

## T-MOBILE/METROPCS

T-Mobile policy is to comply with all SDT requests, however, the turnaround time is 45 days from the date the SDT is issued. After the first 45 days, the attorney who issued the subpoena will receive an invoice requiring a \$15.00 fee to comply with the request. Once the \$15.00 fee is received, the entity takes another 45 days to comply with the SDT.

It is recommended (although not required) that a check in the amount of \$15.00 be issued along with the SDT. Also, a copy of the check should be faxed with a notation that the SDT, along with a check, was mailed to the Custodian of Records.

T-Mobile stores the IP address of a subscriber if the address is in the IPv6 form. Mobile IPv6 is necessary because the mobile nodes in the fixed IPv6 network can maintain the previously connected link (using the address assigned from the previously connected link) when changing location. This information is available for the previous 2 years.

With respect to "prepaid accounts", T-Mobile stores the location information (such as latitude and longitude of calls made) for 2 years. For accounts that are considered "postpaid" (requiring a credit check), information is kept for the life of the account. T-Mobile does not store the content of text messages.

Copies of the billing statements are available for postpaid accounts indefinitely, but prepaid accounts have no information available after 2 years.

The T-Mobile/MetroPCS Subpoena Compliance Department can be reached via phone, M-F from 10:00 a.m. until 6:30 p.m. EST at (973) 292-8911 or at (866) 537-0911.

Legal requests can be emailed to [subpoenas@metropcs.com](mailto:subpoenas@metropcs.com), faxed to (973) 292-8697 or mailed to:

T-Mobile Subpoena Compliance  
4 Sylvan Way  
Parsippany, NJ 07054

## AT&T/CRICKET

AT&T stores the wireless device location, the number of text messages sent and received, voice minutes used, calling and texting records, bandwidth used and resources you use when uploading, downloading or streaming data to and from the internet. The company also collects information such as transmission rates and delays, data associated with remote monitoring services and security characteristics.

AT&T keeps records of the phone calls and text message details (but not content) for about 7 years.

It can also store the location of where a call was made, if it was made after 2008. A court order will be necessary, since the subpoena will likely not suffice.

The AT&T Subpoena Compliance Team can be reached at (800) 291-4952 or at (800) 635-6840.

Legal requests can be emailed to [compcent@att.com](mailto:compcent@att.com), faxed to (888) 938-4715 or mailed to:

11760 US Highway 1  
Suite 600  
North Palm Beach, FL 33408

## U.S. CELLULAR

U.S. Cellular maintains text message content for 3-5 days. After this period has passed, only text message detail is available. This, along with phone records, are kept for one rolling calendar year. Once the calendar year has passed, only bill pay detail information is available, and that is kept for a period of 7 years.

U.S. Cellular Subpoena's Compliance Team can be reached at (630) 875-8270.

Legal requests can be sent via email to [subpoenacompliance@uscellular.com](mailto:subpoenacompliance@uscellular.com), via fax to (866) 669-0894 or via mail to:

U.S. Cellular  
Subpoena Compliance Department  
One Pierce Place, Suite 800  
Itasca, IL 60143



## SPRINT/NEXTEL

Sprint maintains the date and time of text messages and phone calls, as well as the numbers contacted for the previous 18 months. This information is kept for both "prepaid" and "postpaid" accounts and does not include the content of text messages. After the 18-month period has passed, only billing information is available for postpaid accounts (no text message detail available in these records). Prepaid accounts have no records available after the 18-month period has passed.

Sprint also keeps the Per Call Measurement Data (PCMD) records, which is the distance from the tower to where the call was made from. The report can go back for 90 days; some for only 14 days. IP connection logs are kept for 90 days.

The Sprint Subpoena Compliance Center can be reached at (800) 877-7330. Sprint does not accept subpoenas via email.

Legal requests can be sent via fax to (816) 600-3111 or via mail at:

Custodian of Records  
Sprint Corporate Security  
64800 Sprint Parkway  
Overland Park, KS 66251

## TRACFONE WIRELESS

Tracfone Wireless does not maintain text message content; however they do keep text message details (such as dates, times and numbers used in communication) for a period of 2 years. Phone records are also kept for a period of 2 years.

Tracfone Wireless Inc. can be reached at (800) 810-7094.

Legal requests can be submitted via email at [subpoenacompliance@tracfone.com](mailto:subpoenacompliance@tracfone.com), via fax at (305) 715-6932 or via mail at the following address:

TracFone Wireless, Inc. d/b/a Simple Mobile  
Subpoena Compliance  
9700 NW 112th Avenue  
Miami, FL 33178

## VERIZON

Verizon Wireless maintains the content of text messages for 3-5 days. After this period has passed, only text message detail (dates, phone numbers and times of messages) are available. For phone records, Verizon Wireless keeps data (such as multimedia text detail, call detail, etc.) for a year. After a year has passed, only billing statements are available (no text message detail is available in this statement).

Verizon collects information about:

- The device
- Browsing and searching history
- User's buying activity within Verizon's sites and applications
- IP address
- Mobile telephone, device numbers and identifiers
- Account information
- Information about your connection, including your device's browser, operating system, platform type and Internet connection speed

The Verizon Subpoena Compliance Center can be reached at (800) 451-5242. Verizon does not accept subpoenas via email.

Legal requests can be sent via fax to (888) 667-0028 or via mail at:

Verizon Wireless Custodian of Records

Attn: VSAT  
180 Washington Valley Road  
Bedminster, NJ 07921



## **BANK CARD SERVICES – 24 HOUR LAW ENFORCEMENT CONTACT INFORMATION**

---

Phone equipment and services are usually paid for with credit or debit cards. The transactional records from these purchases can be very helpful in identifying purchases and associates, retail locations (a possible source of surveillance video) and other relevant purchases which may help develop leads in an investigation (e.g. Internet service providers, "Spoof" card purchases, gas stations used, etc.)

<b>Visa</b>	<b>Accounts begin with "4"</b>	<b>1-800-FOR-VISA (367-8472)</b>
<b>American Express</b>	<b>Accounts begin with "37"</b>	<b>1-800-528-2121</b>
<b>Diner's Club</b>	<b>Accounts begin with "38"</b>	<b>1-800-525-9040</b>
<b>Discover</b>	<b>Accounts begin with "6"</b>	<b>1-800-347-3723</b>
<b>Mastercard</b>	<b>Accounts begin with "5"</b>	<b>1-800-231-1750</b>

OTOSEARCH



PROVIDER	ADDRESS	PHONE #	FAX #	EMAIL
AT&T/Cricket Communications	AT&T Wireless Custodian of Records 11760 U.S. Highway 1 Suite 600 North Palm Beach, FL 33408	(800) 291-4952 Or (800) 635-6840	(800) 938-4715	compcent@att.com
Sprint/Nextel	Sprint/Nextel Subpoena Compliance Center 6480 Sprint Parkway Overland Park, KS 66251	(800) 877-7330	(816) 600-3111	N/A
T-Mobile/ MetroPCS	T-Mobile/MetroPCS Subpoena Compliance Department 4 Sylvan Way Parsippany, NJ 07054	(973) 292-8911 Or (866) 537-0911	(973) 292-8697	subpoenas@metropcs.com
TracFone Wireless	TracFone Wireless, Inc. dba Simple Mobile Subpoena Compliance 9700 NW 112th Avenue Miami, FL 33178	(800) 810-7094	(305) 715-6932	subpoenacompliance@ tracfone.com
U.S. Cellular	U.S. Cellular Subpoena Compliance Department One Pierce Place Suite 800 Itasca, IL 60143	(630) 875-8270	(866) 669-0894	subpoenacompliance@ uscellular.com
Verizon Wireless	Cell Partnership dba Verizon Wireless Custodian of Records 180 Washington Valley Road Bedminster, NJ 07921	(800) 451-5242	(888) 667-0028	N/A