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**Chief Robert D. Kutcher**

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## TRACING TELEPHONE CALLS

There is a way to “trace” phone calls when an incident of a harassing phone call, hang-up calls, or any other incident which may require tracing the call occurs.

A report should be filed with the police department prior to tracing any phone calls.

**Only the last incoming call can be traced.** Therefore, it is important to complete the steps below quickly. There is a \$5.00 charge from the phone company (Verizon) to the resident for doing this.

The feature works like this:

1. Dial \*57 on their telephone.
2. You 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, you must then 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, notify the Officer who took your original complaint and he or she will then contact the Nuisance Call Bureau. The Nuisance Call Bureau 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.