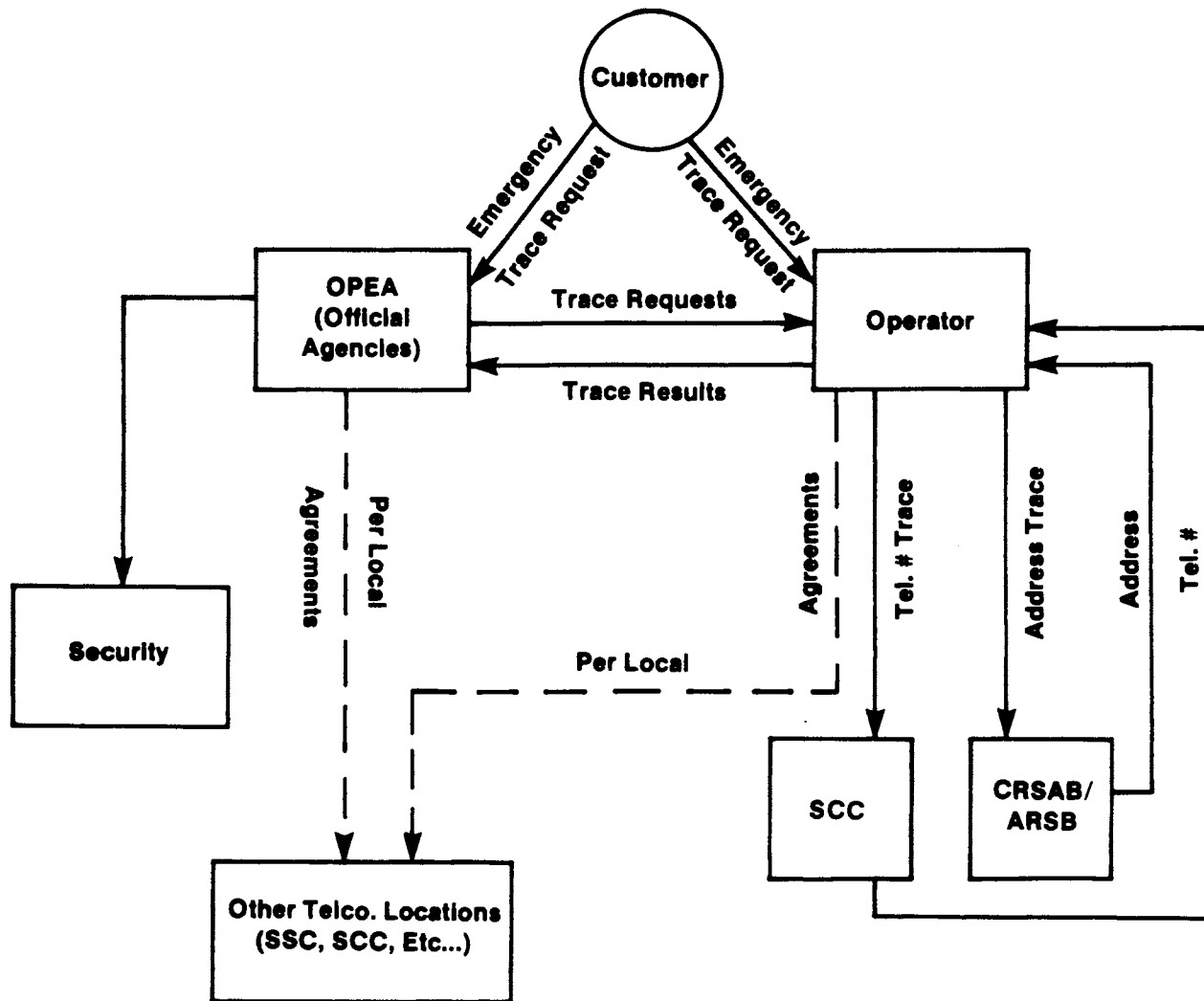


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## CALL TRACING PROCEDURES FOR 911 CENTERS

## EQUIPPED FOR CALLING PARTY HOLD

After the citizen's call to the 911 Center has been placed on "call hold" the following procedures must be followed to have that call traced.

1. The 911 person authorized to request call traces should call "0" for Operator Assistance.
2. When the Operator answers, the 911 person should say, "this is the (name of Jurisdiction and State) Emergency 911 Center requesting a call trace". Use these exact words!
3. The Operator will then pass the call to a supervisor. If the operator does not call in a supervisor, the 911 person should insist that the supervisor be brought onto the call.
4. Once the supervisor is on the line, the 911 person should identify themselves again and say, "I need a call trace in the XXX office, trunk number XXX-911-XXXX. I need both the telephone number and address." Use these exact words!
5. The supervisor will request the following information from the 911 person.
  - Name of the 911 person.
  - A call back telephone number.

NOTE: A call trace may take several hours, especially if the request is made after normal hours and the call does not originate in the local central office.

6. The supervisor will take the necessary action to have the call traced, and, when the information is available, call the telephone number at the 911 Center that has been provided for receiving call trace information.

## EXHIBIT 2

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PROCEDURES FOR REQUESTING ADDRESS INFORMATION  
FROM E-911 CENTERS WHEN IT IS NOT AUTOMATICALLY DISPLAYED

1. The 911 person authorized to request address information should call "0" for Operator Assistance.
2. When the Operator answers the 911 Person should say, "This is the (Name of Jurisdiction and State) Emergency 911 Center requesting address information". Use these exact words.
3. The Operator should then pass the call to a supervisor. If the Operator does not call in a supervisor, the 911 person should insist that the supervisor be brought onto the call.
4. Once the supervisor is on the line, the 911 person should identify themselves again and say, "I need address information on Telephone Number XXX-XXXX". Use these exact words.
5. The supervisor will then request the following information from the 911 person.
  - Name of the 911 person.
  - Call back telephone number.
6. The supervisor will then take the necessary action to obtain the address information and when it is available call the telephone number at the 911 Center that has been provided for receiving address information.

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## TSPS

EMERGENCY PROCEDURES FOR TRACING NUMBERS  
AND OBTAINING ADDRESS INFORMATION

KEY CLG LIGHTED - STEADY OR FLASHING - TRACE OF CALLING NUMBER REQUIRED

Operator

Depress SR key and refer to the person in charge.

Person In Charge

1. Advise the operator as follows:
  - a. Do not release the call from your position.
  - b. Depress the MAKE BUSY key.
  - c. Hold the CLG line on a Locked Loop (Steady HOLD).
2. Call the designated organization (     ).
3. Announce, "This is TSPS Unit (Locality); emergency trace for (10 digit 911 Trunk #)". Give your name and call back number.
4. Keep the emergency call on HOLD until notified to release.

KEY CLG NOT LIGHTED - ADDRESS REQUIRED

Operator

Depress SR key and refer to the person in charge.

Person In Charge

1. Advise the operator as follows:
  - a. Do not release the call from your position.
  - b. Display the CLG number.
  - c. Depress the MAKE BUSY KEY.
  - d. Hold the CLG line on a Locked Loop (Steady HOLD).
2. Consult the NXX list to determine the Centralized Repair Service Attendant Bureau (CRSAB) telephone number.
3. Contact the CRSAB and supply the customer's telephone number, your name and call back number.

## EXHIBIT 4

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