

National Subpoena Compliance Center

Our Mission

The AT&T Wireless (AW) National Subpoena and Court Order Compliance Center (NSCC) 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 NSCC is located in West Palm Beach, Florida and currently responds to all AWS subpoena, search warrant and court ordered requests nationwide for 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 that they protect the privacy of AW's 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 AW's policies and procedures for legal process.

Business Hours

Business Hours: 6:00 a.m. - 12:00 a.m. EST Monday thru Friday
8:00 a.m. - 12:00a.m. EST Saturday and Sunday

Open 24 hours per day, 7 days per week for emergency and exigent circumstances

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

Routing issues may be called in or sent to aws.subpoena.compliance.center@attws.com

911 Emergencies

During an emergency, the NSCC will provide a subscriber's name, telephone number and location to any Public Safety Answering Point (PSAP or 911 Emergency Dispatcher). The NSCC requires that PSAPs provide a completed 911 Emergency Services Exigent Circumstances Form (attached) with the request. 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.



911 EXIGENT CIRCUMSTANCES FORM

To: AT&T Wireless Services, National Subpoena Compliance Center

(Phone 800-635-6840; Fax 888-938-4715)

From: _____
(Name of Agency/PSAP)

Re: Emergency Request for Records for Wireless Number: ____ - ____ - ____

This office received a 911 distress call for assistance from the above AT&T Wireless telephone number on _____ 200__ at ____ a.m./p.m. Duration of call: ____ min ____ sec. 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):

_____ current subscriber name and billing address information for the above-referenced telephone;

and/or

_____ 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: _____

Date: _____

PLEASE CALL 800-635-6840 OPTION 4 AFTER FAXING IN THIS FORM