

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

This contact information for Wireless Carriers (CMRS) is provided to locate user devices when deemed necessary by law enforcement and in compliance with the Kelsey Smith Act (see Tenn. Code Ann. § 38-1-601, et seq.).

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 that involves risk of death or serious physical harm.

Please notify the TECB Director of Technology if you discover errors with this list at 615-210-3807.

For a complete listing of numbers, go to cid.nena.org.

Kelsey Smith Contacts

Company	NENA ID	24x7 Contact Subpoena (2022)
DTC Wireless	ADVG, DTCAD	800-367-4274
AT&T Mobility	ATTMO	800-635-6840 Opt. 4
Athena Broadband/United Comm	VOIP Provider	931-680-4668
Bright Ridge	VOIP Provider	423-952-5081
Cellular South/C Spire	CSPIR/CELISO	601-941-2882 Opt. 1
Comcast	CMCST	877-249-7306 Opt. 1
West/Intrado (WrIs & VoIP Issues)	ICOMM/TRDO	800-514-1851 Opt. 1
Nextel/Boost/Virgin Mobile	NXTL	866-537-0911 or 973-292-8911
DISH	DISHW	866-537-0911 or 973-292-8911
Frontier	CZNE	877-245-3511, opt 2
Sprint	SPPCS	866-537-0911 or 973-292-8911
Suncom/Triton	SCOM	973-292-8911 Opt. 2
Comtech/TCS	TCS	800-959-3749
T-Mobile	TMOB	973-292-8911 Opt. 2
Tracfone (SafeLink/Net10/StraightTalk/SimpleMobile)		800-810-7094 Ex 2470
US Cellular	USCC	800-333-4847
Verizon Wireless	VZW	800-451-5242 Opt. 9
Virgin Mobile		866-537-0911 or 973-292-8911
Windstream	DLT	800-200-1989, Opt. 3
WK&T (Yorkville & West KY)	YTC, YCI	270-492-1000
XO Communications	XO	866-966-8975 Opt. 3
Mint Mobile		T-Mobile 973-292-8911 Opt. 2
Consumer Cellular		AT&T 800-635-6840 Opt. 4//T-Mobile 973-292-8911 Opt. 2

Telematics Providers

Company	24x7 Contact (2022)
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	844-617-1100

NOC Information

Company	NOC	Email
AT&T	800-638-2822, Opt. 3,1	MNRC.E911@att.com
AT&T Res Ctr	800-553-2811	-
Verizon	855-825-4911	
US Cellular	800-510-6091	