

HONOLULU POLICE DEPARTMENT
POLICY
AUXILIARY AND TECHNICAL SERVICES

October 2, 2015

Policy Number 8.22

OBTAINING SUBSCRIBER INFORMATION AND EMERGENCY TRACES
FROM TELECOMMUNICATIONS SERVICE PROVIDERS

POLICY

This policy sets forth procedures for obtaining telephone subscriber information and emergency traces from telecommunications service providers.

PROCEDURE

I. SUBSCRIBER INFORMATION

Officers seeking records or other information about a subscriber or customer of a telecommunications service provider must obtain a search warrant, administrative subpoena, court order, or the written consent of the subscriber or customer.

II. EMERGENCY TRACES

- A. Requests for emergency traces shall be directed to the appropriate telecommunications service provider via the Communications Division.

The Communications Division shall maintain a list of emergency contact telephone numbers of registered telecommunications companies providing 911 service in the state of Hawaii.

October 2, 2015

Policy Number 8.22

Page 2

- B. The requestor must provide the following: name and organization, title or rank, call-back telephone number, and justification for the request.


LOUIS M. KEALOHA
Chief of Police

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board for one week

Policy first issued
as Procedure 9.08
on March 9, 1994