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’ 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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