

COMMUNICATION RECORD NOTES

(Voice Call, Text/Picture Messaging & IP Data Session)



Customers relating to EE, T-Mobile and Orange services utilise the EE network.

SMS (Short Message Service) also known as Text Messaging is a service that allows short messages to be sent.

MMS (Multimedia Messaging Service) also known as Picture Messaging is a service that allows messages that can contain an image, video clip, text or sound to be sent. The message can contain one or all of the media types mentioned.

IP (Internet Protocol) Data Session also known as Mobile Data is a service that allows higher speed of access to data/multi-media services (e.g. internet communication such as email access, World Wide Web access).

EE retains voice call, text/picture messaging and IP data session communication records for customer mobile numbers for a period of twelve months. There is no business or current legal requirement to retain any further. These records do not include attempted or missed communications, cost details and are not billing reports. EE has no further preservation capability and once deleted from the EE systems, these communication records are not available in any form whatsoever.

No content of any customer private voice call, text/picture messaging and IP data session communications including websites visited are captured. There is no business or current legal requirement to record this private information. The only exception is for text messages between Orange mobile telephone numbers and only for a period of seven days before being automatically deleted.

EE is unable to produce records or comment on third party services (e.g. WhatsApp, Messenger, Skype, FaceTime) available within the handset. The assistance of the third party service would need to be sought. As a network provider, EE only offers the connectivity via the EE network to utilise third party services.

EE is unable to comment beyond the communication records on the usage of the handset including any deletion, the opening, viewing and storing of text/picture messages or the services (e.g. voicemail service) and applications within the handset. As a network provider, EE only offers the connectivity via the EE network.

All emergency outgoing communications would be captured and recorded on EE systems if they have been made whilst on the EE network. Due to Ofcom regulatory requirements, if an emergency communication needs to be made out of EE network coverage the customer is able to utilise any other UK mobile network. This would not be shown on EE communication records.

The recorded information about the specific cell site or sites used only gives a general indication of the place from where the communication was handled on the EE network. EE holds no information that can pin point the exact location of a device when connected to the EE network. In addition, we are unable to comment on cell site analysis as we have no direct knowledge of this area. The help of an independent expert who has knowledge of this area beyond the communication records will need to be sought.

Any difference in search dates and actual dates retrieved indicate that there was no communications to obtain on dates where no communication details have been produced.

The timings on the individual communication records are recorded to the nearest second and the following terms may have been used.

Start Date	The date at which the communication connected (started): day/month/year
Start Time (local)	The timestamp of the location at which the communication connected (started): hours/minutes/seconds Communications whilst abroad are displayed in local time
End Date	The date at which the communication disconnected (ended): day/month/year
End Time (local)	The timestamp of the location at which the communication disconnected (ended): hours/minutes/seconds Communications whilst abroad are displayed in local time
Calling Number	The party that initiated the communication
Called Number	The party that received the communication
CDR Type	The type of communication: <ul style="list-style-type: none"> • MOC - Mobile Originating Call (Outgoing voice call) • MTC - Mobile Terminating Call (Incoming voice call) • SMSO - Short Message Service Originating (Outgoing text message) • SMST - Short Message Service Terminating (Incoming text message) • MMS - Multimedia Messaging Service (Picture message) • IP Session (Data session) • PSTNO - Public Switched Telephone Network Originating (non EE network originating voice call i.e. a call originating from a landline) • PSTNT - Public Switched Telephone Network Terminating (non EE network terminating voice call i.e. a call terminating on a landline) • APCR - Answer Phone Call Return Record
Call Duration	The length of communication: hours/minutes/seconds

Data Volume Uploaded	This identifies the data volume uploaded in KB (data information being sent to the mobile device)
Data Volume Downloaded	This identifies the data volume downloaded in KB (data information being received to the mobile device)
IMEI	The International Mobile Equipment Identity
Start Cell ID or MAC Address	The cell identity the communication originated on or the MAC address of the Wi-Fi router (for Wi-Fi calls)
Start Cell ID Postcode	The cell site address postcode the communication originated on
End Cell ID or MAC Address	The cell identity the communication terminated on or the Wi-Fi router (for Wi-Fi calls)
End Cell ID Postcode	The cell site address postcode the communication terminated on