

## NOC, 24x7 Wireless Kelsey Smith Act, and Telematics Contact List

This contact information for Wireless Carriers (CMRS) is provided to locate user devices when deemed necessary by law enforcement and in compliance with the Kelsey Smith Act (see Tenn. Code Ann. § 38-1-601, et seq.).

The Kelsey Smith Act was put in place to require mobile or Internet voice service providers to disclose the call location information of a device when requested by an investigative or law enforcement officer. This information is to be provided when there is question about a device that is: 1) used to place a 911 call, or 2) reasonably believed to be in the possession of an individual in an emergency that involves risk of death or serious physical harm.

Please notify the TECB Director of Technology if you discover errors with this list at 615-210-3807.

For a complete listing of numbers, go to [cid.nena.org](http://cid.nena.org).

### Kelsey Smith Contacts

| Company                                                | NENA ID       | 24x7 Contact Subpoena (2022)                           |
|--------------------------------------------------------|---------------|--------------------------------------------------------|
| DTC Wireless                                           | ADVG, DTCAD   | 800-367-4274                                           |
| AT&T Mobility                                          | ATTMO         | 800-635-6840 Opt. 4                                    |
| Athena Broadband/United Comm                           | VOIP Provider | 931-680-4668                                           |
| Bright Ridge                                           | VOIP Provider | 423-952-5081                                           |
| Cellular South/C Spire                                 | CSPIR/CELISO  | 601-941-2882 Opt. 1                                    |
| Comcast                                                | CMCST         | 877-249-7306 Opt. 1                                    |
| West/Intrado (WrIs & VoIP Issues)                      | ICOMM/TRDO    | 800-514-1851 Opt. 1                                    |
| Nextel/Boost/Virgin Mobile                             | NXTL          | 866-537-0911 or 973-292-8911                           |
| DISH                                                   | DISHW         | 866-537-0911 or 973-292-8911                           |
| Frontier                                               | CZNE          | 877-245-3511, opt 2                                    |
| Sprint                                                 | SPPCS         | 866-537-0911 or 973-292-8911                           |
| Suncom/Triton                                          | SCOM          | 973-292-8911 Opt. 2                                    |
| Comtech/TCS                                            | TCS           | 800-959-3749                                           |
| T-Mobile                                               | TMOB          | 973-292-8911 Opt. 2                                    |
| Tracfone<br>(SafeLink/Net10/StraightTalk/SimpleMobile) |               | 800-810-7094 Ex 2470                                   |
| US Cellular                                            | USCC          | 800-333-4847                                           |
| Verizon Wireless                                       | VZW           | 800-451-5242 Opt. 9                                    |
| Virgin Mobile                                          |               | 866-537-0911 or 973-292-8911                           |
| Windstream                                             | DLT           | 800-200-1989, Opt. 3                                   |
| WK&T (Yorkville & West KY)                             | YTC, YCI      | 270-492-1000                                           |
| XO Communications                                      | XO            | 866-966-8975 Opt. 3                                    |
| Mint Mobile                                            |               | T-Mobile 973-292-8911 Opt. 2                           |
| Consumer Cellular                                      |               | AT&T 800-635-6840 Opt. 4//T-Mobile 973-292-8911 Opt. 2 |

## Telematics Providers

| Company             | 24x7 Contact<br>(2022) |
|---------------------|------------------------|
| AAA Roadwise        | 877-657-9551           |
| Mercedes-Benz       | 888-482-7309           |
| OnStar              | 866-866-5006           |
| SiriusXM            | 972-753-6345           |
| State Farm In-Drive | 877-657-9551           |
| Verizon Telematics  | 844-617-1100           |

## NOC Information

| Company      | NOC                    | Email                                                    |
|--------------|------------------------|----------------------------------------------------------|
| AT&T         | 800-638-2822, Opt. 3,1 | <a href="mailto:MNRC.E911@att.com">MNRC.E911@att.com</a> |
| AT&T Res Ctr | 800-553-2811           | -                                                        |
| Verizon      | 855-825-4911           |                                                          |
| US Cellular  | 800-510-6091           |                                                          |