



AT&T Mobility, LLC NATIONAL COMPLIANCE CENTER

Our Mission

The National Compliance Center (NCC) is a team of specialized, wireless subpoena and court order compliance professionals focused on providing law enforcement, officers of the court, Public Safety Answering Points and other legal contacts with the best possible customer service in the wireless industry. The NCC is located in North Palm Beach, Florida and currently responds to all subpoena, search warrant and court ordered requests nationwide for wireless customer records. The goal of this team is to comply with civil and criminal process and provide assistance to federal, state and local law enforcement agencies, attorneys, and customers pursuant to that process. At the same time, the team must ensure that they adhere to all applicable state and federal laws and protect the privacy of our customers.

Responsibilities

- Providing responses to PSAP requests for subscriber information
- Providing 1st level support to PSAP's for all routing issues
- Providing information pursuant to all lawful requests
- Providing technical assistance in the conduct of Lawfully Authorized Electronic Surveillances;
- Providing expert testimony
- Ensuring company technical and procedural compliance to federal Communications Assistance to Law Enforcement Act (CALEA) requirements.
- Providing education and support to law enforcement regarding our policies and procedures for legal process.

Business Hours

Open 24 hours per day, 7 days per week

Contact Numbers

Main Phone: (800) 635-6840

Subpoena Information: Option 1

Court Order Information: Option 2

PSAP Requests for Information: Option 4

Facsimile: (888) 938-4715

Wireless ROUTING ISSUES

Call **800-635-6840 Option 4**

911 EMERGENCIES

During an emergency, the NCC will provide a subscriber's name, telephone number and location to any Public Safety Answering Point (PSAP or 911 Emergency Dispatcher). The NCC requires that PSAPs provide a completed 911 Emergency Services Exigent Circumstances Form (attached) with the request. If a copy of the form is not available, the form found on the NENA website at

<http://www.nena.org/Wireless911/WSPIInfoReqForm.pdf> may be used if printed on agency letterhead. In certain emergency situations, where taking the time to complete the form before receiving the information could result in death or serious injury, the form may be faxed immediately after resolution of the emergency. The Exigent Circumstances form should be forwarded to (888) 938-4715. Please call the NCC at **(800) 635-6840** option 4 after faxing in the form to receive the requested information.



911 EXIGENT CIRCUMSTANCES FORM

To: **National Compliance Center Tel. (800) 635-6840, Fax: (888) 938-4715**

From: _____

(Name of Agency/PSAP) (DATE)

Re: Emergency Request for Records for Wireless Number: _____

This office received a 911 distress call for assistance from the above wireless telephone number on _____ 200____ at _____ a.m./p.m. Based upon that phone call, we believe that one or more people face immediate danger of death or serious physical injury. As such, we request that you promptly provide us with the following information so that we may render assistance to that individual (or individuals). Check needed information below:

current subscriber name and billing address information for the above-referenced telephone;
 cell site or location information for the call placed by the above-referenced telephone to 911.

Signature: _____

Printed Name: _____

Title: _____

Address 1 _____

Address 2 _____

City, State, Zip _____

Contact Number: _____

Contact Facsimile: _____

**THIS FORM MUST BE FILLED OUT IN ITS ENTIRETY
PLEASE CALL (800) 635-6840 OPTION 4 AFTER FAXING THIS FORM**