

7813.0400 CUSTOMER REQUESTS FOR CALL-TRACING SERVICES.

Subpart 1. **When call-tracing services may be provided.** Local exchange carriers may provide call-tracing services without a request from an investigative or law enforcement officer when a customer alleges receiving harassing telephone calls and provides written consent.

Subp. 2. **Standards for considering requests.** In deciding whether to grant or deny nonemergency requests for call-tracing services from customers who have not involved investigative or law enforcement officers, local exchange carriers shall weigh the following factors:

- A. the likelihood that alternatives to call tracing will stop the calls;
- B. the degree of harm caused by the calls;
- C. the technical difficulty of tracing the calls;
- D. the amount of call-tracing equipment available; and
- E. the number of competing requests for call-tracing services.

Subp. 3. **Customers referred to law enforcement.** Local exchange carriers shall tell customers who request call-tracing services and are denied them that call-tracing services will be provided upon the request of an investigative or law enforcement officer and receipt of the customer's written consent.

Statutory Authority: *MS s 237.069*

History: *19 SR 1518*

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