

380 – Policy on Obtaining Unlisted Telephone Numbers

# Santa Ana Police Department

## Departmental Order #380 – Policy on Obtaining Unlisted Telephone Numbers

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## Purpose

The purpose of this Order is to establish guidelines for obtaining subscriber information from Pacific and General Telephone Company security personnel.

## Background

Through the security divisions of the various telephone companies, it is possible to obtain telephone subscriber information in emergency situations. This information will be generally, but not specifically, limited to telephone subscriber name and address. Other emergency services may be available depending on the situation and the capabilities of each telephone company. Due to State mandated public information restrictions, access to this information shall be restricted to those named individuals specifically authorized by the Chief of Police and telephone company representatives.

## I. Procedures

The following procedures have been established as a result of these restrictions:

- A. Emergency requests for telephone subscriber information are limited to circumstances involving an immediate threat of life or serious injury.
- B. All emergency requests for telephone subscriber information shall be processed through the on-duty Watch Commander.
- C. In order to maintain access to this vital information, members making an emergency request must comply with the subpoena or court order demands of the telephone company within the time period established at the time the emergency information is requested.
- D. The Watch Commander authorizing the emergency request for telephone subscriber information is responsible for ensuring the telephone company's subpoena or court order demands are met.
- E. A list of the major telephone companies including their emergency procedures will be available in the Watch Commander's office and on the [Intranet](#). The list will be updated as needed and reviewed for accuracy annually by the Watch Commander's Office.
- F. The following persons may request telephone subscriber information and may do so without contacting the Watch Commander:
  1. Chief of Police
  2. Field Operations Deputy Chief
  3. Investigations Deputy Chief
  4. District Investigations Division Commander
  5. Crimes Against Persons Division Commander
  6. Information Systems Division Commander

## 7. Other persons as designated by the Chief of Police

The procedures described in this Order are to assist members of this Department in the performance of their duties and shall be considered as guidelines upon which to base operating procedures. Access to telephone service subscriber information by police agencies is neither automatically granted nor mandated. It is a service provided by telephone companies in the public interest and may be withdrawn due to violations of this established procedure.