



## AT&T GLOBAL LEGAL DEMAND CENTER

(August 17, 2017)

### **Our Mission**

The Global Legal Demand Center (GLDC) is a team of specialized, wireless and wireline 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 telecommunications industry. The GLDC is located in North Palm Beach, Florida, and currently responds to all search warrant and court ordered requests nationwide for wireless and wireline customer records. The goal of this team is to comply with 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**

- Provide responses to PSAP requests for subscriber information.
- Provide 1<sup>st</sup> level support to PSAP's for all routing issues.
- Provide information pursuant to all lawful requests.
- Provide technical assistance in the conduct of Lawfully Authorized Electronic Surveillances.
- Provide expert testimony.
- Ensure company technical and procedural compliance to federal Communications Assistance to Law Enforcement Act (CALEA) requirements.
- Provide education and support to law enforcement regarding our policies and procedures for legal process.
- Provide after-hours support for AT&T Hotline/Asset Protection Client Services Group.

### **Business Hours**

**Open 24 hours per day, 7 days per week, 365 days per year**

### **Contact Numbers**

**Main Phone: (800) 635-6840**

Surveillance Information: Option 2

PSAP/Exigent Requests for Information: Option 4

AT&T Hotline/Asset Protection Client Services Group (after hours) – 7:00 PM ET – 8:00 AM ET: Option 8

**Facsimile: (888) 938-4715**

### **Wireless ROUTING ISSUES**

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

### **911 EMERGENCIES**

During an emergency, the GLDC will provide a subscriber's name, telephone number and location to any Public Safety Answering Point (PSAP or 911 Emergency Dispatcher).