Emergency disclosure requests

Chazy and Westport Telephone Company, doing business as Chazy and Westport Communications

DRAFT FOR REVIEW - NOT EFFECTIVE

Information for verified law enforcement seeking emergency records.

Immediate danger

If someone is in immediate danger, call 911. This policy, customer-service email, and downloadable worksheet are not a substitute for emergency services and do not guarantee immediate monitoring or response.

Who may request emergency disclosure

This process is for verified governmental or law-enforcement requests for records held by C&W. Ordinary account questions, outages, and billing issues belong with customer service. A request does not establish a right to receive information or require us to disclose it.

Under 18 U.S.C. 2702(b)(8) and 2702(c)(4), a provider may disclose qualifying communications or records to a governmental entity if it has the legally required good-faith belief that an emergency involving danger of death or serious physical injury requires disclosure without delay. A routine investigation or a generic allegation of a crime does not automatically meet that standard.

Information needed for review

Identify the requesting agency; officer's name, title, badge or identification number; case number; official email; and an independently verifiable agency callback number. State the specific facts establishing the emergency, who is at risk, and why waiting for ordinary legal process would create danger.

Identify the relevant customer, telephone number, IP address with exact date, time, and time zone, or other service identifier. Specify the records and time range requested, explain their connection to the emergency, and limit the request to what is necessary. State what legal process has been obtained or why it cannot be obtained in time.

Verification and handling

C&W must verify the agency and requester independently, assess the applicable legal basis, and determine whether responsive records exist. Any disclosure must be limited to what is legally permitted and appropriate to the emergency. We may seek clarification or require ordinary legal process where the emergency standard is not met.

Before transmitting sensitive records or a completed worksheet, obtain the company's verified secure legal-request channel through an official contact. Do not send sensitive evidence to general customer-service email. The secure routing and escalation procedure must be confirmed before this draft is adopted.

Request worksheet

Agency and official address: _____

Officer name, title, badge/ID, and case number: _____

Official email and independently verifiable agency phone: _____

Emergency facts, person(s) at risk, and reason for urgency: _____

Service identifier; exact dates, times, and time zone: _____

Records requested and connection to the emergency: _____

Legal process obtained or reason it cannot be obtained in time: _____

I attest that the information provided is true and accurate to the best of my knowledge.

Officer signature: _____ Date and time: _____

Contact C&W;

Questions? Contact customerservice@chazywestport.net, call Westport at 518-962-8211 or Chazy at 518-846-7111, or write to 2 Champlain Avenue, Westport, NY 12993. Do not email passwords, full payment-card numbers, Social Security numbers, or sensitive records.

References and resources

18 U.S.C. 2702 - emergency disclosure provisions

Before this draft takes effect

Approve a verified secure submission channel and escalation coverage before publishing. The existing statutory citation is outdated. This draft is not an operational emergency intake service.