



Call Trace

Residential \$3.00

Business \$3.00

Call Trace enables you to initiate a trace on your last incoming call. First contact your local police agency then contact us here at Pembroke Telephone Cooperative to add Call Trace to your line.

How to use Call Trace:

When you get a nuisance call, press and quickly release the “disconnect button” ¹.

Listen for a special dial tone.

If you've already hung up, just lift the handset again and listen for a normal dial tone.
Press * 5 7 (On a rotary phone, dial 1157)

You will hear an announcement that the call can be traced.

Follow the voice instructions to dial an additional code, and the call will be traced.

Listen for a confirmation announcement that the last call has been traced then hang up.
The number you traced will be recorded at the phone company.

Traced information cannot be provided to the subscriber but will be provided to law enforcement officials if you choose to prosecute.

Notes:

Call 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.

You must contact the business office within the next business day after completing a trace to ensure the information is kept on file.

If you decide to follow up the matter, we'll provide that number to the local authorities. This information cannot be provided to the subscriber.

Will not work with calls originating from an area or long distance carrier where this feature is not provided or from 800, 877, 888, or 900 prefix numbers and some cellular numbers.

¹ The “disconnect button” is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.