

## 2.367 TELEPHONE MISUSE

- A. In order to investigate reports of telephone misuse under **CR § 3-804**, officers will explain the agency's protocols for investigating the crimes and victims must agree to:
1. Cooperate during investigations and any subsequent administrative and / or criminal prosecutions; and
  2. Execute any consent or waiver agreements required by telecommunications carriers.
- B. Victims who refuse to cooperate with the investigative process will be told to contact customer service representatives of their respective service providers for non-police assistance such as phone number changes.
- C. Procedures that may be necessary to complete during telephone misuse or telephone involved crimes include, but are not limited to:
1. Victims:
    - a. Using the **\*71** function to trap incoming call information for calls received on TU land-lines;
    - b. Using the **\*57** function, or similar function, to trap incoming call information on land-lines that are not on the TU switch;
    - c. Completing any consent or waiver agreements required by their telecommunications carriers; and
    - d. Logging information for repeated annoying calls that includes:
      - (1) Date and time calls were received;
      - (2) Any caller ID information that was displayed; and
      - (3) What the caller said, what background noises were heard, etc.; and
2. Officers:
  - a. Contacting the Office of Technology Services (OTS) Networking and Communications Services directly or through the OTS Help Center for calls received on TU land lines;
  - b. Contacting the annoying calls, legal departments, etc. of the appropriate telecommunications carrier (land-line, cellular, or VOIP) for assistance with calls received on phones outside the university's system;
  - c. Contacting the Felony Review section of the OSA for assistance with obtaining subpoenas and / or search warrants for telephone call records. Information that must be provided includes, but is not limited to:
    - (1) TUPD case numbers;
    - (2) Victims' names;
    - (3) Telephone numbers being called;
    - (4) Telecommunications carrier; and
    - (5) Date and time beginning and ending for the records sought.
- D. Officers should contact telecommunications carriers directly for immediate assistance with call trace information in medical and / or criminal situations when emergencies exist.

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