



## Customer Originated Trace

### Allows Western Iowa Telephone to Assist you in Tracking Harassing Callers



#### Customer Originated Trace

When you receive a harassing call, hang up and dial a special code. The number will be recorded at the telephone company, if you have called the phone company prior to the call, to have the service added to your line. If you choose to follow up on the matter, the telephone company will provide that number to the authorities at no charge to you.

#### How to use:

1. When you get a nuisance call, just depress the "switch hook" and release quickly. Listen for a special dial tone.
2. If you've already hung up, just pick up the handset again and listen for a normal dial tone.
3. Press \*57. (On a rotary phone, dial 1157.)
4. Listen for a confirmation announcement that the last call has been traced. Hang up
5. The number you traced will be recorded at the phone company. If you decide to follow up on the matter, Western Iowa Telephone will provide that number to authorities.



## Customer Originated Trace, cont.

### Notes:

- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- After you dial \*57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.