Barrington Police Department

100 Federal Road • Barrington, Rhode Island 02806
Telephone: (401) 437-3930 • Fax: (401) 437-3943

HARASSING PHONE CALL PROCEDURES

For All Calls:

- Document the exact date and time of the call, the number called, any caller ID information, what was said during the call and any voice characteristics of the caller.

For Residential Calls – Verizon Customers

- After receiving a crank or obscene phone call hang up and before receiving another call pickup the phone and listen for the dial tone.
- Activate Call Trace by dialing *57 and then follow the recorded prompts.   A successful trace will cost approximately $3.40 to be charged by the phone company.
- Call the Barrington Police Dept or stop by the station to file a complaint.
- Call the Verizon Unlawful Call Center at 1-800-257-2969 and obtain a complaint number, provide your Barrington Police Dept complaint number and request that records of the successfully traced unlawful calls be faxed to the Officer who assisted you at 437-3939.
- Please note you can only trace the last called received.

For Residential Calls – Cox Customers

- When you get a nuisance call, press and quickly release the switchhook, then listen for a special dial tone.   The "switchhook" 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.
- If you have already hung up the handset, just lift the handset again and listen for a normal dial tone.
- Press *57. (On a rotary phone, dial 1157.) Listen for a confirmation announcement that the last call has been traced.
- Hang up the handset then file a complaint with the Barrington Police
- http://www.cox.com/support/newengland/telephone/calltrace.asp

For Full Channel and cellular Calls

- Document the exact date and time of the call, the number called, any caller ID information, what was said during the call and any voice characteristics of the caller.
- Call the Barrington Police Dept or stop by the station to file a complaint.