



JAMESTOWN POLICE DEPARTMENT

250 Conanicut Avenue, Jamestown, RI 02835

Tel: (401) 423-1212 Fax: (401) 423-3710

www.jamestownri.net/police



Edward A. Mello
Chief of Police

Harassing Phone Call Complaint Form

Name _____

Date of Birth _____

Address _____

SS # _____

Occupation _____

Phone # _____

Work # _____

I, _____ voluntarily make the following statement to the Jamestown Police Department. I certify that the following information is true and correct to the best of my knowledge.

Exact location in Jamestown where calls are being received

Phone number(s) of location where calls are being received

Account name and phone number as it appears on phone

bill _____

Have you initiated any of the following?

Call trace (*57) _____ Caller ID _____ Line Trap _____

Answering Machine _____ Tape Recorder _____ Other (type) _____

Have you notified the phone company? _____ When? _____

How long have you been receiving these calls? _____

Is there any pattern to these calls? (ie; same time of day, hang ups, etc)

Second Page on back!



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Have you kept a dated log or taped the calls? _____

Is the caller known to you? _____ How? _____

Caller's name, date of birth, address, & phone number, if known _____

Do you wish to press charges at this time? (Explain in full) _____

Describe in detail the context of the calls received and the events surrounding the calls. Provide any information that you believe would be of assistance.

Note: Trace information supplied by the phone company will be released *only* to the police department after two or more calls are traced back to the same phone number and a formal complaint has been filed.

For calls placed to business or Centrex phone lines, you must dial 1-800-227-1169 instead of *57 to place a trace on the call.

For further information concerning annoying phone calls, consult the Customer Information Section of your phone book or your phone company's Customer Information Center.

Signature _____ Date _____



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HOW TO USE CALL TRACE (for Cox landline phones)

1. Hang up the phone then pick it up and listen for a dial tone.
2. Press ***57**. (On a rotary phone, dial **1157**.)
Note: When *57 is activated, Call Trace can identify the source of a harassing or abusive call for use in a court of law.
3. Listen for a confirmation announcement that the last call has been traced.
4. Hang up the handset.

Note:

- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- In some areas, after you press *57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced

Obtaining Call Records

As a Cox Digital Telephone customer you can use the Phone Tools features, available through your accounts on www.cox.com, to set up capture of calls you make and receive (excluding private, or unlisted, numbers).

If you need records of outgoing calls made before establishing your Phone Tools record, you can obtain them for a charge by presenting a picture ID and completing a release at a Cox Front Counter office. Records will be mailed to the address on your statement in two to three weeks. Cox maintains call records for 18 months (36 months in California and Virginia).

Records of incoming calls are not available to customers, other than through Phone Tools, because they may include private or unlisted number information. Law enforcement can obtain these records for investigation of harassing or annoyance calls.

Note: The number you traced will be recorded by Cox personnel. If you decide to follow-up on the matter, you must contact a law enforcement agency and we will provide that number directly to them. We **cannot** provide the traced number directly to the Cox Digital Telephone customer.

COX COMMUNICATIONS CHARGES A FEE FOR THIS SERVICE. CONTACT YOUR PHONE COMPANY FOR MORE INFORMATION.



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HOW TO USE CALL TRACE (for Verizon landline phones, not cell phones)

Use Call Trace immediately after a harassing or crank/obscene phone call. It will trace the last call you received.

1. After receiving a call you want to trace, hang up the receiver to end the call.
2. Pick up the receiver and listen for the dial tone. You must trace the call before another call is received.
3. Press (rotary phones dial 1-1-5-7) and follow the voice-recorded instructions.
4. Stay on the line and listen for a recording that tells you if Call Trace was activated and if the call was successfully traced.
5. Once you have successfully traced the required number of calls (differs by area), contact your local law enforcement agency and obtain a complaint number.

Note You must repeat these steps each time you want to trace a call.

Establish a Case

1. Call the Jamestown Police Department at 401-423-1212 to file a Harassing Phone Call Complaint. The officer or dispatcher will assign a report number to your case. You will need provide that report number to Verizon for the investigation to continue.
2. Call the [Verizon Unlawful Call Center](#) at 1-800-257-2969, Monday - Friday, 8:30 a.m. - 5 p.m. with your complaint number to open a case.

If you want to hear a recorded message about how to use Call Trace, call 877-TRACE4U (1-877-872-2348) at any time. To reach the Verizon Unlawful Call Center please call 1-1-800-257-2969. Their hours of operation are Monday - Friday 08:30 a.m. - 5:00 p.m.

Verizon will store Call Trace information for 90 days. You will be notified within 30 days if there is enough Call Trace information to be sent to a law enforcement agency. The action taken by law enforcement may vary by area. The records of all traced calls will be released to a law enforcement agency only.

VERIZON CHARGES A FEE FOR THIS SERVICE. CONTACT THE VERIZON UNLAWFUL CALL CENTER FOR MORE INFORMATION.