



North Franklin Township Police Department Harassment by Communication Procedures

www.northfranklin.org

Email police@northfranklintownship.com

Unlawful Calls:

Unlawful calls violate Federal or State laws and are clearly more serious than unwanted calls. Unlawful calls may be life threatening, threats of bodily harm, kidnap threats, bomb threats, obscene/harassing, or excessive unwanted calls that occur 5 times or more daily. Persons making these types of calls can be prosecuted!

Request for help with unlawful calls will be referred to the Unlawful Call Center (UCC). The following information may help you determine if a call you have received is against Federal or State law.

Life Threatening Calls:

If your life has been threatened, you have been threatened with bodily harm or if the caller makes a bomb threat, use Call Trace (see How To Use Call Trace). When you have received just one call of this type, call the North Franklin Twp. Police or Dial 9-1-1

Obscene, Abusive or Harassing Calls:

Making repeated calls of this type with the intent to harm, frighten or alarm is against the law. If you receive such calls, you can use Call Trace to aid you in taking effective steps to put an end to these calls.

Unwanted Calls

Unwanted calls are not usually against the law and may be calls for fax machines, computer generated calls, telemarketing calls, hang up calls, misdirected calls or wrong numbers. Verizon does not routinely investigate these types of calls. Your local Verizon business office can help you with information and products that can assist you in managing you unwanted call problem.

Fax Calls:

The parties calling usually realize that they are contacting a wrong number and correct the situation. If the problem persists, you may want to talk to one of our representatives at you Verizon business office about other options.

Hang up calls:

Most of these calls are from telemarketers. If a telemarketing autodialer Does not detect a human voice, reaches an answering machine or if there is no one available at the telemarketing end to begin the conversation, a hang-up will occur. Your number may be put back into the autodialer to be recalled at another time. This may result in repeated hang up calls.

Telemarketing & Computer Generated Calls:

To reduce the number of these calls simply tell the callers that you do not wish to be called by the again. Ask to have your name and telephone number removed from their company's

telemarketing lists. In addition, you can request that your name and telephone number be removed from the national telemarketing list by writing to: Telephone Preference Service Direct Marketing Association PO Box 9014 Farmingdale, NY 11735-9014

Or

Office of the Attorney General, Commonwealth of Pennsylvania at www.nocallsplease.net or 1-888-777-3406 to be placed on the "No Calls Please List"

Law Enforcement Policies:

Verizon releases trace information only to law enforcement agencies after receipt of legal process where required. Law enforcement agencies have various policies regarding what situations they will investigate. The number of successful traces back to the same phone number, required before local law enforcement gets involved, varies from area to area. In order for Verizon to open an official case, you must first file a formal complaint with the North Franklin Township Police Dept. North Franklin Twp. Police Incident number will look like the following (03010001).

How To Use Call Trace:

Call Trace is available in most areas and you can use it whenever you need it. The caller cannot block the number from being recorded by Call Trace. Call Trace will trace your last incoming call. When you receive an unlawful call:

1. Let the phone ring at least twice before you answer it. You do not need to keep the caller on the line for any length of time.
2. Hang up, lift the receiver, wait for a dial-tone and press *57. (Rotary customers dial 1157)
3. Stay on the line and listen for a recording that tells you whether or not Call Trace was activated and if the call was successfully traced. You may call the UCC to verify that a call was traced or if it matches previous Call Traces.
4. Once you have successfully traced the required number of calls, contact the North Franklin Twp. Police Dept. at (724) 228-9610 or call 911 and obtain an incident number.
5. Call the Verizon Unlawful Call Center at 1-800-518-5507 (TTY:1-800-254-5959), Monday – Friday, 8:30 am to 5:00 pm, with your incident number, to open a case. You may also call Verizon Call Trace Information Line at 1-877-TRACE4U (1-877-872-2348) for prerecorded information about how to use Call Trace.
6. Verizon will open a case for a maximum of 30 days. At the end of 30 days, you will be notified by mail with the results of the case. If the case is successful, the Call Trace information will be sent directly to the North Franklin Twp. Police Department.

Call Trace Charges:

Verizon does charge for Call Trace and this is the responsibility of the person initiating the trace. For further information please call your local Verizon business office for the Call Trace charges.

North Franklin Township Police Dept.
620 Franklin Farms Rd.
Washington, Pa. 15301
(724) 228-9610 or Dial 9-1-1

Investigating Officer

Incident Number