



**Cincinnati Bell**<sup>SM</sup>

**TO:** Law Enforcement and Other Public Safety Agencies  
**FROM:** Cincinnati Bell Telephone Company LLC (“CBT”)  
**DATE:** May 30, 2007  
**RE:** **EXIGENT CIRCUMSTANCES POLICY FOR CINCINNATI BELL TELEPHONE COMPANY**

In the event of a life-threatening emergency or hostage situation, law enforcement/public safety agents seeking information about wireline or wireless telephone subscribers in the Cincinnati Bell operating area should direct calls as follows:

**CINCINNATI BELL SECURITY DEPARTMENT**

Monday-Friday 8:00 am to 5:00 pm EST

Phone: (513) 397-6800

Fax: (513) 381-5352

**CBT 911 HELP DESK\***

After hours, weekends, and holidays

Phone: (513) 421-4911

Fax: (513) 381-5352

**NOTICE:** EFFECTIVE IMMEDIATELY, THE CBT 911 HELP DESK WILL PROVIDE CUSTOMER INFORMATION TO LAW ENFORCEMENT/PUBLIC SAFETY AGENTS ONLY IF A CALL IS DIRECTED TO CBT THROUGH A PSAP. Calls made directly to the CBT’s 911 Help Desk by law enforcement/public safety agents will not be accepted.

The CBT Security Department/911 Help Desk can provide law enforcement with customer record information on CBT and other wireline service providers in the CBT operating area. Cincinnati Bell Wireless information is also available. Issues concerning the equipment and physical property at all CBW cell sites should be directed to the 911 Help Desk. For information on all other wireless carriers’ customers, you must contact the carrier directly.

**Cincinnati Bell Security Department has also implemented an exigent circumstances process. Whenever information is requested by law enforcement on an emergency basis, the attached Exigent Circumstances Request Form must also be filled out and faxed to CBT security at the number shown on the form. Failure to do so may result in the denial of future requests.**

Please share this information with all the Law Enforcement agencies your PSAP serves. Should you have any questions regarding this matter, please call me at 513-397-7743 or email [don.kiely@cinbell.com](mailto:don.kiely@cinbell.com).