

**Waitsfield and Champlain Valley Telecom**  
**Call Trace Information**

**Please be aware of the following as it pertains to your call trace:**

1. Whenever you initiate a **call trace (\*57)**, a message immediately follows indicating whether the call trace was successful or not.
2. **If the message was successful**, you will need to keep a log of the time, date and duration of the calls you traced. **Call our Dispatch and Repair Center as soon as a call occurs at (800) 496-3393, 24 hours a day.** Please log the calls as accurately as possible; i.e., “The call was received about 7:12 p.m.” as opposed to “The call was received between 6:00 p.m. – 9:00 p.m. last night”.

*Failure to contact our Repair Department could result in a loss of the information collected through the trace initiations.*

3. If you initiate a call trace (\*57) and the message indicates the trace was **not successful**, please contact the Business Office at (800) 496-3391 for more details and options. There are limitations to the call trace procedure being successful when calls originate outside your local serving area.
4. After positive identification of a minimum of two calls has been made the Police agency will be notified. In an emergency, the Dispatch and Repair Center will notify the Police agency immediately. **Any further action will be handled by the Police agency and is an issue between the Police and you, the customer.**
5. At no time will the information the Company researches be disclosed to you, or to any other individual, other than the police or authorized company personnel on a need-to-know basis.

*Over*



## Call Trace Authorization

I, \_\_\_\_\_, have initiated a call trace (\*57) from my telephone number \_\_\_\_\_ for the purpose of determining the origination of harassing, threatening, or obscene phone calls. **I understand there will be a \$4.00 charge per successful trace attempt on my telephone bill** (\$12.00 maximum per month).

**Please complete the information below and return at your earliest convenience to initiate call trace procedures.** If you have any questions, please do not hesitate to contact the Customer Service Department at 800-496-3391.

**Police Case Number:** \_\_\_\_\_  
**Assigned Trooper's Name:** \_\_\_\_\_  
**Barrack Telephone Number:** \_\_\_\_\_

◀Above information needs to be completed▶

It is understood that all trace information is confidential and will only be released to the police agency for action. The release of information and processing of the complaint will then be between the police agency and myself.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Employee of  
Waitsfield and Champlain Valley Telecom

\_\_\_\_\_  
Date