



Strasburg Police Department
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Chief William J. McCamant IV

**ALL READ AND KEEP WITH YOU.
USE THIS TOOL, IT WORKS WELL!!!**

TRACING TELEPHONE CALLS

There is a way to “trace” phone calls when someone reports a harassing phone calls, hang-up calls, or any other incident which may require tracing the call. Only the last incoming call can be traced, so if Central Dispatch tells you to call the complainant, do not. Instead, go to the residence. There is a \$5.00 charge from the phone company (Verizon) to the resident for doing this. The feature works like this:

1. Instruct the complainant to dial *57 on their telephone.
2. They will here a recording saying the trace was successful, to continue press “1”.
3. When you press “1”, the recording will then tell you whether or not the trace was actually successful. Some calls cannot be traced (some cellular phones, etc.).
4. If the trace was successful, the resident then needs to call the Verizon nuisance call bureau at 1-800-257-2969 within 10 days and request that the trace be kept in the phone companies files.
5. After the above steps are completed, the Officer contacts the nuisance call bureau, and they will FAX the Police Department the trace information (telephone number, address, and name on the telephone account) on the call that was traced. The phone company will only release this information to the Police.