
**Keep This Pamphlet
As A Record For
Your Files**

Date Reported to Police

Officer Taking Report

Date Telephone Company

Was Notified

Telephone Company Agent's Name

Agent's Phone Number

Police Report Number

Oakland Police Department
455 - 7th Street
Oakland, CA 94607-3985

Stamp

**Oakland Police
Department**

**Annoyance Call
Procedures**



An Information Guide to
Help You Solve Your
Telephone Problems

What You Can Do, After Receiving Annoying Phone Calls ?



The Oakland Police Department wants to assist in efforts to end annoying telephone calls to you. In order to do so, please follow the instructions listed below:

Complete a Crime Report with your Law Enforcement Agency

A crime report may be filed with either the law enforcement agency where you are receiving the annoying calls, or with the law enforcement agency where the calls are originating, if you know that information.

To file a crime report with the Oakland Police Department, **call (510) 777-3333**. You may file your report in person or by telephone. After five days, you can obtain your report number by calling **(510) 238-3021**. You will need the report number to complete the next step.

Contact the SBC Annoyance Call Bureau 1-800-698-7223

Advise SBC that you have filed a crime report. They will provide you with instructions and information about "call trace" service. "Call trace" indicates to the Annoyance Call Bureau the source of the annoying call. This information is required for criminal prosecution. Carefully follow the instructions provided by the Annoyance Call Bureau.

Tape Record and Log the Annoying Calls from the Suspect

If you can do so successfully, tape an annoying call and keep the tape in a safe place. The tape may aid in the prosecution of the suspect. Keep a log of every annoying call you receive by recording the date and time it occurred.

SBC's Annoyance Call Bureau will notify your law enforcement agency upon the completion of a successful "call trace." This may take several months. Often the results cannot be released immediately.

The name and location of the caller(s) will not be revealed to you by the Annoyance Call Bureau. After the Annoyance Call Bureau provides your law enforcement agency with the "call trace" information, you will be contacted for your log book and any tapes. Your law enforcement agency will then attempt to identify the caller(s) and seek a criminal complaint with the District Attorney.

If you know the identity of the person calling you, you may wish to obtain a temporary restraining order (TRO) to prohibit that person from calling you.

Temporary Restraining Orders

For information in Oakland, you must go in person to the Rene C. Davidson Courthouse, Family Court Clerk at 1225 Fallon Street, Room 250, Oakland. These is a filing fee for TRO's. Requests will not be accepted by telephone.

The Oakland Police Department wants to help, but needs your help. A successful investigation requires your cooperation. You also must follow the instructions from the telephone company.

It is Important to Keep a Log of all Calls