



# Call Trace Feature (\*57)

## Instructions on Tracing a Phone Call

1. After receiving a malicious call, hang up the phone.
2. Immediately pick up the phone and make sure there is a dial tone. Press \*57 to activate call trace. Choices are \*57 (touch tone) or 1157 (rotary). Upon activation by the customer, the network automatically sends a message to Windstream indicating the calling number, the time the call was received, and the time the trace was activated.
  - a. Call Trace enables the customer to initiate an automatic trace of the last incoming call received, regardless of the time lapse since that call, providing there have been no intervening calls.
  - b. When the call trace is enabled or subscribed, it allows a phone call recipient to mark or flag the preceding phone call connection as malicious (i.e. harassing, threatening, obscene, etc.)
  - c. There is a fee for this service and you will either be charged every time you trace a call, or you will select and pay for this service upfront. To pay for this service upfront, contact Windstream and inquire about your options.
3. The customer will hear a confirmation announcement acknowledging whether the trace was successful. The customer is not provided the traced number and must contact their local law enforcement agency (LEA) for further action.
4. The law enforcement agency will have the Call Trace information released to them upon request.
  - a. The results of a trace will be held for a minimum of 60 days and will only be provided to legal authorities with proper authorization from the customer (customer will sign the 'Trace Authorization Form' authorizing release of the trace call).
  - b. You can authorize law enforcement officials to further investigate the matter.
  - c. Call your local police department and file a report. A police report should be filed after the initial use of the trace feature, as law enforcement will only act on the trace once a formal police report is filed in regard to the call. Police should be informed after each additional use of the feature so the dates and times of the marked calls can be added to the report. However, every agency is different, please work with your local agency in determining what works best with them.
  - d. Law enforcement will contact Windstream directly and work with us to begin their investigation.
  - e. LEA will request the release of the marked calls at the end of the time frame or any time within it from Windstream.
  - f. Windstream will not be liable for damages if, for any reason, a customer's initiated trace is not successful.