

7813.0800 STANDARDS FOR PROVIDING CALL-TRACING SERVICE.

Subpart 1. **Customer assistance required.** Local exchange carriers shall assist customers whose calls are being traced using trap and trace technology by providing logs to record the dates and times of harassing calls and by maintaining a log of the dates, times, and originating telephone numbers of calls which have been traced by the company and identified as harassing by the customer.

Subp. 2. **Treatment of identified numbers.** Except as otherwise provided by law, local exchange carriers shall release the originating telephone numbers of calls identified as harassing only to investigative or law enforcement officers, not to customers receiving call-tracing services. Local exchange carriers shall work with investigative or law enforcement officers to develop time frames for transmitting those originating telephone numbers to them.

Subp. 3. **Duration of call-tracing services.** Local exchange carriers shall work with investigative or law enforcement officers to determine how long call-tracing services should be provided, both in general and in particular cases.

Statutory Authority: *MS s 237.069*

History: *19 SR 1518*

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