



## Traceback Requests

Traceback is an essential tool for determining the source of illegal phone calls. It is useful to prevent further calls from the same source and to inform enforcement actions. This information is particularly important when the caller ID may be spoofed, as it can greatly assist with identification of the actual caller.

Authorized entities should email traceback requests to [traceback@wowinc.com](mailto:traceback@wowinc.com).

WOW! recognizes the importance of call traceback and will respond as quickly as possible to requests from the FCC, the USTelecom Industry Traceback Group (aka the Consortium), industry groups, civil and criminal law enforcement or in response to subpoenas.