



Law Enforcement Relations

Role

The T-Mobile USA, Inc. Law Enforcement Relations Group (LER Group) is committed to efficiently assisting the law enforcement community with all lawfully authorized activities. Our Law Enforcement Relations unit is staffed by personnel who are well acquainted with the technical and evidentiary needs of federal, state, and local prosecutors and investigative officers. The unit maintains their proactive philosophy by offering educational presentations, reference materials and expedient, secure procedures that support the mission of the public safety community in an unparalleled fashion. Responsibilities of the LER Group include the following:

Responsibilities

- Processing lawful requests for subscriber identification information and historical billing data
- Providing technical assistance in the conduct of Lawfully Authorized Electronic Surveillance
- Testify as a custodian of records
- Ensuring company technical and procedural compliance with the federal Communications Assistance for Law Enforcement Act requirements
- Providing education to law enforcement regarding T-Mobile’s services

Contact Information for Public Safety Answering Points (PSAP)

ALL TIME ZONES	PSAP ONLY PHONE:	(877) 653-7911	BUSINESS HOURS: 24 X 7
	PSAP ONLY FAX:	(813) 801-8863	
	MAIN PHONE:	(973) 292-8911	
	MAIN FAX:	(973) 292-8697	

Law Enforcement Relations Director

GAVIN PINCHBACK

973-292-8999 (Office)

LER Group
4 Sylvan Way
Parsippany, NJ 07054

9-1-1 Emergencies:

During an emergency, the Law Enforcement Relations Group (LER Group) will attempt to verify the caller’s identity as a legitimate representative of the Public Safety Answering Point (PSAP or 911 Emergency Dispatcher). The LER Group will ask that the PSAP fax a demand letter requesting subscriber information as soon as possible. The LER Group prefers to receive demand letters prior to the release of information to the PSAP, but in ongoing emergency situations, the letter may be faxed after the emergency has been resolved. **PSAP demand letters should be forwarded to (813) 801-8863.** All other legal demands and correspondence should be faxed to (973) 292-8697.