



## 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 1<sup>st</sup> 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/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 NCC at **(800) 635-6840** option **4** after faxing in the form to receive the requested information.