

TOWN OF MOUNT PLEASANT POLICE DEPARTMENT
CIVILIAN PROCEDURES FOR ANNOYING/OBSCENE PHONE CALLS

1. File the complaint with the Mount Pleasant Police Department. Once you have done so, you will be given a case number.
2. Contact your local telephone carrier business office. If your carrier is Verizon, the number is 890-6200. You will find this number on your monthly bill. You will open a case with same. You must have a case number from this department to open a case with the Annoyance Bureau. They will also assign you a phone company case number.
3. You will be told to utilize the Star 57 (*57) Program. This program is easy and all phones have this capability. After you receive the annoying/obscene/hang up call, hang up your phone and then pick up the receiver and press the star button (*) and then the numbers 57. If you have a rotary phone, you must dial the numbers 1157. You should hear a taped voice say that you have a successful trace. The taped message will give you further instructions.
4. After you have opened the case with this agency and the telephone company, you need not notify this agency after every successful trace. Once there are three traces to one phone line, the phone company should automatically send the results to this agency.
5. After this department receives the information from the telephone company, you the complainant, will then be invited into Police Headquarters and we will discuss the results and what you wish to do about same.
6. Keep a pad and pen/pencil near your phone so you can log the dates and times of the calls you receive.
7. Cell phones, as well as most long distance calls can now be traced by utilizing this program.
8. Remember - *57 for touch tone - 1157 for rotary phones.