

24/7 WIRELESS CARRIER CONTACTS FOR 9-1-1 EMERGENCY REQUESTS

COMPANY	TELEPHONE NUMBERS	INSTRUCTIONS
ALLTEL COMMUNICATIONS, INC. is now VERIZON (WESTERN WIRELESS)	8am-5pm 602-452-8405 After hrs: 800- 662-6775 Life Threatening Situations: (7X24X365) (866) 820-0429 or (866) 820-0430	You must identify yourself and your office, and advise that an emergency situation is in progress. Request to speak to the Manager or Supervisor on duty immediately. On agency letterhead, you must fax the following: name of requesting officer, agency name, location and contact number, brief description of the emergency and exact information you need from Alltel to fax # 602-452-8359.
AT&T Mobility (including cingular, SWB, AT&T and Dobson) (SWB WIRELESS) (CINGULAR BLUE) (Formerly AT&T)	24-Hour Reporting of 9-1-1 problems, requesting customer information and related issues, including subpoenas and court orders: National Compliance Center (800) 635-6840 Fax: (888) 938-4715	During an emergency, the National Compliance Center 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 Cingular form is not available, the form found on the NENA website at http://www.nena.org/Wireless911/WSPInfoReqForm.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 NSCC at (800) 635-6840 option 4 after faxing in the form to receive the requested information.
MID-TEX (WEST CENTRAL WIRELESS)	325-944-9016 After hours 254-842-7014	Per Ray Hooker 5/6/2004, PSAPs may call 254-893-8000 from 9 am to 8 pm Monday – Friday.
SPRINT/NEXTEL SECURITY NEXTEL COMMUNICATIONS (including Sprint PCS, Nextel, Nextel Partners)	800-877-7330 866-398-3284 Law Enforcement Hotline 703-433-4398 option 1 It will ring once. If no one answers, your call will go to queue. Wait for an answer.	After talking to a live person, a request must be faxed on agency letterhead to fax# 877-293-9824. The fax must contain the phrase "Emergency subscriber information requested for [PSAP name]" Nextel will release the information only through an independently verifiable callback number. Phone number (not fax number) is good only from 7AM to 10 PM Monday thru Friday. After hours you may leave a message, do not send a fax before speaking to someone live. Specify you have an emergency and leave a callback number. If your call is not returned within 15 minutes, follow the instruction to do a page. Subpoena and Court Order Compliance contact: (800) 877-7330 fax: (913) 315-0736.
VERIZON WIRELESS	FAX to 908-306-7501 Then call: 800-451-5242 Prompt 4	Verizon must verify authenticity before releasing info in one of two ways. 1) You must fax on letterhead verification information to fax 908-203-5875 or 908-203-5877 2) give them contact info and they will verify you through directory assistance and give you a call back.
T-MOBILE	*877-653-7911 or 877-6-LER911 *24X7 PSAP Subscriber Info 973-292-8911 (24x7) M-F 8-8 Use Option 4 after hours	*Law Enforcement Relations *Emergency subscriber dedicated fax: 813-801-8863 Fax a demand letter requesting subscriber information to 973-292-8697 as soon as possible. A fax before the information is released is preferred, but in ongoing emergencies, the letter may be faxed after the emergency is resolved.
MetroPCS	800-959-3749 Network Operations Center Law Enforcement: 800-571-1265	You must identify yourself and your office, and advise that an emergency situation is in progress. Request to speak to the Manager on duty immediately. On agency letterhead, you must fax the following: name of requesting officer, agency name, location and contact number, brief description of the emergency and information you need from MetroPCS Texas, LLC to fax.