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# TELECOMMUNICATION MEMORANDUM

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March 10, 2004 / OBH

## **MALACE CALL INFORMATION GATHERING**

### **PURPOSE**

The purpose of this memo is to set forth an understanding of telecommunications assistance in harassing phone call cases.

### **SCOPE**

Telecommunications is designed and engineered to provide reliable telephone and telecomm associated services to the Adams State College campus. We are not set up to provide harassing call information on an on going basis. All requests to acquire specific call information require special actions not normally conducted on a daily routine. It is our intent, with in the technical capabilities of our equipment to provide the information requested. However, limitations do exist.

On occasions, this department is requested to provide information to Public Safety in an investigation. It must be understood that the services and actions of telecommunication are available for information gathering only. Telecommunications is not a tool to stop harassing calls, and should not be considered as the first resource to resolve annoying calls. It is up to the actions of the individual and Public Safety to stop or apprehend the perpetrator. Telecommunications will only intervene at the request of Public Safety, or appropriate cabinet level authority, and will only give out the acquired information to the investigating officer. No other department or individual will have the authority to direct the actions of the technician in the pursuit of information. Any requests for action, from someone other than the investigator, may compromise the investigation. Such actions could be seen as interfering with an investigation.

The course of action that Telecommunications will take depends on the request from Public Safety. It is understood that there are different levels of harassing phone calls in relationship to the threat of physical and mental harm to the victim. Each case will require different levels of approach and escalation of action by this department.

### **What telecomm can do.**

In most routine cases, given accurate call detailed information, we can quickly determine if the calls are originating on or off campus, or possibly from cell phones. No, we cannot tell where the calls are being dialed from at this time.

We can provide call records as evidence of incoming calls and detailed information on calls placed from victim's phone.

We can change the victim's phone number. However, in most cases this action is quickly compromised by the victim giving out the number. Any subsequent requests to change phone numbers will be forward to Cabinet level for approval.

We can install a digital telephone that has on campus caller id. This will be done for a 7-day period. It must be considered that the victim will obtain the perpetrators phone number and location, and could take retaliatory action. This action is not recommended, but is an option. In addition there will be no “official” record of the call, only the victims statement.

In extreme cases, a special tracking command can be activated. This command will log all calls to the victim’s phone number. This will show detailed outgoing call information and general information from calls off campus. The only advantage of this feature is tracking calls from on campus to on campus numbers as a official call log. This command will only be used upon approval from cabinet level authority, or at the discretion of the technician. The reason for this is that all alarm notification to Altura is turned off. Alarm will only appear locally at the PBX. A balance has to be maintained between the threat level to the victim and the operation of the telephone equipment as a whole. At this level, it would be better to move the victim.

We are working on ways of improving information gathering techniques, and procedures.

What we will not do.

We will not take any action that will jeopardize the operation of the telephone equipment and the community it serves.

We will not allow the attachment of any recording devices with out a court order and presidential level approval.

We will not knowingly gather information in an illegal manner or tack actions to jeopardize an investigation.

We will not release any information to anyone other that the investigating authority.