

Call Trace

Telephone harassment is a crime. If you receive a harassing, obscene or threatening phone call and want to take action, Call Trace will help you get assistance. It traces the phone number of the caller and turns that number over to the CenturyLink Call Identification Center. If requested, deterrent action may be taken by CenturyLink or your local law enforcement agency.

How to use Call Trace

- Hang up on the caller.
- Lift the receiver, listen for the dial tone, and press ***57** or **1157** from a rotary phone.
- Follow the recorded instructions. The recording also quotes the charge if the trace is successful.
- The number will be forwarded and recorded at the CenturyLink Call Identification Center. Under normal circumstances, three successful traces are required before any deterrent action is taken by CenturyLink or your local law enforcement agency.
- Under no circumstances will you be given the name or number of the caller.

Call 911 immediately if the situation becomes life-threatening.

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1 800-244-1111 for customer assistance
centurylink.com/welcome

