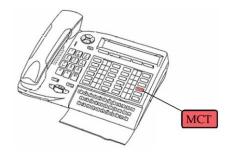
Information Circular No: **2012/20** Date: 5 April 2012

TO: SENATORS, MEMBERS AND OTHER BUILDING OCCUPANTS

Threatening Calls—Malicious Call Trace (MCT) facility

The Alcatel 4035 handset in use throughout Parliament House has a preprogrammed Malicious Call Trace (**MCT**) button that is used to help the Australian Federal Police investigate threatening calls.



- 2 If you receive a threatening or malicious call you are encouraged to:
 - (a) Press the MCT key on the Alcatel Handset whilst the caller is on the line.
 - (b) The main screen display will read **Request Accepted**. This action will "log" the call in the Telstra exchange.
 - (c) Make note of any **Caller Line Identification** (CLI) displayed on screen.
 - (d) Make note of the **Date** and **Time** the call originated, and where possible, make note of any other pertinent details about the call or caller such as:
 - (i) **Personal particulars** (eg. male, female, young, old).
 - (ii) **Conditions affecting speech** (eq. intoxicated, angry, calm, loud).
 - (iii) **Particulars of speech** (eg. accent, mispronunciation, impediment).
 - (iv) **Background noise** (eq. music, traffic, talking).
 - (v) **Type of call** (eq. local, STD, mobile, other).
- After the call is finished, immediately contact **Parliament House Security** on ext **7117.** An officer from the Parliamentary Security Service (PSS) will attend to you and gather further details that can if necessary be later passed on to the Australian Federal Police for investigation.
- 4 **If the MCT button is pressed accidentally**, no further action is required. The call will be "logged" in the Telstra exchange but without reporting the matter, no action will be taken.