

Verizon Wireless Security Procedures

The contact number for PSAPs to use to obtain information about a 911 call from a Verizon Wireless subscriber is 800-451-5242. This number is used by all law enforcement inquiries, not just for 911 inquiries. In the event the 911 inquiry is of an exigent nature, the PSAP representative is instructed to immediately select "Prompt 4." Selecting "Prompt 4" insures that the exigent call is handled as a high priority.

800-451-5242

PROMPT 4 IS FOR EXIGENT PURPOSES ONLY AND SHOULD NOT BE USED INDISCRIMINATELY.

Verizon Wireless must ensure that each request for 911 call information is a legitimate request from an authorized public safety representative. To this end, Verizon Wireless verifies that each caller is a legitimate PSAP representative. This can be accomplished in one of two ways:

1. Caller faxes verification information to Verizon Wireless using letterhead for the public safety entity. It has been found to be very effective for PSAPs to have pre-printed verification forms available to fax to the number provided by Verizon Wireless. This process ensures that verification takes place simultaneously with the inquiry. Please use either of the following fax numbers:

908-306-7501

2. Caller provides Verizon Wireless with name, agency name, city, and state. Verizon Wireless verifies the authenticity of the caller by securing the agency phone number through directory assistance (e.g., 411). Verizon Wireless calls the number obtained from directory assistance to speak to the appropriate representative.

In either case, Verizon Wireless begins to acquire the requested information while verification is taking place.

Once Verizon Wireless is assured that the inquiry is legitimate, the requested information will be provided.

1. If the request is for the mobile directory number and/or cell site, the information is provided and no further action is required.
2. If the request is for more information than the mobile directory number and/or the cell site location (e.g., subscriber name, address, etc.), Verizon Wireless is required to obtain proper legal documentation for the release of the information. A Verizon Wireless Court Order Compliance Analyst will establish a follow-up date whereby the proper legal document will be provided by the requester. The requested information will be provided immediately upon receipt of the letter requesting the information.