Obtaining & Understanding AMA Records From SBC/Ameritech

Automatic Message Accounting (AMA) is the method used by all SBC/Ameritech Central Office switches to record billing records. These records are collected on magnetic tapes in the central offices and then forwarded to various data centers where the information is stored for 60 days. The primary use of the 4 to 5 million calls stored per data tapes are to produce customer bills based on billing dates. Other uses include responding to billing inquiries and challenges by inter-exchange carriers (IXC) and customers where the originating and terminating numbers are known.

SBC Ameritech Asset Protection's AMA Technology group handles AMA legal process requests. Legal process for AMA's should be faxed to the SBC Services Subpoena Center at (888) 635-6615. The AMA Technology group is located at:

2000 W. Ameritech Center Dr, Rm. 2i94
Hoffman Estates, IL. 60196.
Main number (847) 248-6961
Fax number (888) 635-6615

Terminating AMA Reports:

This report identifies the originating numbers for specific call made to a known terminating number.

Requests may have a narrow timeframe to search. Examples would include bomb threats, kidnapping, extortion, and fugitive apprehension.

Requests for all incoming calls to a known terminating number with broad time frame.

Request all incoming calls with no time frame provided.

A subpoena requiring a terminating AMA scan will usually use the words incoming calls, special computer study, AMA scan or AMA Study

A recommended narrative for legal process requesting incoming calls for a narrow time frame within the 60-day retention period is as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to identify all calls terminating to telephone number
214 464-XXXX for the dates February 5, 2001 through February 8, 2001, such information to include the names and address of the
subscribers to and locations for all incoming calls.

Originating AMA Reports:

This report identifies outgoing calls from a known number. Types of calls identified include local calls, (regardless if the customer is billed for local usage), DDD (define) long distance, and 800 calls. Originating scans will not

identify operator-assisted calls. Like terminating scans these requests can be
requested for various time frames.

A subpoena requiring an originating AMA scan will usually contain the words,
outgoing calls, special computer study, local calls or AMA Scan.

A recommended narrative for legal process requesting originating calls for a
narrow time frame within the 60-day retention period is as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to
identify all calls originating from telephone number
214 464-XXXX for the dates February 5, 2001 through February 8, 2001. Such
information to include the names and address of the
subscribers to and locations for outgoing calls.

Combining AMA Reports:

Reports can be created which includes both originating and terminating records.
These reports appear as a single report and are chronological.

A recommended narrative for legal process requesting both originating and
terminating calls for a narrow time frame within the 60-day retention period is
as follows:

Example a subpoena dated February 15, 2001: Please conduct an AMA Study to
identify all calls originating and terminating from telephone number
214 464-XXXX for the dates February 5, 2001 through February 8, 2001. Such
information to include the names and address of the
subscribers to and locations for incoming and outgoing calls.

Understanding the AMA Reports

Unedited Data

Prior to releasing an AMA report to law enforcement significant editing is
required to put the data in an understanding format. As an example, the
following is the "raw data" of a phone call from 309-671-3080 to 217-524-8079:

AA00625C110C036C0692568C013C0924698C50405C00000C0200000C0C0
C0C012C309C6713080C0C00217C5248079C1007445C000001357C02881C
50405C1007390C000001411C010C3034C0C1C3C. This message contains 157 characters

Edited Data

Originating Report:

Call Type Media Date Orig. NPA Originat Number Term NPA Termin Number Connect

Time Elapsed Time Carrier IX

006 00/10/28 312 342-16xx 414 264-01xx 08:46:08 1:23:09
006 00/10/28 312 342-16xx 414 264-0xxx 09:25:59 5:30:00
006 00/10/28 312 342-16xx 414 264-12xx 10:46:23 0:40:00
006 00/10/28 312 342-16xx 614 555-32xx 10:47:06 12:00:00
006 00/10/28 312 342-16xx 314 364-xx25 11:00:58 6:36:00
006 00/10/28 312 342-16xx 972 265-12xx 11:39:23 1:01:37:00

Terminating Report:

Call Type Media Date Orig. NPA Originat Number Term NPA Termin Number Connect

Time Elapsed Time Carrier IX

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006 00/11/13 312 263-xx30 608 848-59xx 13:40:50 3:29:01
006 00/11/13 217 345-67xx 608 848-59xx 15:12:16 0:31:22
006 00/11/13 214 721-99xx 608 848-59xx 15:13:58 0:05:33
006 00/11/13 608 263-72xx 608 848-59xx 15:22:17 1:24:06:01
006 00/11/13 608 263-99xx 608 848-59xx 17:17:28 0:25:33
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Call Type - numeric code that identifies how a call will be billed. This is used primarily for internal billing purposes

Date Media- date of the call by year/month/day

NPA & Number (originating) - displays the area code and telephone number where a call was placed from.

NPA & Number (terminating) - displays the area code and telephone number where a call was placed to.

Time Connect - time the call was answered. All times are in military hr/min/sec

Elapsed Time - duration of the call hr/min/sec/hundredth sec

Ix Carrier - on the AMA report is an indication of the other carrier or telecommunications company that participated in the processing of the call. Sometimes the other company does not pass the telephone number to us. If the call you are looking for appears as all zeros or without a telephone number you may send legal process to the other company to try to obtain the telephone number.

To determine the other company, see the last column for the carrier code.

Click on Ix Carrier for the carrier code list.

All AMA Reports are sorted by DATE and then by TIME order when the calls were placed.

Emergency Requests for AMA reports

SBC Ameritech Asset Protection responds to requests for emergency AMA's. These requests typically involve incidents of bomb threats, kidnappings, extortion and homicide, which the requesting law enforcement agency has identified as an imminent threat to life.

Legal process is not required for these requests if the following conditions exist:

Law Enforcement has the permission of the subscriber for originating number searches

If the time of the call, or a narrow time frame is known

Emergency requests are normally available within a 6 to 24 hour time period

Emergency requests must be initiated by contacting SBC Asset Protection Client Services at 800 832-2998. This number can be contacted 24 hours per day 7 days a week.

Timeframe for processing AMA legal process

AMA results for requests involving two weeks of data, or less, are normally available within 7 business days after the request is received.

AMA results for request involving more than two weeks of data are normally available within 14 business days after the request is received.

Records are returned via U.S. Mail, Fax, and/or E-Mail.