



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

The following is contact information for Wireless Carriers (CMRS) for the purposes of obtaining location services when deemed necessary by law enforcement and in compliance with the Kelsey Smith Act.

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 situation that involves risk of death or serious physical harm.**

If you discover an error with information on this list, please notify the TECB Director of Technology at 615-210-3807.

## NG911 NOC Contact

Inquiries and reports of network related problems (misrouted calls, service interruptions, etc.) should be directed to the AT&T Resolution Center at 800-553-2811.

## Kelsey Smith Act Contacts

COMPANY	NENA ID	24x7 CONTACT
Advantage/DTC Wireless	ADVG, DTCAD	615-464-2355 Opt 2/Opt 1
Alltel/Cricket	ALLTEL/ACIW/WIN/LEAP	877-510-4357 Opt 1
AT&T Mobility	ATTMO	800-635-6840 Opt 4
Cellular South/C Spire	CSPIR/CELISO	601-941-2882 1-800-342-3716 (alternate)
Charter (non-VoIP)		866-248-7662 Opt 3
Comcast	CMCST	877-249-7306
DISH Wireless	DISHW	866-974-5742
West/Intrado (Wrts & VoIP Issues)	ICOMM/TRDO	800-514-1851 Opt 1
Nextel/Boost/Virgin Mobile	NXTL	800-877-7330 Opt 1
SI Wireless	SIW	618-351-9050 (on-call) 618-351-6924 (escalation)
Sprint	SPPCS	800-877-7330 Opt 1
Suncom/Triton	SCOM	973-292-8911 Opt 1
Comtech/TCS	TCS	800-959-3749 Opt 2
T-Mobile	TMOB	973-292-8911 Opt 1
Tracfone (SafeLink/Net10/StraightTalk)		800-820-8632
US Cellular	USCC	800-333-4847
Verizon Wireless	VZW	800-451-5242 Opt 9
Virgin Mobile		800-877-7330 Opt 1
WK&T (Yorkville & West KY)	YTC, YCI	270-492-1000
XO Communications	XO	866-966-8975 Opt 3

## Telematics Contacts

COMPANY	24x7 CONTACT
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	404-573-5800
Zoombak	877-857-3463