



43705 US Hwy 63
 Cable, WI 54821-4616
 (715) 798-3303
 www.norvado.com

Norvado Call Tracing Options

Customer Name _____ Account # _____
 Street Address _____ Home Phone _____
 City _____ ST _____ Zip Code _____ Cell Phone _____
 E-mail Address _____

Information from Law Enforcement Agency:

Agency Name _____
 Contact's Name _____ Phone _____
 Date Reported _____ Case Number _____

Customer Originated Trace (COT)

_____ **Activation Fee: \$10.00 (one-time fee) Monthly Cost: \$3.00**

**This service and monthly charge remain on the account until the subscriber requests that the option be removed.*

Instructions: After you receive a nuisance call, hang up, and immediately pick up the receiver. Listen for a dial tone and then press *57. You will hear an announcement stating whether the call was able to be traced or not. If the call is traceable, call your local law enforcement agency and report the information to have a case opened. After a case number has been assigned, call Norvado (715-798-3000) and they will follow the appropriate steps to have the call traced. Once this process is complete, the proper authorities will contact you in regards to the information collected. COT works in conjunction with Caller ID service to identify phone numbers. If Caller ID shows anything other than a phone number (i.e. private, non-pub, fictitious number, etc.), the call will not be traced.

Customer Line Identification (CLI)

_____ **Service Fee: \$75.00 (30 day service)**

Instructions: After you receive a nuisance call, hang up and then immediately write down the date and time of the call. Contact your local law enforcement agency and report the information to have a case opened. After a case number has been assigned, call Norvado (715-798-3000) and they will release the information to the appropriate law enforcement agencies. This service expires after thirty (30) days. This service captures the originating telephone number and/or carrier. CLI does NOT rely on Caller ID service.

Payment Options

Subtotal \$ _____ Cash Amount _____
 Tax (5.5%) \$ _____ Check Amount _____ Check # _____
 Total Due \$ _____

Go to www.norvado.com and click 'Pay Now' to pay with a credit card. When prompted, enter Billing Account #: _____ and account holder's last name.

Authorization

I, _____ (print name), request and authorize Norvado to register the source of or endeavor to identify the source of the _____ (nuisance, obscene, harassing, etc.) telephone calls that have been received by myself or other persons at telephone number _____.

I hereby authorize the disclosure of any information that may develop to representatives of any law enforcement agency that may be engaged in conducting an investigation of such calls. I understand that this information cannot be given to me or my representatives as it is to be used only as evidence in a criminal investigation.

I understand it is my responsibility to alert the law enforcement agency to file a complaint and receive a case number. All future contact regarding the identity of these calls will be between myself and the law enforcement agency.

Authorized Signature _____ Date _____

Office Use Only:	Customer # _____	Agreement # _____	SO # _____	CSR _____
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