

This is the most current information that has been received from the carriers.  
The Board has not independently verified the accuracy of the information.

## ALLTEL After Hours Emergency Procedures for Law Enforcement, Fire Responders, and PSAPs (Public Safety Answering Points)

ALLTEL understands that on occasion life threatening situations occur after normal business hours. In an effort to assist at these critical times I am providing you with ALLTEL's procedures so that you can obtain the information you need to assist the citizens of our nation and ALLTEL's customers as quickly as possible. These procedures are effective March 15, 2002.

During normal working hours (8:00am - 5:00pm, Monday - Friday) all requests for information regarding our subscribers should be directed to the applicable Loss Prevention/Fraud Group contact listed below:

| <u>Mid-Atlantic Fraud Region</u> | <u>Southeast Fraud Region</u> | <u>Southwest Fraud Region</u> |
|----------------------------------|-------------------------------|-------------------------------|
| Contact: Angela Evans            | Contact: Patti Nichols        | Contact: Suzie Mason          |
| Phone: 919-235-4802              | Phone: 813-632-2224           | Phone: 602-452-8405           |
| FAX: 919-235-4993                | FAX: 800 219-9674             | FAX: 602-452-8359             |

Law Enforcement, Fire Responders or PSAPs requesting information after hours that are NON-EMERGENCY, not life threatening situations should call the applicable contact above during normal working hours.

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After normal working hours: requests from Law Enforcement, Fire Responders and PSAPs for information regarding our subscribers should be directed to the appropriate 1-800 number identified on the attachment for EMERGENCY, LIFE THREATENING SITUATIONS.

Upon receipt of the call:

- 1) The Officer, Fireman or Dispatcher should identify themselves and their office and advise an emergency situation is in progress.
- 2) The Officer, Fireman or Dispatcher should request to speak to the Manager or Supervisor on duty immediately.
- 3) The Manager or Supervisor will instruct the Officer, Fireman or Dispatcher to fax, on departmental letterhead the following information:
  - a) Agency, Name, Location, and Contact Number
  - b) Name of requesting Officer, Fireman or Dispatcher and name of Direct Superior and Contact number
  - c) Brief description of the life threatening situation
  - d) List exact information they are requesting from ALLTEL

You may want to prepare a fax form with the above static information and fill in the blank or check boxes for the other required items to save time.

4) The Manager or Supervisor will advise the Officer, Fireman or Dispatcher that ALLTEL will provide the requested information *upon receipt of the fax* since it is a life-threatening situation. However, the Officer, Fireman or Dispatcher will need to contact the applicable Loss Prevention contact above during regular hours and provide them with the required subpoena or court order.

*In a life-threatening situation, official letterhead from the appropriate Law Enforcement Agency, Fire Department or PSAP will be accepted as lawful authorization.*

Our goal is to assist the various law enforcement agencies, fire responders and PSAPs in life threatening situations while protecting the confidentiality of our customers' account information whenever possible.