



CALEA Compliance

Telecommunications Carriers are required to comply with the federal Communications Assistance for Law Enforcement Act or CALEA. Franklin Telephone Company complies with industry recognized standards for public safety communications and we work diligently to ensure all court orders, search warrants and subpoenas are processed confidentially and in compliance with all applicable laws and company policies. We have highly qualified and trained personnel who are responsible for complying with all legal requests.

Franklin Telephone Company assists law enforcement agencies in their investigations while protecting subscriber privacy as required by law and applicable privacy policies. Our primary goal is to provide timely and accurate responses to all law enforcement and legal requests.

You should be aware that our Call Trace feature is available to trace unlawful or threatening calls that alarm, frighten, or harass you. Should you use our Call Trace feature, which automatically initiates a trace of the last call you received, the records will be released to a law enforcement agency only. The action taken by law enforcement may vary by area. Please contact Customer Service should you have any questions about the purpose and/or use of the Call Trace feature.