



## Call Trace \*57 (\$1/use)


### Call Trace Instructions

- The only calls you should trace are those that you consider threatening or harassing to the point where you wish to involve the police and are willing to press charges.
- Tracing calls where no one talks is not recommended unless there is a pattern in which the calls are received or the frequency of such calls increases. Most of these calls are not intentionally directed at you, and many are not traceable.
- Call Trace information is recorded at the telephone company and is provided only to law enforcement officials and only with your written authorization.

### How to Use Call Trace

**Warning:** Call Trace must be used immediately after you hang up on the call you want to have traced.

1. When you receive a harassing phone call, before hanging up, press the handset button (switchhook), and release it quickly. Listen for the special dial tone. If you have already hung up, pick up the handset again before another call comes in. You'll hear the normal dial tone instead of the special dial tone.

2.  Press \*57. (On a rotary phone, dial 1157.)

3. Listen for an announcement telling you that the last call has been traced. Note the date and time of the trace for your records. (In some areas, the announcement will tell you that the last call can be traced and will give you instructions to dial an additional code before the actual trace will be made.)



*Communications*

## Custom Calling Features

**Notes:**

- If you have Call Waiting and get a Call Waiting tone before you press \*57 (or dial 1157), the objectionable phone call will no longer be traceable.
- You will not receive the telephone number of the party who called. D&E will release the trace information only to law enforcement agencies upon your request. Contact the D&E Security Department at 738-8233 for further instructions. In an emergency, contact your local law enforcement agency.

***Call Trace is already available on your phone line; just press \*57 (\$1.00 per use).***

© 2003 D&E Communications, Inc. All rights reserved. The D&E ball logo and all products or services denoted with a (tm) or ® are trademarks of D&E Communications, Inc. or its affiliates.