



Q: What are the rules that pertain to the retention of call detail records by telecommunications/information services providers in the United States?

A: For entities that fall under the jurisdiction of the Federal Communications Commission (the “FCC”), “[e]ach carrier that offers or bills toll telephone service shall retain for a period of 18 months such records as are necessary to provide . . . billing information . . .” (47 C.F.R. § 42.6).

In addition, providers may be subject to individual State jurisdiction based upon their services and activities. Therefore, the following information applies to providers that fall under the jurisdiction of the particular State.

Each provider should follow the guidelines below and also, providers should maintain call detail records for a period of time that corresponds with their back billing policies (if they extend past the Federal or State requirements).

Record Retention for Telecommunication Providers in the United States		
State	Regulation Information	Authority/Citation
Alabama	References the FCC	APSC Rules and Regulations, Rule T-3(B)
Alaska	Silent	Silent, therefore use FCC as guideline (18 months)
Arizona	Silent	Silent, therefore use FCC as guideline (18 months)
Arkansas	Two (2) years	Arkansas Public Service Commission Rules Telecommunications Providers Rules and Regulations, Rule 7.08
California	Silent	Silent, therefore use FCC as guideline (18 months)
Colorado	Two (2) years	4 CCR 723-2
Connecticut	Silent	Silent, therefore use FCC as guideline (18 months)
Delaware	References the FCC	26 Del. C. sec. 4003.3.3
District of Columbia	Silent	Silent, therefore use FCC as guideline (18 months)
Florida	Three (3) years	See Schedule of Records and Periods of Retention (PSC/ECR/17-T/5/93)
Georgia	References the FCC	Rules and Regulations of the State of Georgia 515-12-1.02
Hawaii	References the FCC	Hawaii Administrative Rules, Title 6, Chapter 80, Rule 6-80-88(b)
Idaho	Silent	Silent, therefore use FCC as guideline (18 months)
Illinois	Two (2) years	85 Ill Adm Code 705, App. A sec 42
Indiana	References the FCC	170 IAC 10-1-1s
Iowa	References the FCC	Iowa Code sec. 199-18.8(2)
Kansas	Silent	Silent, therefore use FCC as guideline (18 months)
Kentucky	Silent	Silent, therefore use FCC as guideline (18 months)
Louisiana	Silent	Silent, therefore use FCC as guideline (18 months)
Maine	Silent	Silent, therefore use FCC as guideline (18 months)
Maryland	References the FCC	MD Code Regs. sec. 20.45.02.02
Massachusetts	Silent	Silent so use FCC as guideline
Michigan	References the FCC	MCL sec. 484.2202(1)(a)
Minnesota	References the FCC	Minn Reg. sec. 7810.0400
Mississippi	References the FCC	Miss. Code. 39-3-1-1 Rule 3
Missouri	Three (3) years	4 CSR 240-3.550
Montana	Silent	Silent, therefore use FCC as guideline (18 months)
Nebraska	References the FCC	291 NAC 5.002.23
Nevada	Silent	Silent, therefore use FCC as guideline (18 months)
New Hampshire	Two (2) years	N.H. Code Admin. R. 416 and 435
New Jersey	Eighteen (18) months for wholesale; Six (6) years for retail backbilling	N.J.A.C. 14-10
New Mexico	Two (2) years	NMAC 17.11.16
New York	Eighteen (18) months	16 NYCRR 651.16
North Carolina	Silent	Silent, therefore use FCC as guideline (18 months)
North Dakota	Silent	Silent, therefore use FCC as guideline (18 months)
Ohio	Eighteen (18) months	Ohio Adm. Code sec. 4901:1-6-50
Oklahoma	Two (2) years	OAC 165:55-3-21
Oregon	Silent	Silent, therefore use FCC as guideline (18 months)
Pennsylvania	References the FCC	52 Pa. Code sec. 63.35
Rhode Island	Silent	Silent, therefore use FCC as guideline (18 months)
South Carolina	References the FCC	S.C. Code Regs. 103-611
South Dakota	Silent	Silent, therefore use FCC as guideline (18 months)
Tennessee	References the FCC	Tenn Comp. R. & Regs. 1220-4-2.04
Texas	Silent	Silent, therefore use FCC as guideline (18 months)
Utah	Silent	Silent, therefore use FCC as guideline (18 months)
Vermont	References the FCC	30 VSA sec. 222
Virginia	Three (3) years	20 VAC 5-428-30
Washington	References the FCC	WAC 480-120-349
West Virginia	References the FCC	WV Code Title 150-6-5.2
Wisconsin	Silent	Silent, therefore use FCC as guideline (18 months)
Wyoming	Two (2) years	Wyoming Public Service Commission Rules of Practice sec. 225

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