



Ready to Protect, Proud to Serve

tel: 520-791-4441
fax: 520-791-5491
www.ci.tucson.az.us/police/
270 S. Stone Avenue
Tucson, Arizona 85701-1917

SEP 15 2011

September 6, 2011

Mr. Dan Pochoda
American Civil Liberties Union
P.O. Box 17148
Phoenix, AZ 85011

RE: Request Regarding Cell Phone Location Records Dated August 3, 2011

Dear Mr. Pochoda:

In response to your August 3, 2011, public records request regarding cell phone location records, the Tucson Police Department is providing the following documents and information:

Request No. 1: The Tucson Police Department does not have written policies or procedures specific to obtaining cell phone location records. As we discussed on the phone, you can access the relevant Tucson Police Department General Orders without charge at this web address:

http://tpdinternet.tucsonaz.gov/general_orders/general-orders.aspx

With regard to practices, I am enclosing an instruction sheet maintained by the Tucson Police Department entitled "Cell Phone Subpoena Info" that was prepared by an anonymous author.

Request No. 2: The Tucson Police Department follows the records retention criteria mandated by the State of Arizona for retention and destruction of records and evidence, and does not maintain any database specific to cell phone location records. Any cell phone location records maintained would be as part of an individual case file, subject to the aforementioned retention schedule, and sharing of such information with other agencies would depend on the particular investigation. General information related to records retention can be found in the Tucson Police Department General Orders.

Request No. 3: The Tucson Police Department does not maintain a database to track search warrant applications, warrants granted, or emergency requests. To the extent such information exists, it would be part of an individual case file.

Request No. 4: The Clerks of the various criminal courts in Pima County would be the custodian of such records. The Tucson Police Department does not maintain any database that would provide this information.

Request No. 5: This does not identify a record, but rather a legal opinion. General information related to legal standards under the Fourth Amendment can be found in the Tucson Police Department General Orders.

Request No. 6: a) I have separated this response into two categories:

i) I am enclosing fee schedules for various cellular and cable access providers, as well as sample subpoena and warrant sheets, and related information.

ii) The following agencies and companies have provided copyrighted training materials described below to the Tucson Police Department. That proprietary information should be requested from the Copyright holder.

- MCI—Compliance and Special Investigations
- Verizon—Law Enforcement Resource Team Powerpoint
- U.S. Department of Justice—Telephone Investigations Resource Guide
- NTI—Tel-Tales (Oct 5, 2005 and Jan 15, 2004), and Enhancing Counter-Terrorism and Criminal Investigations with Telephonic Information
- Telestrategies—Cell Phones, Landlines and the Internet Powerpoint

b) Enclosed are copies of ledgers reflecting payments made to cellular phone providers. Please note that these charges may encompass other services unrelated to cell phone location, and that not all providers charge for cell phone location service.

c) This does not identify a record that I am able to identify.

d) This does not identify a record that I am able to identify.

Request No. 7: I am still seeking to determine if the Tucson Police Department has any documents that are responsive to this request. As soon as I have completed the necessary inquiries, I will provide an answer either way.

The cost for provision of these documents is \$16.50, payable to the Tucson Police Department. If you would like to discuss any of the information I have provided please feel free to contact me.

Sincerely,



Lisa A. Judge
Principal Assistant City Attorney
Police Legal Advisor
Tucson Police Department
270 S. Stone Avenue
Tucson, AZ 85701

520-791-4170

Cell Phone Subpoena Info:

8/18/09

1 – All companies below (except Alltel) require only the address from which a cell phone would have been used. (In this case 605 W. Ajo; Tucson, AZ)

2 – Alltel's cell tower locations were emailed by Alltel and are now on analyst drive/phones. (Capt's request on letterhead required and faxed at 10:30 am.)

3 – On the search warrant or court order, ask for an **electronic download of all activity on tower # _____ (or the tower a cell phone located at this address would hit off of) on day: _____ between the hours of _____.**

4 – If possible, that download should be emailed to tory.rucker@tucsonaz.gov.

5 – Where to send the subpoena?

Alltel Communications Wireless (\$500 flat rate per tower)

**Attention: Subpoena Compliance Group
4805 E Thistle Landing Dr, Suite #100
Phoenix, AZ 85044**

Annie Hanson is contact

**Ph: 602-452-8405
Fax: 480-893-4998**

Alltel -

Request an electronic Tower Dump for the tower location(s) we want searched, to include the date and time frame. We will have to obtain a listing of the tower locations (requested) and decide which are closest to our target location. They will provide this listing with a faxed request on letterhead - at no charge. There is a flat rate of \$500 per tower for these searches.

AT&T Mobility (\$50/hr with \$200.00 minimum)

**Attention: Custodian of Records
801 Northpoint Parkway
West Palm Beach, FL 33407**

**Ph: 1-800-635-6840
Fax: 1-888-938-4715**

Normal business hrs 9 am- 6 pm EST

AT&T Wireless -

Request a Cell Tower Dump or Cell Site Usage Report to include subscriber information for the location, date and time frame where the phone was used. There is a charge of \$75 per hour (minimum of 2-4 hours per tower). They suggest marking the service of **the search warrant or court order URGENT**, which will be expedited. They gave me some suggestions on verbiage on the search warrant: **'(electronic) Cell Tower Dump information for any and all cell phones that were used during (date and time frame) for the towers that cover this area (address information).'** Something along those lines.

Verizon Wireless (\$30-\$60 per hr, per cell site & \$15/min per site regardless)

Attention: Custodian of Records
51 Chubb Way
Branchburg, NJ 08876

Ph: 1-800-451-5242
Fax 1-908-306-7491

Business hrs: 7 am – 8 pm EST

Verizon -

Request an electronic tower dump for the location where the phone was used, for the date and time frame we want searched. Ask for subscriber information too.

There is no charge for this service with Verizon. A systems engineer has to extract this information so the turn around time maybe be a little longer than normal requests.

T-Mobile (\$150/cell site per hr for list of mobile numbers AND CORRESPONDING SUBSCRIBER INFORMATION.)

Attention: Custodian of Records
4 Sylvan Way
Parsippany, NJ 07054

Ph: 1-866-537-0911
Fax: 1-973-292-8697

Business hrs: 11 am – 5 pm EST

T-Mobile -

Request an electronic Cell Site Dump to include the location (address and/or longitude/latitude) where the phone was used, the date and time frame we want searched. Subscriber information also on these records. There is a charge of at least \$100 per hour research time per tower location, \$150 Includes subscriber info.

Sprint/Nextel (\$50/tower)

Attention: Custodian of Records
6480 Sprint Parkway
Overland Park, KS 66251

Ph: 1-800-877-7330
Fax: 913-315-0818 (court orders)

Fax: 913-315-0736 (subpoenas)

Business hrs: 7 am –5 pm CST

Sprint/Nextel -

Request an electronic Tower Dump to include the location of where the phone was used, the date and time frame we want searched. Also indicate we want subscriber information on these records. They say they will provide subscriber information on the numbers belonging to them if asked for. There is a charge of \$50 per tower. It's possible more than one tower may be used for any call. Normal turn-around time is 3-5 days. They have an emergency response team that we can use. There is a cost for this expedited service.

Cricket - Doesn't Do Cell Tower Dumps

Attention: Custodian of Records
10307 Pacific Center court
San Diego, CA 92121

Ph: 1-866-688-6058

Fax: 1-858-882-9237

Cricket -

Cricket advised they do not do cell site or tower dumps, nor do they call this type of request anything else. They say they cannot provide this information. They need a phone number or name for any information. It would not hurt to call them again on Monday and speak to someone else - we may get a different answer- did and same answer. I spoke to Brent in the Subpoena Compliance Group.

CELL PHONE TRACE INFORMATION

COMPANY	PHONE	FAX
ALLTEL	1-866-820-0429	1-602-452-8314
AT&T	 1-800-635-6840	1-888-938-4715
CRICKET	1-858-882-9301	1-858-882-9237
MCLEOD	1-877-405-3911 OR 1-800-500-3003	
MCI	1-800-983-2220	
NEXTEL	1-703-433-4398	1-877-293-9824
QWEST/US WEST	1-800-215-4829	1-303-896-4474
SPRINT	1-888-877-7330 (#1)	
VERIZON/AIRTOUCH	1-800-451-5242	1-908-203-5877
T-MOBILE	1-425-378-6011 EST 1-973-292-8911 #2 1-425-378-6059	1-425-378-6050
TIME WARNER TELECOM	1-800-875-9489	

COMMO FAX NUMBER 520-791-5421

STANDARD ARIZONA DUPLICATE ORIGINAL SEARCH WARRANT
STATE OF ARIZONA

SERVICE: DATE _____
TIME _____

NO. _____

COUNTY OF PIMA, STATE OF ARIZONA

TO ANY PEACE OFFICER IN THE STATE OF ARIZONA:

PROOF OF AFFIDAVIT HAVING BEEN MADE THIS DATE BEFORE ME BY OFFICER JIMENEZ

PR#42993, I AM SATISFIED THAT THERE IS PROBABLE CAUSE TO BELIEVE THAT:

- ☐ ON THE PERSON(S) OF: _____
- ☐ ON THE PREMISES KNOWN AS: _____, WHICH CONSISTS OF: _____
- ☐ IN THE VEHICLE(S) DESCRIBED AS _____

IN THE COUNTY OF PIMA, STATE OF ARIZONA, THERE IS NOW BEING POSSESSED OR CONCEALED CERTAIN PROPERTY OR THINGS DESCRIBED AS:

- ☐ 1. MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 2. DRUG RELATED MONIES.
- ☐ 3. PARAPHERNALIA FOR PACKAGING, CUTTING, WEIGHING AND DISTRIBUTING MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 4. ANY OTHER FRUITS, INSTRUMENTALITIES AND EVIDENCE OF THE CRIME(S) OF POSSESSION, TRANSPORTATION, TRANSFER AND/OR SALE OF MARIJUANA, NARCOTIC DRUGS, AND/OR DANGEROUS DRUGS AS SET FORTH IN THIS AFFIDAVIT.
- ☐ 5. WEAPONS COMMONLY USED TO PROTECT ILLEGAL PROCEEDS.
- ☐ 6. INDICIA OF OWNERSHIP, OCCUPANCY AND PERSONAL IDENTIFICATION.
- ☐ 7. FINANCIAL RECORDS DETAILING THE OBTAINING, MOVEMENT, EXPENDITURE, AND CONCEALMENT OF MONEY.
- ☐ 8. CELLULAR TELEPHONES, PAGERS, AND PORTABLE RADIOS COMMONLY USED IN THE SALE OF MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 9. BOOKS, RECORDS, RECIEPTS, PASSBOOKS, AND OTHER ITEMS EVIDENCING THE OBTAINING, SECRETING, TRANSFER, CONCEALMENT AND/OR EXPENDITURE OF MONEY, INCLUDING COMPUTERIZED RECORDS.
- ☐ 10. TELEPHONE RECORDS, NOTES, LEDGERS, AND OTHER PAPERS RELATING TO THE TRANSPORTATION, SALE, AND DISTRIBUTION OF MARIJUANA, NARCOTIC DRUGS, AND/OR DANGEROUS DRUGS.
- ☐ 11. STOLEN PROPERTY: ITEMS OF VALUE OFTEN TRADED FOR MARIJUANA, NARCOTICS AND DANGEROUS DRUGS.

STANDARD ARIZONA DUPLICATE ORIGINAL SEARCH WARRANT
STATE OF ARIZONA

WHICH PROPERTY OR THINGS:

- ☐ WERE STOLEN OR EMBEZZLED.
- ☐ WERE USED AS A MEANS FOR COMMITTING A PUBLIC OFFENSE.
- ☐ IS BEING POSSESSED WITH THE INTENT TO USE IT AS A MEANS OF COMMITTING A PUBLIC OFFENSE.
- ☐ ARE IN THE POSSESSION OF _____ TO WHOM IT WAS DELIVERED FOR THE PURPOSE OF CONCEALING IT OR PREVENTING IT FROM BEING DISCOVERED.
- ☐ CONSISTS OF ANY ITEM OR CONSTITUTES ANY EVIDENCE WHICH TENDS TO SHOW THAT A PUBLIC OFFENSE HAS BEEN COMMITTED, OR TENDS TO SHOW THAT A PARTICULAR PERSON COMMITTED THE PUBLIC OFFENSE.
- ☐ THE PERSON SOUGHT IS THE SUBJECT OF AN OUTSTANDING ARREST WARRANT.

WHICH OFFENSE OCCURRED ON OR ABOUT THE _____ DAY OF _____, 20____, IN THE COUNTY OF PIMA, STATE OF ARIZONA.

YOU ARE THEREFORE COMMANDED:

- ☐ IN THE DAYTIME (EXCLUDING THE TIME PERIOD BETWEEN 10:00 P.M. AND 6:30 A.M.) OR
- ☐ IN THE NIGHTTIME (GOOD CAUSE THEREFORE HAVING BEEN SHOWN)

TO MAKE A SEARCH OF THE PERSON(S), PREMISE(S) AND/OR VEHICLE(S) LISTED FOR THE PROPERTY LISTED, AND IF YOU FIND THE SAME OR ANY PART THEREOF, TO RETAIN SUCH IN YOUR CUSTODY OR IN THE CUSTODY OF THE AGENCY YOU REPRESENT, AS PROVIDED BY A.R.S. SECTION 13-3920.

RETURN THIS WARRANT TO ME WITHIN FIVE (5) DAYS OF THE DATE THEREOF, AS DIRECTED BY A.R.S. SECTION 13-3918.

GIVEN UNDER MY HAND AND DATED THIS _____ DAY OF _____, 20____.

JUDGE, JUSTICE OF THE PEACE, OR
MAGISTRATE OF,

SUPERIOR COURT

DATE _____ TIME _____

OFFICER/DETECTIVE

OFFICER/DETECTIVE

TELEPHONIC SEARCH WARRANT WORKSHEET

JUDGE: HELLO?

OFFICER/DETECTIVE: JUDGE, THIS IS _____ OF THE TUCSON POLICE DEPARTMENT. WILL YOU SWEAR ME IN, PLEASE?

JUDGE: (SWEARS YOU IN)

OFFICER/DETECTIVE: THIS IS _____ OF THE TUCSON POLICE DEPARTMENT.

AM CALLING YOU ON _____ DATE _____, WITH _____ STANDING BY AS A WITNESS. THE TIME NOW IS _____. I AM CALLING FOR A TELEPHONIC SEARCH WARRANT AND HAVE JUST, PROBABLE, AND REASONABLE CAUSE TO BELIEVE THAT THERE IS NOW

() IN THE POSSESSION OF: _____

() ON THE PREMISES LOCATED AT: _____

() WHICH CONSISTS OF: _____

() IN THE VEHICLE DESCRIBED AS: _____

THE FOLLOWING PROPERTY TO WIT:

(READ PROPERTY LIST FROM SEARCH WARRANT)

TOGETHER WITH OTHER FRUITS, INSTRUMENTALITIES AND EVIDENCE OF THE CRIME(S) OF: _____

AS SET FORTH IN THIS AFFIDAVIT. THAT I, _____, YOUR AFFIANT, AM A PEACE OFFICER IN THE STATE OF ARIZONA, EMPLOYED BY THE TUCSON POLICE DEPARTMENT. I HAVE BEEN A POLICE OFFICER FOR _____ YEARS, AND HAVE THE FOLLOWING SPECIAL TRAINING AND EXPERIENCE: _____

I AM INVESTIGATION THE CRIME(S) OF: _____

WHICH I BELIEVE TO HAVE BEEN COMMITTED ON THE _____ DAY OF _____, 20____ IN
PIMA COUNTY, ARIZONA, BASED UPON THE FOLLOWING REASONS:

(READ YOUR AFFIDAVIT)

(Read if applicable)

I BELIEVE IT IS NECESSARY TO SEARCH FOR THIS EVIDENCE AFTER 10:00 PM
AND BEFORE 6:30 AM. FOR THE REASON THAT IT IS NOW _____ AND,
THEREFORE, I CANNOT SERVE IT BEFORE 10:00 PM TONIGHT AND,

(READ REASON FOR NIGHT WARRANT)

THAT BASED ON THE PRECEEDING FACTS, I, _____, REQUEST THAT A
TELEPHONIC SEARCH WARRANT BE ISSUED. I ALSO REQUEST THAT YOU CONSIDER THIS AFFIDAVIT AND
INCORPORATE IT INTO THE WARRANT ITSELF. THIS CONCLUDES MY AFFIDAVIT, YOUR HONOR.

JUDGE: (REPLY)

OFFICER/DETECTIVE: I WILL NOW READ VERBATIM TO YOU THE STANDARD ARIZONA DUPLICATE ORIGINAL
SEARCH WARRANT, STATE OF ARIZONA, INDICATION WHICH SPACES I HAVE COMPLETED AND IF IT IS OK
WITH YOU I WILL SKIP THOSE SPACES I HAVE LEFT BLANK.

(READ WARRANT FORM)

SEARCH WARRANT WORKSHEET

JUDGE: Hello?

OFFICER: Judge this is Officer of the Tucson Police Department.
Will you swear me in please?

JUDGE: (Swears you in)

OFFICER: Judge this is Officer of the Tucson Police Department. I am calling you on the day of , 200 with Officer standing by as a witness. The time now is hours. I am calling for a telephonic / anticipatory search warrant and have just, probable, and reasonable cause to believe that there is now / will be:

In the possession of

On the premises of

Which consists of

In the vehicle described as

The following property to wit:

- ☐ 1. MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 2. DRUG RELATED MONIES.
- ☐ 3. PARAPHERNALIA FOR PACKAGING, CUTTING, WEIGHING AND DISTRIBUTING MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 4. ANY OTHER FRUITS, INSTRUMENTALITIES AND EVIDENCE OF THE CRIME(S) OF POSSESSION, TRANSPORTATION, TRANSFER AND/OR SALE OF MARIJUANA, NARCOTIC DRUGS, AND/OR DANGEROUS DRUGS AS SET FORTH IN THIS AFFIDAVIT.
- ☐ 5. WEAPONS COMMONLY USED TO PROTECT ILLEGAL PROCEEDS.
- ☐ 6. INDICIA OF OWNERSHIP, OCCUPANCY AND PERSONAL IDENTIFICATION.

- ☐ 7. FINANCIAL RECORDS DETAILING THE OBTAINING, MOVEMENT, EXPENDITURE, AND CONCEALMENT OF MONEY.
- ☐ 8. CELLULAR TELEPHONES, PAGERS, AND PORTABLE RADIOS COMMONLY USED IN THE SALE OF MARIJUANA, NARCOTIC DRUGS AND/OR DANGEROUS DRUGS.
- ☐ 9. BOOKS, RECORDS, RECIEPTS, PASSBOOKS, AND OTHER ITEMS EVIDENCING THE OBTAINING, SECRETING, TRANSFER, CONCEALMENT AND/OR EXPENDITURE OF MONEY, INCLUDING COMPUTERIZED RECORDS.
- ☐ 10. TELEPHONE RECORDS, NOTES, LEDGERS, AND OTHER PAPERS RELATING TO THE TRANSPORTATION, SALE, AND DISTRIBUTION OF MARIJUANA, NARCOTIC DRUGS, AND/OR DANGEROUS DRUGS.
- ☐ 11. STOLEN PROPERTY: ITEMS OF VALUE OFTEN TRADED FOR MARIJUANA, NARCOTICS AND DANGEROUS DRUGS.

As set forth in this affidavit:

That I Officer _____, your affiant, am a commissioned peace officer in the State of Arizona, employed by the Tucson Police Department. I have been a police officer of over _____ years, and have the following specialized training and experience:

I successfully completed the Tucson Police Department's basic training academy. During this academy, I received training in criminal investigations, including narcotics investigation. I have also been trained in the recognition and identification of marijuana, narcotic drugs and dangerous drugs. I have been involved in numerous narcotic related investigations and have made numerous arrests for narcotic related offenses.

I have, with my experience and training, learned methods in which narcotics and dangerous drugs are manufactured, distributed and used. I have also learned and been witness to narcotic violators often keeping documents and/or records of several sources and transactions in order to keep track of their narcotic negotiations. It is my experience that narcotic violators keep paraphernalia, monies, stolen property and/or narcotics on their person, in their vehicle and in their residence in order to conduct their business and that monies and/or stolen property are exchanged during narcotic transactions.

Due to my experience in these types of investigations as well as numerous apprehensions of such offenders I have found that the offenders are often armed and negotiate for weapons as well.

I am presently assigned as an undercover officer in the Tucson Police Department's Special Investigations Section. Part of this unit's function is to investigate individuals and organizations involved in narcotic and dangerous drug trafficking, violent crime and weapons offenses in the Tucson metropolitan area.

I am investigating the crime(s) of:

- ☐ 1. Unlawful possession of marijuana (for sale).
- ☐ 2. Unlawful possession of a narcotic drug / dangerous drug (for sale).
- ☐ 3. Conspiracy to

Which I believe to have been committed on the day of ,
200 , in Pima County, Arizona, based upon the following reasons:

*******COMPLETE YOUR PROBABLE CAUSE STATEMENT AND READ
YOUR P.C. TO THE JUDGE*******

If a night time warrant is needed:

I believe it is necessary to search for this evidence after 10:00 p.m. and before
6:30 a.m. for the following reasons: It is now , and

Based on the preceding facts, I, , request that a telephonic
search warrant is issued. I also request that you consider this affidavit and
incorporate it into the warrant itself. This concludes my affidavit, Your Honor.

JUDGE: (await their reply)

OFFICER: I will now read verbatim to you the Standard Arizona Duplicate
Original Search Warrant, State of Arizona, indicating which spaces I
have completed and which ones I have left blank. Unless you would
rather I only read the spaces I have completed.

*******READ WARRANT FORM*******

STANDARD ARIZONA INVENTORY, AFFIDAVIT AND RETURN OF SEARCH WARRANT

OFFICER _____, A PEACE OFFICER OF THE STATE OF ARIZONA, BEING FIRST DULY SWORN UPON OATH,
DEPOSES AND SAYS:

THAT ON THE _____ DAY OF _____, 2006, I EXECUTED THIS SEARCH WARRANT, NO. _____, ISSUED BY JUDGE
_____, AND THE FOLLOWING DESCRIBED PROPERTY WAS SEIZED:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____
- 6) _____
- 7) _____
- 8) _____
- 9) _____
- 10) _____

OR, SEE ATTACHED PROPERTY SHEETS ☐

I FURTHER CERTIFY THAT THE FOREGOING INVENTORY IS A TRUE AND DETAILED ACCOUNT OF ALL
PROPERTY TAKEN BY ME PURSUANT TO A.R.S. 13-3921, AND THAT DETAILED RECEIPT FOR THE
PROPERTY TAKEN WAS Choose one:: _____.

OFFICER/DETECTIVE

THIS WARRANT RETURNED, SUBSCRIBED, AND SWORN TO BEFORE ME THIS _____ DAY OF _____, 2006.

JUDGE/MAGISTRATE



AT&T Mobility

Attention: Custodian of Records
801 NORTHPOINT PKWY
WEST PALM BEACH, FL 33407

1-800-635-6840

Fax: 1-888-938-4715

Email: attmobility.ncc@att.com

cingular.compliance.center@cingular.com

aws_subpoena_compliance_center@attws.com

Normal business hours: 9:00 am – 6:00 pm EST

Document Production General Fee Schedule - Criminal

Subscriber Information	No charge
Call Detail Records	No charge
Call Detail Records w/Cell Site Information	No charge
Voicemail	\$150.00 flat fee
SMS Content (Text Messages)	N/A (text messages not stored)
Picture Content	N/A (pictures not stored)
Amended Orders (Extension order)	\$325.00 Activation fee
Pursuant To Orders	No charge

Electronic Surveillance Fee Schedule

Pen Registers/Trap-Trace/Wiretaps	\$325.00 Activation fee \$5.00 per day for data (for typical 30-day order) \$10.00 per day for audio (for typical 30-day order)
E911 Tool	\$100.00 Activation fee \$25.00 per day
Tower Dumps	\$50.00 per hour (4-hours minimum)



AT&T Mobility

(cont.)

Retention Information

Subscriber Information	Available, as long as subscriber has service with AT&T Mobility
Call Detail Records	Available, as long as subscriber has service with AT&T Mobility
Call Detail Records w/Cell Sites	30-60 days
Voicemail	14-days
Text Messages	Not stored
Picture Content	Not stored

NOTE: AT&T typically responds to law enforcement CDR requests by including the text message communications events in a separate portion of the file. The actual location of where the text message events occurred (LAC/CID), are almost never listed in the original response. AT&T has this information available and can retrieve it by running an in-house program called "CDR Live." The LAC/CID data for text messages is not available for very long (typically 30-45 days), but the CDR Live program can capture it if the requestor acts quickly and asks AT&T to run the program.



CALEA Court Order Worksheet

This worksheet MUST be completed and provided with EACH Court Order. Failure to provide this information will result in the inability of the National Compliance Center to comply with your request.

Complete and remit with each Court Order to the National Compliance Center:

West Palm Beach, FL

Phone: 1-800-635-6840

Fax: 1-888-938-4715

Date Submitted: August 24, 2011

LEA Provided Information:

Voice Path (if applicable): Line Hunt Group ☐

MDN: _____
MDN: _____
MDN: _____
MDN: _____

Voice Delivery Number: _____
Voice Delivery Number: _____
Voice Delivery Number: _____
Voice Delivery Number: _____

Data Path

CFID: _____

OR IP Address: _____

Type of connection: VPN ____ or Frame Relay ____

Port Number: _____

NOTE: LEAs often request delivery of data to a central location, and the National Compliance Center does not know where the data is subsequently routed and ultimately accessed. The National Compliance Center relies on the LEA to ensure that, when legally required, the data is only accessed from a location within the jurisdiction of the court that entered the interception order.

LEA Information:

E-Mail Address: _____

Agent Name: _____ Agency: U.S. MARSHALS SERVICE

Agent Phone Number: 866-778-5378

Agent Fax Number: 866-329-4378

Other Authorized Agents: **ANY MEMBER OF THE USMS TECHNICAL OPERATIONS GROUP**

(The National Compliance Center will NOT discuss this Order with any Agents not listed above, please provide the names of all back-up Agents, etc.)

Technical Agent: SAME AS ABOVE

Contact Number: SAME AS ABOVE

Billing Name: EDAS CORP -

Billing Contact Number: SAME AS ABOVE

Billing Address: PO BOX 690808, HOUSTON, TX 77269-0808

Other Relevant Billing Information: _____

(The National Compliance Center provides the last 4 digits of the Target Number on each Invoice. Please indicate any additional information required by your Agency.)

National Compliance Center - INTERNAL USE ONLY

Date: _____ File Number: _____ Analyst: _____ Case ID: _____

MIN: _____ MUID: _____ Duration Start Date: _____ End Date: _____

Type of Order: ____ Pen ____ Wire ____ Location ____ DDE ____ SMS ____ SMS/Content ____ Federal ____ State

Switch Groups: _____

Date: _____ File Number: _____ Analyst: _____ Case ID: _____

MIN: _____ MUID: _____ Duration Start Date: _____ End Date: _____

Type of Order: ____ Pen ____ Wire ____ Location ____ DDE ____ SMS ____ SMS/Content ____ Federal ____ State

Switch Groups: _____



AT&T Landline

Attention: Custodian of Records
 208 S. Akard, 10th Floor
 Dallas, TX 75202
 1-800-518-4519

Court Order Bureau
 500 East 8th Room 1302
 Kansas City, MO 64106
 1-800-813-6442
 Fax: 1-800-294-9805

Normal Business hours: 8:00 am – 5:00 pm CST

Document Production General Fee Schedule - Criminal

Billing Number Search (Includes Subscriber Information)	No Charge 1 – 7 days \$78.00 8 – 30 days \$86.00 31 – 60 days \$8.00 Each additional 30 days, after 60 days
Voicemail	Unknown
Pole Installs	\$80.00 One-time administrative fee, per request
Call Forwarding Check	\$25.00 per check, per target
Speed Calling Check	\$25.00 per check, per target
Incoming/Outgoing Memory Block (Line History Check)	\$25.00 per check, per target
Law Enforcement Electronic Distribution (LEED)	\$500.00 One-time set up charge \$125.00 Monthly maintenance charge (billed quarterly)
Caller ID and Number Activation	\$13.50 Texas – Tariff rate per month, per target



AT&T Landline

(cont.)

Electronic Surveillance Fee Schedule

Pen Register	\$175.00 One-time administrative fee, per target
Trap-Trace (PB/NB & SWBT)	<p>\$500.00 **Per 30-day period, per target</p> <p>\$150.00 **Per 7-day period, per target</p> <p>** Includes daily report via LEED or fax and subscriber information</p>
Trap-Trace (AIT & SNET)	<p>\$350.00 Per 30-day period, per target</p> <p>\$112.50 Per 7-day period, per target</p>

Retention Information

Call Records	Can retrieve records several years back
Voicemail	Unknown



AT&T Landline CALEA Request for Service Form
Fax Completed Form to: 1-800-294-9805

Date Submitted:

SECTION 1:

- | | | |
|---|------------------------------------|--|
| <input type="checkbox"/> Establish | Type: CDC <input type="checkbox"/> | Establish CCC <input type="checkbox"/> |
| <input type="checkbox"/> Add to existing | Type: CDC <input type="checkbox"/> | Establish CCC <input type="checkbox"/> |
| <input type="checkbox"/> Remove target from surveillance & <u>leave facility</u> in place | | |
| <input type="checkbox"/> Remove target from surveillance & <u>disconnect</u> facility | | |

CDC Facility ID:

CCC Facility ID:

If T1, use Channels:

SECTION 2:

Target #: _____

Subscriber Name: _____

Address: _____

ST: _____ ZIP: _____

SECTION 3: LEA Destination numbers / port:

CDC #:

CCC #:

Port #:

SECTION 4: Facility needs to be installed at Law Enforcement Location:

Address: _____ ST: _____ ZIP: _____

Specific CA/PR request:

Contact Name: _____ Tel #: _____

SECTION 5: Subscriber requests via LEED: Y ☐ N ☐ LEED ID:

SECTION 6: Agent Contact Information

Name: _____ Contact #: _____

Fax #:

SECTION 7: Agency Billing Information

Name: _____ Attn: _____

Address: _____ ST: _____ ZIP: _____

SECTION 8: FYI only for LEA **(We will advise you before placing order) ******

AT&T will identify target switch type & generic load which will determine which of the following need to be ordered:

5E Switch Type:

Dedicated CDC=ISDN w/PPB

Dedicated CCC=T1 w/DSO's

DMS Switch Type:

Dedicated CDC=9.6 DDS Circuit

Dedicated CCC=T1 w/DSO's

SIEMENS:

GR30/Dial Out Only

GR30/Dial Out CDC/CCC=POTS

GR30/Dial Out CDC/CCC=POTS

Version 1.1 (July 2009)



How to set up and receive data on AT&T Landline via Trap & Trace:

1. Call AT&T Landline court order group at 1-800-813-6442 during regular business hours 8:00 am – 5:00 pm.
2. Call 1-800-807-4207 after hours.
3. Give AT&T the target phone number and they can provision the Trap. If the Trap is going to be done with consent, use the attached form.
4. To obtain the data right away, you must call 1-800 numbers listed above after the call.
5. You can also set up with AT&T to receive a daily fax of the data. The fax is sent once a day, in the morning.

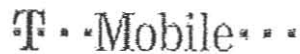
To AT&T Landline:

I, _____, a customer of AT&T, with telephone number _____, request AT&T to establish call trace on the previously listed telephone number.

I further authorize and request AT&T to disclose to law enforcement, any information obtained from the trace activity.

Signed: _____

Date: _____



T-Mobile

Attention: Custodian of Records

4 Sylvan Way

Parsippany, NJ 07054

1-866-537-0911

Fax: 1-973-292-8697

Normal business hours: 11:00 am – 5:00 pm EST

Document Production General Fee Schedule - Criminal

Subscriber information	No charge
Call detail records/tolls/bill copies	No charge
Call detail report w/cell site information	No charge
Voicemail	No charge
SMS Content (Text)	N/A (text messages not stored)
Picture Content	N/A (pictures not stored)
Cell Tower Searches	<p>\$100.00 per cell site, per designated-hour searched (minimum of 1-hour, and rounded up to the next hour), to provide a list of mobile numbers only.</p> <p>\$150.00 per cell site, per designated-hour searched (minimum of 1-hour, and rounded up to the next hour), to provide a list of mobile numbers and corresponding subscriber information.</p>
Expedited service for records	No charge

T-Mobile

(cont.)

Electronic Surveillance Fee Schedule

Pen Registers/Trap-Trace/Wiretaps	\$500.00 Flat provisioning fee, per target number, per intercept type.
Pen Register <i>(Pro-rated fee for each initial 30-day order)</i>	\$20.00 per day, per target, per intercept type
Pen Register w/Cell Site <i>(Pro-rated fee for each initial 30-day order)</i>	\$25.00 per day, per target, per intercept type
T-III/T-50 (Includes PR/TT) <i>(Pro-rated fee for each initial 30-day order)</i>	\$40.00 per day, per target, per intercept type
Pen Registers/Intercept Orders PDI <i>(Additional Charges)</i>	<p>Should the order be extended beyond the initial period, a flat fee of \$250.00 will be charged per target number extension/per intercept type (i.e., \$250 for telephony or packet-data alone, \$500.00 for telephony combined with packet-data intercept on a single line) – no daily fee will apply to each subsequent period of extension (i.e., 30-days period for T-III/T50/Packet-data Intercept [PDI], 60-days for PR[TT])</p> <p>Costs associated with any temporary or permanent leased circuits (i.e., ISDN, T1, etc.), ancillary equipment (i.e., routers) and/or software application(s) are the sole responsibility of the law enforcement agency administering the court-authorized activity. T-Mobile USA currently provides secure VPN connection at no cost.</p>

T-Mobile

(cont.)

Electronic Surveillance Fee Schedule (cont.)

E911 Tool	<p>No charge in emergency situations, when assisting public safety such as missing persons or calls to 911.</p> <p>\$100 day for the locator tool's use in criminal, non-Public safety/PSAP situations.</p> <p>"Day is a calendar day, not 24 consecutive hours</p> <p><u>Note: T-Mobile does charge in criminal cases, even when the criminal cases rises to an emergent level, such as a hunt for violent fugitives, kidnapping, etc.</u></p>
-----------	--

Specific verbiage (suggested above) must be included in the original order to assure demand for precision location will be met:

- The demand should also make reference to the "E911 Locator Tool"
- Cost is \$100 per day (previously – capped at 10 days (\$1,000))
- Fees are not charged until the LERG is notified to activate the Locator Tool (meaning fees do not start on the first day of the order)
- "Day" is a calendar day not 24 consecutive hours
- Costs are invoiced at the end of the order or last renewal order
- Pings' can be executed at 15 / 30 / 60 minute intervals
- All times associated with the precision location reference Pacific Time Zone (+3 hrs. for some of us)
- Precision location information is sent to a single government email address provided by the LEA
- Amendment of an order will cause a 2-hour or greater delay in delivery of the first 'ping'

T-Mobile

Retention Information

Subscriber Information	2 years
Call Detail Records	2 years
Text Messages	Not stored
Voicemail	2 weeks
Cell Site Information	6 months

T-Mobile

T-Mobile

CALEA LAWFUL INTERCEPT WORKSHEET

Please complete and remit with each Court Order to fax number: 973-292-8697

Date submitted: _____ Type of Intercept: ☐ Pen Register ☐ Title III ☐ Title 50

Mobile Number to Intercept: _____

IMSI Number to Intercept: _____

Date of Expiration: _____ Cell Location Authorized: ☐ Yes ☐ No

Geographic Area: _____

Data Route:

Monitoring Center / Agency: _____

Audio Delivery

(C-Tone#): _____

LEA Contact Information:

Agency Name: _____

Agency Address: _____

City: _____ State: _____ Zip: _____

Case Agent: _____ Phone Number: _____

Fax Number: _____

Technical Agent: _____ Phone Number: _____

Fax Number: _____

Additional Agents/Officers Authorized to discuss Case:

(T-Mobile USA will only speak to those Agents/Officers listed below, about the above referenced case)

Billing Information:

Billing Name: _____

Billing Street Address: _____

City: _____ State: _____ Zip: _____

Agency's Reference number: _____

Please feel free to contact the Law Enforcement Relations Group billing agent at 973-292-8783 with any billing questions you may have. Or call the main number for any other questions.

T-Mobile USA
4 Sylvan Way
Parsippany, NJ 08054
973-292-8911 (office) 973-292-8697 (fax)

Version 1.1 (July 2009)



Sprint/Nextel

Attention: Custodian of Records

6480 Sprint Pkwy

Overland Park, KS 66251

1-800-877-7330

Fax: 913-315-0736 (subpoena)

Fax: 913-315-0818 (court order)

Normal business hours: 7:00 am – 5:00 pm CST

Document Production General Fee Schedule - Criminal

Subscriber Information	No charge
Call Detail Records (<i>including direct connect</i>)	No charge
Call Detail Records w/Cell Site Information	No charge
Cell Site / Sector (<i>provides real-time cell site/sector of requested number</i>)	\$50.00 per request (<i>NOTE: No fee in Exigent, PSAP, or customer consent situation</i>)
Pictures and Video	\$120.00 per target number
E-mail	\$60.00 per target number
Voicemail	\$60.00 per target number
SMS Content (Text)	\$30.00 per target number
Contemporaneous (expedite) Billing	\$50.00 each time information is sent
Immediate Response Request (IRR) - Subscriber information only - CDR w/cell sites (includes UFMI number)	\$50.00 For up to five target numbers \$50.00 per target number



Sprint/Nextel (cont.)

Electronic Surveillance Fee Schedule

Pen Registers/Trap-Trace & Wiretaps for: <ul style="list-style-type: none"> - iDEN voice - iDEN digital dispatch - iDEN packet data - CDMA voice - CDMA data 	\$400.00 One-time activation fee (**per market area/per technology) \$10.00 per day, up to a cap of \$2,000.00 <i>NOTE: No fee for text message or Ready Link intercepts.</i>
Pen Registers/Trap-Trace/Wiretaps <i>(Extension request)</i>	If an extension is required after 30 or 60 days, the requesting agency does not have to pay another activation fee – only the daily fee. \$10.00 per day, up to a cap of \$2,000.00
Precision Location / GPS	\$20.00 per manual request \$30.00 flat fee per month per target number for L-Site users only. <i>NOTE: No fee in Exigent, PSAP, or customer consent situations.</i>

** **Sprint** defines the Houston market area as follows: south to and including Galveston, west to a midway point between Houston and San Antonio, north to a midway point between Houston and Dallas, and east to the Texas/Louisiana border.

** **Nextel** defines the Houston market area as follows: the entire state of Texas, along with the entire states of Louisiana and Oklahoma.



Sprint/Nextel (cont.)

Retention Information

Sprint/Nextel Subscriber Information	Never deleted
Sprint - Call Detail Records w/Cell Sites	From November 2007
Nextel - Call Detail Records w/Cell Sites	18 months
Sprint – Text Messages	12 days
Nextel – Text Messages	7 days
Sprint – Voicemail	30 days
Nextel – Voicemail	10 days



CALEA Coversheet

FAX TO: 816-600-3100

PLEASE INCLUDE AGENCY COVER SHEET (Failure may result in delay of implementation)

Target's Telephone Number Sprint- MDN _____ Nextel-PTN:

(To minimize the risk of an account under surveillance being suspended, please contact our office to complete the Account Takeover process - please note \$300 fee per target).

Law Enforcement Agency:

LEA Tech. Agent Name: _____ Contact phone #(s):

Alternate Contact: _____ Contact phone #(s):

Contact fax #:

CALEA Case ID _____ If you have never been assigned a Case ID, please call 888-877-7330.

Billing name & address (if purchase order is required, please submit with Court Order):

(Pen) Surveillance Start date & time: _____ (Pen) Surveillance termination date & time: _____

(Dispatch) Surveillance Start date & time : _____ (Dispatch) Surveillance Termination date & time : _____

(Audio) Surveillance Start date & time : _____ (Audio) Surveillance termination date & time : _____

List Market areas for implementation (ie: New York, Miami, Atlanta)

Please provide the following information when requesting assistance to intercept voice communications:

Audio Call Content Delivery: POTS: Combined or Separated ISDN

Second set of Surveillance IDs & Passwords Y or N

Dialed Number(s): _____

Rollover? Y N

Hunt Group? Y N ____ (please indicate # of lines to be used for this surveillance)

Call Identifying Information Delivery:

☐ CDS (CALEA Delivery System) or PORT ALIAS (Nextel)

1 Public Routable IP Address: _____ Port: 13131 or

2 NEXTEL Port Alias

3 Please provide the following information when requesting assistance to intercept Sprint Ready Link (Push-to-talk service), Nextel Walkie-Talkie or Sprint Vision packet-mode data services

☐ Packet-Mode Data Call Content

☐ Public Routable IP Address: _____ Port: 11070

☐ Packet Mode Data Call Identifying Information

Public Routable IP Address: _____ Port: 11069

Version 1.1 (July 2009)



Verizon Wireless

Attention: Custodian of Records

51 Chubb Way

Branchburg, NJ 08876

1-800-451-5242

Fax: 1-908-306-7491

Normal business hours: 7:00 am – 8:00 pm EST

Document Production General Fee Schedule - Criminal

Subscriber information	No charge
Call detail records/tolls/bill copies	No charge
Expedited service	No charge
Payment history	No charge
Copy of service application (<i>when available</i>)	No charge
Check copy or credit card number (<i>when available</i>)	\$35.00
Call detail report w/cell site information (within 30 days)	\$1.00 per day, per phone number
Call detail report with cell site information (<i>over 30 days</i>)	\$5.00 per day, per phone number
All mobiles that called a number within 30 days	\$1.00 per day, per phone number
All mobiles that called a number over 30 days	\$5.00 per day, per phone number
Voicemail pass code reset	\$50.00 per reset
Cell site searches	\$30.00 per hour (length of request) per cell site, if in Legal Department systems. \$60.00 per hour (length of request) per cell site, if it has to be researched by Network Department (\$15.00 min. per site regardless)
SMS Content (Text Message)	\$50.00 per each 5-day increment, per number



Verizon Wireless (cont.)

Document Production General Fee Schedule – Criminal (cont.)

Picture Content	\$50.00 per search
Expert testimony	\$125.00 per hour
Non-Toll calls (incoming/outgoing calls that are not tracked in the normal course of business). NOTE: To obtain this information, requires a special computer search.	1-3 consecutive days: \$150.00 (whether 1 day or 3 days are requested) 30 consecutive days or a calendar month: \$1000.00

Electronic Surveillance Fee Schedule (Note: Surveillance Fees are prorated)

CALEA Title III – new order	\$50.00 administrative fee \$25.00 set-up per switch – max \$75.00 \$700.00 monthly service and maintenance fee per target, per switch Or \$1750.00 monthly service and maintenance fee per target for 3+ switches
CALEA Title III – renewal	\$500.00 monthly service and maintenance fee per target per switch OR \$1250.00 monthly service and maintenance fee per target for 3+ switches
CALEA Pen/Trap-Trace – new order	\$50.00 administrative fee \$20.00 set-up per switch – max \$60.00 \$400.00 monthly service and maintenance fee per target per switch OR \$1000.00 monthly service and maintenance fee per target for 3+ switches



Verizon Wireless
(cont.)

Electronic Surveillance Fee Schedule (cont.)
(Note: Surveillance Fees are prorated)

CALEA Pen/Trap-Trace – renewal order	\$300.00 monthly service and maintenance fee per target per switch OR \$750.00 monthly service and maintenance fee per target for 3+ switches
Per Court Order Requests for Information	Subject to the General Fee Schedule only if the surveillance order was served on another carrier
On-going Surveillance information without equipment (twice per week hard copy)	\$50.00 administrative fee \$400.00 monthly service fee

Retention Information

Subscriber Information	Since account was created
Call Detail Records	1-year (rolling calendar)
Cell Sites	1-year (rolling calendar)
Text Messages	3-5 days for content 1-year digits, sending/receiving
Voicemail	Cannot preserve voicemail, but can reset pass code to give access to law enforcement



Skype Communications Sarl

Law Enforcement Relations Management (LERM) Team

15 rue Notre Dame
L-2240 Luxembourg.
+352 26 20 15 82

To obtain assistance and records for investigations in North America, contact eBay for information by phone (408-967-9919 - voice message only)

Document Production General Fee Schedule - Criminal

Registration information provided at time of account registration	
All service and account information <i>(including any billing address(es) provided, IP address (at each transaction), and complete transactional information)</i>	
E-mail address	
Voicemail	
IP address at the time of registration	
Destination telephone numbers for any calls placed to the public switched telephone network (PSTN)	
Pen Register/Trap and Trace/ Wiretaps	

- Due to the way by which Skype works, Skype does NOT have any records of user "logins" or "log offs" or other general online/offline status.
- The Skype system is designed in such a way that voicemail is not centrally stored.
- Calls, IMs and other activities between Skype users do not create billing records.



Skype
(cont.)

Retention Information

Registration information provided at time of account registration	
All service and account information <i>(including any billing address(es) provided, IP address (at each transaction), and complete transactional information)</i>	
E-mail address	
Voicemail	Not Stored
IP address at the time of registration	
Destination telephone numbers for any calls placed to the public switched telephone network (PSTN)	



Responding to Law Enforcement Records Requests

Skype Communications Sarl has established a Law Enforcement Relationship Management (LERM) Team to ensure the safe and responsible use of its communications platforms and to encourage legal prosecution of those responsible for misconduct on them. LERM handles all inbound requests from law enforcement for records concerning Skype users.

All relevant records are maintained by Skype Communications Sarl, a Luxembourg corporation. Subpoenas must be lodged against: Skype Communications Sarl, 22/24 Boulevard Royal, L-2449 Luxembourg.

To formally request records, please send the subpoena to Skype LERM by fax:

+352.26.20.15.82

Please follow the fax by mailing a hard copy of the subpoena or order to: Skype Communications Sarl, Law Enforcement Relationship Management, 22/24 Boulevard Royal, L-2449 Luxembourg.

When Skype's LERM receives a faxed subpoena, the team will begin preparing the information, but will only release the records upon receipt of the mailed document.

Skype LERM can provide the following records:

In response to a subpoena or other court order, Skype will provide:

- Registration information provided at time of account registration
- E-mail address
- IP address at the time of registration
- Financial transactions conducted with Skype in the past year, although details of the credit cards used are stored only by the billing provider used (for instance, Bibit, RBS or PayPal)
- Destination telephone numbers for any calls placed to the public switched telephone network (PSTN)
- All service and account information, including any billing address(es) provided, IP address (at each transaction), and complete transactional information

Skype is not able to comply with non-subpoena requests, verbal requests or letter requests, even if placed on department letterhead. All requests for Skype records require a subpoena.

Suggestions for Effective Data Requests:

- In order to obtain all subject operated accounts, request "any and all related accounts"
- Be sure to request non-disclosure if you do not want your request disclosed to the account holder
- Include your e-mail address, phone number, fax number and physical address (no post office boxes)
- To assist us in searching for records, please include the following in your request (if available):
 - Specific e-mail address of the subject
 - Full name of the subject and any aliases
 - Known addresses and phone numbers
 - Known IP addresses used by the subject

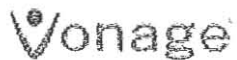
General Information:

- Skype can provide records showing account creation, financial transaction and use of PSTN interconnections
- Due to the way by which Skype works, Skype does NOT have any records of user "logins", "log offs" or other general online/offline status
- The Skype system is designed in such a way that voicemail is not centrally stored
- Calls, IMs and other activities between Skype users do not create billing records
- All records are dated in Coordinated Universal Time (UTC). All dates are formatted yyyy-mm-dd hh:mm:ss using 24-hour clock time.
- Average turnaround time for all requests is up to ten business days, depending on the volume of information requested

For any further questions you may have of Skype's Global Law Enforcement Relationship Management, please send an e-mail to:

lerm@skype.net

This e-mail address is reserved strictly for Law Enforcement and Government Agencies. Please do not distribute it outside of your organization.



Vonage

Attention: Legal Affairs Administrator
Legal Department
23 Main Street
Holmdel, NJ 07733
732-231-6705
Fax: 732-202-5221
Emergency: 1-866-293-5674
Email: SubpoenaProcessTeam@Vonage.com

Document Production General Fee Schedule - Criminal

Subscriber Information	No Charge
Account/Billing Information	No Charge
Call Detail Records	No Charge
Internet Protocol (IP) address (including date and time of incident)	No Charge
Media Access Control (MAC) address	No Charge
Voice mail (to reset password)	No Charge
Pen Register/Trap and Trace/ Wiretaps	No Charge

Vonage
(cont.)

Retention Information

Subscriber Information	
Account/Billing Information	
Call Detail Records	
Internet Protocol (IP) address <i>(including date and time of incident)</i>	
Media Access Control (MAC) address	
Voice mail	



March 30, 2009

U.S. Cellular® is committed to providing reliable and robust services to our customers and legal professionals. Over the last several years we have provided records and surveillance services at no charge to all requestors.

The fee schedule which will take place effective May 4, 2009 maintains competitive pricing while recovering operational costs. The following fee schedule details the costs for services that we will bill for:

COSTS FOR PRODUCTION OF RECORDS OR SERVICE RENDERED:

- Subscriber Information:
 - \$5 per CTN
- Bill Reprints:
 - \$5 per month on request over 1 year
- Call Detail Records:
 - Less than 6 months of records: \$40 per CTN
 - 6-12 months of records: \$50 per CTN
- Pen Register/Trap and Trace or Wire Tap/Title III*:
 - \$250 set up fee.
 - \$25 per day per CTN
- Content of Text Messages
 - \$25.00 flat fee per CTN/per request
- Cell Tower Dumps
 - \$50.00 per staff hour/per cell tower for requests greater than 0.5 hours
- Expedited Services
 - \$100.00 1 business day
 - \$50.00 2-3 business days
 - \$25.00 1 week

In order to assure a smooth transition of this new process, can you please provide us with contact information for the department that handles your billing invoices.

If you have any questions about our fee schedule and how this will effect your organization please contact a Specialist at 630-875-8270.

***No additional charges incurred for request associated with active PEN REGISTERS or Title 3.**

Subpoena Compliance Team
1 Pierce Place Suite 800, Itasca IL 60143 PH 630-875-8270 FAX 866-669-0894

Version 1.1 (July 2009)



Comcast Cable

Legal Demand Center - Data

650 Centerton Road
Moorestown, NJ 08057
856-317-7272
Fax: 856-317-7319
Emergency: 1-877-249-7306

Legal Demand Center – Voice and Video

5800 S Quebec Street
Greenwood Village, CO 80111
1-800-871-6298
Fax: 720-267-2794
Emergency: 1-877-249-7306

Internet – Costs and Fees

Subscriber Information	Will discuss reimbursement with the requesting party before any costs are incurred
E-mail account	Will discuss reimbursement with the requesting party before any costs are incurred
Internet Protocol (IP) address (including date and time of incident)	Will discuss reimbursement with the requesting party before any costs are incurred
Pen Register/Trap and Trace	<p>\$1,000.00 initial start-up fee (including the first month of intercept service)</p> <p>\$750.00 per month for each subsequent month in which the original order or any extensions of the original order are active.</p>
Investigations involving child exploitation	No Charge



Comcast Cable

(cont.)

Digital Voice – Costs and Fees

Subscriber Information	Will discuss reimbursement with the requesting party before any costs are incurred
Account Records	Will discuss reimbursement with the requesting party before any costs are incurred
Call Detail Records (releases in response to ongoing Court Order)	<p>\$150.00 per week for once-per-week delivery of incoming and outgoing call detail records for the duration of the original order, and any extensions of the original order.</p> <p>\$50.00 per delivery for more frequent delivery of call detail records.</p>
Pen Register/Trap and Trace	<p>\$1,000.00 initial start-up fee (including the first month of intercept service)</p> <p>\$750.00 per month for each subsequent month in which the original order or any extensions of the original order are active.</p>
Investigations involving child exploitation	No Charge

Digital Cable – Costs and Fees

Subscriber Information	Will discuss reimbursement with the requesting party before any costs are incurred
Account Records	Will discuss reimbursement with the requesting party before any costs are incurred



Comcast Cable

(cont.)

Retention Information – Internet

Subscriber Information	6 months	
IP Address Logs	180 days	
** Webmail	Inbox	(Read Mail – No automatic deletion policy) (Unread Mail – 45 day retention period)
	Trash	(Read Mail – 1 day retention period) (Unread Mail – 1 day retention period)
	Sent Mail	(Read Mail – 30 day retention period) (Unread Mail – 30 day retention period)
	Screened Mail	(Read Mail – 3 day retention period) (Unread Mail – 3 day retention period)
	Personal Folders Popped Mail	(Read/Unread – No deletion policy) (Deleted immediately from web mail servers)

** Where customers use Comcast email, they may use the Comcast Webmail service. This permits customers to access their email from any Internet connected computer. In this case, the contents of emails are stored on Comcast's email servers where they may be produced in response to a legal request if they have not been deleted by the customer.

** Customers may also use an email client program like Outlook Express, Outlook, or Eudora to move or "pop" email from Comcast's email servers to their own personal computers. In those cases, emails may be deleted from Comcast's email servers and if they are deleted, they are not accessible to Comcast.

** Customers may also use Webmail and an email client program and leave emails on Comcast's email servers as well as copy, not move, them to their personal computers. In these cases, emails that remain on Comcast's email servers may be produced in response to a legal request if they have not been deleted by the customer.

Version 1.1 (July 2009)



Comcast Cable

(cont.)

Retention Information – Digital Voice

Subscriber Information	6 months
Account Records	2 years, after termination of account – longer if there is an outstanding balance
<i>Call Detail Records (records of local and long distance connections for <u>Comcast Digital Voice</u>)</i>	2 years
<i>Call Detail Records (traditional circuit-switched telephone service, branded <u>Comcast Digital Phone</u>. CDRs for this service are collected by AT&T)</i>	2 years

Retention Information – Digital Cable

Account Records	2 years, after termination of account – longer if there is an outstanding balance
-----------------	---



Embarq

EMBARQ™ Corporate Security
 5454 W. 110th Street
 MS: KSOPKJ0402
 Overland Park, KS 66211
 1-877-451-1980
 Fax: 913-254-5800

Cost Reimbursement and Data Retention Policy

Record Type	Retention Period	Charge
Subscriber Information	Indefinite, unless the account is closed and paid in full – call for details on closed account	No charge, unless unusually voluminous. If voluminous, then \$2.00 per number. \$5.00 per CD
Toll Records (long distance)	7-years	No charge, unless unusually Voluminous. If voluminous, \$10 per billing cycle per number. \$5.00 per CD
Call Detail Record (CDR) Incoming & Outgoing Calls Note: This information is not maintained for all calls. Accordingly, EMBARQ will not certify the results in court.	255 days	\$35.00 flat fee per number plus \$10.00 per week per number. Prepayment required. \$5.00 per CD
Voicemail	Stored indefinitely unopened If messages is deleted by user, gone forever.	\$25.00 per number \$5.00 per CD
Text Messages	10-14 days	No charge
Payment Information	1-year	\$2.00 per number \$5.00 per CD
Pen Register/Trap & Trace/ Wiretap	N/A	\$300 implementation fee per number, plus, \$30 per day per number.

Updated 11-12-08. The information in this table was verified by Hillary Rapson of Embarq (877-451-1980).

Version 1.1 (July 2009)



Cricket Communication Inc./Leap Wireless

Attention: Custodian of Records

10307 Pacific Center Court

San Diego, California 92121

1-866-688-6058, Fax: 1-858-882-9237

Email: Compliance@cricketcommunications.com

To serve emergency demand to the Cricket NOC via email: noctech@cricketcommunications.com

Legal Department - normal business hours: 7:20 am – 5:30 pm PST

Document Production General Fee Schedule - Criminal

Subscriber information (no other requests)	10 or more within one subpoena/order/search warrant, or in one packet: \$5.00 per name/number lookup
Subscriber information (in combination with any other request for which a charge is made)	\$5.00 per name/number lookup
Call Detail Records	Less than 2 months of records: \$50.00 per phone number/name 2 months or more of records: \$100.00 per phone number/name
Voicemail	No charge
SMS Content (Text Messages)	No charge

Electronic Surveillance Fee Schedule

CALEA Title III/Pen Register/Trap & Trace, or Wiretap	\$2200.00 per number per order (<i>renewals or extensions are separate orders</i>)
Exception	For an emergency Pen Register/Trap & Trace for 48-hours or less, the cost is \$500.00 per number
Exception	If an active Pen Register/Trap & Trace is converted to a Wiretap during the pendency of the order, there is no additional charge



Cricket Communication Inc./Leap Wireless
(cont.)

Expedite Fees

(These are in addition to any charges for production of records)

One Cricket Business Day (turnaround)	\$100.00 per request
2-3 Cricket Business Days (turnaround)	\$50.00 per request
One Cricket Business Week (turnaround)	\$25.00 per request

Requests will be completed by 5:30 pm Pacific Time on the final day of the expedited turnaround time. For example, a one day expedite request received Monday morning will be completed by 5:30 pm Pacific Time Tuesday evening.

Requests received after 5:30 pm Pacific Time of a Cricket business day will be entered as being received at 7:00 am Pacific Time on the next business day. For example, a one day expedite request received at 6:00 pm Pacific Time on Monday evening will be completed by 5:30 pm Pacific Time Wednesday evening.



Cricket Communication Inc./Leap Wireless
(cont.)

Retention Information

Toll Records (records of billed calls ONLY – including outgoing long distance, roaming charges, outgoing JUMP calls, ringtone charges, etc. – JUMP calls are prepaid outgoing calls)	Retained for 18-months
Call Detail Records w/Cell Site Information (Includes all incoming and outgoing local and long distance calls)	Retained for 6-months
Text Messages	There are no records kept of Text Messages, unless they are sent through the Cricket website (only stored for approximately 3-months, but must be identified by a request for Text Message data first)
Voicemail	Only kept for 7-days, unless deleted sooner. Even if someone goes into the voicemail and keeps pushing Save New, the maximum number of days the message can be kept is 14 days.

Why the distinction between Toll Records and Call Detail Records?

Cricket Communications bills customers at a flat rate for local calls. The FCC and case law has defined “Toll Records” as records of individual calls kept in the normal course of business for billing purposes. Since Cricket customers have unlimited local calls, this means that local calls do not fit this definition. Some plans have flat-rate unlimited long distance calls, so those are not toll records.



Another Leap Innovation™

Cricket Communications, Inc.
10307 Pacific Center Court • San Diego, CA 92121-2779
Phone 858-882-9301 • Fax 858-882-9237

ORDERS RECEIVED BEFORE 3:00 PM PACIFIC TIME ON A CRICKET BUSINESS DAY WILL BE IMPLEMENTED THE SAME DAY; ORDERS RECEIVED LATER WILL BE ENTERED THE NEXT BUSINESS DAY.

CALEA WORKSHEET:

Date: _____

Please complete the following form for request of Pen Register/Trap and Trace Device and Wiretap (Title 3) and submit it with the court order:

NAME OF AGENCY: _____

AGENCY CONTACT (Name, phone number and fax number): _____

AGENCY TECH CONTACT (Name and phone number): _____

TYPE AND NUMBER OF INTERCEPTIONS REQUESTED:

Pen/Trap and Trace _____

Wiretap _____

TARGET NUMBER(S): _____

PHONE NUMBER(S) FOR AUDIO (if more than one, specify which target number for each):

AGENCY FOR CONNECTION/VPN: _____

BILLING ADDRESS: _____

FIRST AND LAST NAME OF JUDGE ON ORDER (if not easily readable):

DO YOU WANT A CODE PUT ON THE SUBSCRIBER'S ACCOUNT TO PREVENT IT FROM BEING
HOTLINED/SUSPENDED DURING THE PENDENCY OF THE ORDER? Yes ____ No ____

NOTE: Send hard copy of order (original or certified copy) to follow up fax.

Version 1.1 (July 2009)



5887 Copley Drive • San Diego, CA 92111
Phone 858-882-9301 • Fax 858-882-9237

**REQUEST FOR INFORMATION/ACTION MADE PURSUANT TO 18 U.S.C. 2702 (c)
AND/OR STATE STATUTE ()**

IMMEDIATE DANGER OF LOSS OF LIFE OR GREAT BODILY HARM

TO: **Cricket Communications; Denali Spectrum; LCW Wireless**
Custodian of Records
10307 Pacific Center Court
San Diego, CA 92121
Phone: (858) 882-9301 press "1" Fax: (858) 882-9237

RE: Cellular No: () -
Call to: () - on at
Destination Number Date Time

Our agency is handling a situation involving the immediate danger of death or serious physical injury to a person.

From: Information for verification purposes:

Name: Title/Badge #:

Law Enforcement

Agency:

Address:

Phone No: Fax No:

Email:

Please provide the following information/assistance as soon as possible:

By signing this form, I swear to the facts contained herein.

Requesting officer/agent signature (Must be a Sworn Officer):

Date:

Cricket Records Request FAQ

Records Information

What types of records is Cricket able and unable to produce?

Cricket can produce subscriber information, call detail records, toll records, and .wav file copies of voicemail messages. **Please note that requests for "Phone Records" return subscriber information only.** Refer to the [Requests for Records](#) section of this FAQ for suggested language.

Cricket does not retain the content of SMS (text) messages sent from phone to phone, but can produce the data regarding such messages. SMS data only shows to/from telephone numbers, date/time of the message, and whether it was sent from a phone or from the website, but not the typed text content of the message. Data, content, and sending IP address is available for web-based text messaging, where someone sends a message from the MyCricket.com website, over the Internet, to a Cricket subscriber's phone. **Cricket retains neither content nor data for MMS (picture/video) messages, email, or instant messages.**

Cricket cannot produce records of incoming or outgoing calls separately. Call detail records include all calls.

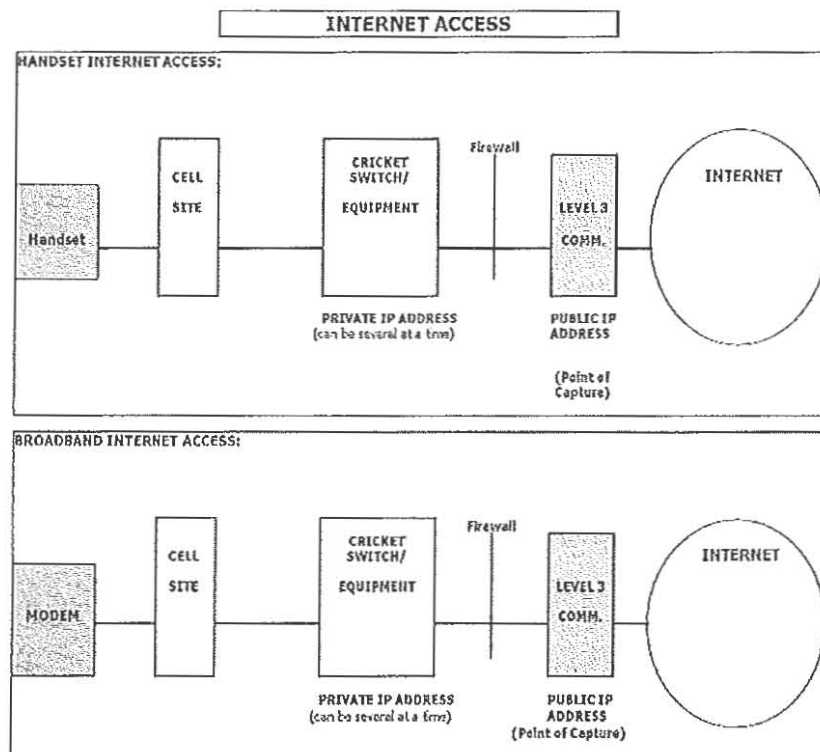
At this time Cricket cannot produce call detail records for specific cell towers (sometimes called a tower dump).

Call detail records do not include any information regarding sent or received text messages.

Cricket is unable to access any data (such as pictures, messages, telephone numbers, phone books, files, etc.) stored within a subscriber's telephone handset without physical possession of the device. Cricket is also unable to access or change a handset lock code, as such a code is stored locally within the handset. Cricket suggests contacting the handset manufacturer or forensic technicians for assistance with handset lock codes.

Cricket does not retain any specific records regarding Internet access from subscriber phones (WAP).

IP addresses captured from the internet that trace to Cricket are captured as regional, public IP addresses. The address allows multiple subscribers in a regional Cricket service area to connect to the internet either via WAP-capable cell phones or wireless cellular modems. At the point of capture, the address does not contain the individual identifier information that would allow Cricket to trace the address to a specific subscriber. The individual identifier is available on a per-session basis only and cannot be matched from the public component of the address after the session ends. Please refer to diagram below for a pictorial description of this process.



What is the difference between call detail records and toll records?

Over the years the term "Toll Records" has incorrectly come to be used as a generic term for records of all calls, since traditional, by-the-minute cell carriers track all of their subscriber's calls as toll calls/toll records. But the distinction becomes quite important when working with non-traditional, unlimited service carriers such as Cricket.

The FCC and case law has defined "Toll Records" as records of individual calls kept in the normal course of business for billing purposes. Therefore, calls that are billed by the minute, and calls that are tracked by the minute in order to determine where to begin billing once allowable minutes are exhausted, are toll calls and appear in toll records. Cricket retains these as business records for seven years. Calls that are not tracked for any business purpose are not toll calls and do not appear in toll records.

Because nearly all Cricket subscribers pay a flat-rate each month and can essentially talk as much as they like, the vast majority of Cricket subscribers' calls fall into this latter category. There are only limited circumstances where Cricket subscribers make toll calls, such as when a subscriber makes a roaming call that connects through another carrier's network or if the subscriber has what is called a JUMP prepaid phone account that decrements from a prepaid balance for each outgoing call. A JUMP account will show as "PREPAID" in the subscriber profile under "C Type."

Call detail records are records of all calls, regardless of whether the carrier tracked them for billing purposes. Because call detail records contain records of calls that Cricket has no reason to track, Cricket does not retain call detail records in the normal course of business. We are able to create call detail records on demand, from stored raw computer data (from our telephone switches) when we receive lawful process asking that we do so (i.e. subpoena/court order/warrant), but until such time, no call detail records exist.

What is the difference between a phone to phone text message and a web-based text message, and what is the distinction in terms of available records?

Typically subscribers send text messages from phone to phone, however Cricket also has a feature on our website that allows anyone with internet access to send a text message through the internet to a Cricket subscriber's phone. **Cricket does not retain the content of text messages sent from phone to phone.** Content and sending IP address may be available for web-based messages for up to three months.

How long is each type of record available?

Cricket retains subscriber information until there has been no activity on an account for at least eighteen months. Cricket does not retain call detail records or SMS (text) message data records in the normal course of business, but stores the raw switch data from which we create call detail records and SMS (text) message data for six months, and then it is permanently purged. Once created, Cricket retains such records for seven years.

Cricket retains toll records as business records for seven years.

Cricket may be able to access the content and sender's IP address for web-based SMS (text) messages for up to three months.

Unsaved voicemails are only kept for 7 days, unless deleted sooner. Voicemail messages can be saved by someone with access to the voicemail account for up to 14 days or more, depending on a subscriber's plan. Voicemail deletion is **permanent** and **unrecoverable**. Please mark any requests for voicemails **"VOICEMAIL REQUEST: TIME SENSITIVE"** on the fax cover sheet or email subject line. Cricket is unable to access, change, or reset a subscriber's voicemail account passcode.

How/where are different types of records, files, and data stored?

The data necessary to create call detail records and text message data is stored in Cricket's network for six months.

Toll records are stored in Cricket's network for approximately seven years.

Voicemail messages are stored in Cricket's network, not locally in the telephone handset, although the handset's display alerts the user that he/she has voicemails and the user may use the handset to call-in to the network and listen/save/delete to those voicemail messages. Note purge criteria above.

Requests for Records

How and to whom does Cricket accept requests for records?

Please address all requests to "Custodian of Records." Cricket accepts service on our registered agents for service of process in each state where we provide service, who you can find on your secretary of state's website. We also accept service directly to our corporate Subpoena Compliance Department:

Via Fax: 858-882-9237
Via Email: compliance@cricketcommunications.com
Via Mail: Cricket Communications
Subpoena Compliance Department
Attn: Custodian of Records
10307 Pacific Center Court
San Diego, CA 92121

How should I request different types of records?

- Subscriber Information: "Subscriber Information for [target telephone number/subscriber name/account number] for [date range]." A request for subscriber information with no date range returns information for the current or most recent subscriber as of the date of the request. **Please note that requests for "Phone Records" return subscriber information only.** If your request includes identifying information beyond the target telephone number, such as a name, SSN, DOB, etc., all specified information must match Cricket subscriber records in order for us to release the requested information. Therefore, it may be advantageous to list only the target telephone number.
- Call Detail Records (CDR's): "Call detail records for [target telephone number] for [date range]." A request for call detail records must specify a date range. "Present" listed as the ending date returns CDR's through the date of the request. "Compliance" listed as the ending date returns CDR's through the date on which we process the request. **Please note that requests for "Phone Records" return subscriber information only.**

For call detail records with cell site information for each call, add the phrase "with cell site information" at the end of the above verbiage. We require the signature of a judge pursuant to 18 U.S.C. 2703(c)/2703(d) in order to release such information. The cell site information does not show the actual location of the caller or call recipient or their handset. At most it shows the tower that took the signal from the handset to the switch for an outgoing call or the tower that brought the signal from the switch to the handset for an incoming call, and does not reflect the tower to tower handoff progression if a party moves during a call. The location of the tower does not specifically relate to the location of the telephone handset. The tower that connects a call is not necessarily the closest tower geographically to the connecting telephone handset for a number of reasons such as geographic/physical obstructions, weather/atmospheric conditions, etc.

To request call detail records for calls between Cricket phone numbers and a non-Cricket number (like a reverse lookup), simply request: "Call detail records showing calls between Cricket phone numbers and non-Cricket phone number [target telephone number] for [date range]."

- Toll Records: "Toll records for [target telephone number] for [date range]." Toll records do not include all incoming and outgoing calls, only the toll calls (see above). Cell site information is not available for toll records.
- Text Message Data: "Text message data for [target telephone number] for [date range]." **Text message data does not contain the typed content of any text messages.** If your request asks for "Text Messages" you will receive a letter of denial, as Cricket does not retain the messages themselves except for web-based messages which must first be identified by an initial request for Text Message Data.
- Content and/or Sending IP Address for Web-Based Text Messages: A request of this type must be a follow-up to previously requested text message data. Identify the specific web-based messages appearing in the text message data for which you desire content and/or sending IP address. Most requestors incorporate by reference a copy of the original text message data into the follow-up request with the specific messages of interest circled or marked.

- **For CA Subpoenas:** Under CA PUC 2891, Cricket is prohibited from disclosing any telecommunications records to any entity other than law enforcement or prosecuting attorneys without written consent of the subscriber or an order signed by a judge.

Why does Cricket charge to produce certain telecommunications records?

We invoice for certain records that are either voluminous to search or are created on demand and not kept in the normal course of business and for which we incur an additional expense to produce. Please refer to Cricket's pricing schedule to determine any applicable charges for records you wish to request.

Responses to Requests for Records

How does Cricket respond to lawful requests for records?

Cricket responds to requests for records via email, whenever possible. We use this procedure at the request of law enforcement agencies and attorneys across the country to assist in their investigations. Please include a secure email address with your request that does not have a public domain such as Yahoo, AOL, Hotmail, etc. The benefits are:

1. It saves paper on your end to not have to print out faxes;
2. It saves time on your end to not have to wait for mail;
3. It saves money on your end not to have to pay for FedEx or UPS for a speedier delivery;
4. It saves time and increases accuracy on your end to be able to download the data directly into whatever program you use rather than entering it manually from printed documents.

What is the turnaround time for requests served on Cricket?

Cricket responds to requests in no more than two to three weeks, and sooner in many cases. If you require expedited turnaround, we offer the following services for fees over and above the cost of whatever records you request:

- 1 Business Day: \$100
- 2-3 Business Day: \$50
- 1 Week: \$25

What should I do if Cricket does not respond to my request?

Cricket responds to every request we receive, but unfortunately we have no way to know when we do not receive something that we should have. We also receive several hundred requests per day, so we are not able to accept calls to check status within the posted turnaround period. If you have received no response past the posted turnaround, please re-send your request with the confirmation paperwork from the initial attempt, and mark it "Second Request" so that we may route it for immediate processing.



Subpoena Compliance
Law Enforcement Hotline: (858) 882-9301

PRICE LIST:

COSTS FOR PRODUCTION OF RECORDS OR SERVICE RENDERED:

1. Subscriber Information (no other requests):
10 or more within one subpoena/order/search warrant or in one packet:
\$5 per name/number lookup
2. Subscriber Information (in combination with any other request for which a charge is made):
\$5 per name/number lookup
3. Call Detail Records:
Less than 2 months of records: \$50 per phone number/name
2 months or more of records: \$100 per phone number/name
4. Pen Register/Trap and Trace or Wire Tap/Title III:
\$2,200 per number per order (renewals or extensions are separate orders)
Exception: For an emergency Pen Register/Trap and Trace for 48 hours or less, the cost is \$500 per number.
Exception: If an active Pen Register/Trap and Trace is converted to a Wire Tap during the pendency of the order, there is no additional charge

EXPEDITE FEES: (These are in addition to any charges for production of records)
AUTHORIZATION FOR THE SPECIFIC EXPEDITE SERVICE DESIRED MUST BE INDICATED PROMINENTLY ON THE FAX COVER SHEET – For example, *"One business day expedite authorized"*

FEES:

One Cricket Business Day turnaround: \$100/request
2-3 Cricket Business Days turnaround: \$50/request
One Cricket Business Week turnaround: \$25/request.

REQUESTS WILL BE COMPLETED BY 5:30 PM Pacific Time ON THE FINAL DAY OF THE EXPEDITED TURN-AROUND TIME (for example, a one day expedite request received Monday morning will be completed by 5:30 pm Pacific Time Tuesday evening). **REQUESTS RECEIVED AFTER 5:30 PM Pacific Time of a Cricket business day WILL BE ENTERED AS BEING RECEIVED AT 7:00 AM Pacific Time ON THE NEXT BUSINESS DAY** (for example, a one day expedite request received at 6 pm Pacific Time on Monday evening will be completed by 5:30 pm Pacific Time Wednesday evening).

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL TO WHOM IT IS ADDRESSED AND CONTAINS INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately. Thank you!

metroPCS

Attention: Custodian of Records
 2250 Lakeside Blvd
 Richardson, TX 75082
 800-571-1265
 Fax: 972-860-2635
 Email: subpoenas@metropcs.com

Business hours: 8:00 am to 5:00 pm CST (M-F)

** Note: metroPCS MINs are typically the same as the customer's phone number.

Document Production General Fee Schedule - Criminal

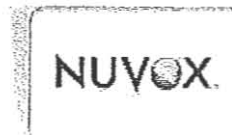
Subscriber information	No charge
Call Detail Records (for more than 15 days)	\$50.00
Voicemail	\$50.00 for each voicemail reset
SMS Content (Text Messages)	N/A (text messages not stored)
Court Ordered Requests (for on-going weekly call detail records)	\$200.00 per target number (e.g., fugitive situations)
Expedited Service	No charge – no guaranteed delivery date

Electronic Surveillance Fee Schedule

Pen Register/Trap & Trace	\$200.00 setup fee, plus \$20.00 daily maintenance, with a minimum fee of \$500.00
Wiretap	\$400.00 setup fee, plus \$40.00 per day maintenance
Additional fees	\$200.00 for CFID changes for Pen registers and/or wiretaps

Retention Information

Call Detail Records w/Cell Site Information	Retained for 6-months
Text Messages	Not stored
Voicemail	Kept for 7-days, unless deleted by the customer.



NuVox Communications

Attn: Custodian of Records - Jennifer Plante
NuVox Communications (f/k/a NewSouth Communications)
Two N. Main Street
Greenville, SC 29601
1-800-672-1452
Fax: 864-672-5313

Document Production General Fee Schedule - Criminal

Subscriber Information	No charge
Call Detail Records	No charge
Voicemail	No charge
Pen Register/Trap and Trace/ Wiretaps	\$75.00 hr set up fee, then no charge for maintenance.

Retention Information

Subscriber Information	Indefinitely
Call Detail Records	Indefinitely
Voicemail	Indefinitely

Updated 11-12-08. The information contained in the listed tables was obtained by Nicole Stamm, Legal & Regulatory Administrator, for NuVox (864-331-7274)

Version 1.1 (July 2009)