

September 28, 2011

Katherine Lewis Parker
Legal Director
American Civil Liberties Union of North Carolina Foundation
Post Office Box 28004
Raleigh, NC 27611-8004

RE: ACLU Public Records request regarding cell phone location records

Dear Ms. Parker:

This will acknowledge receipt of your letter dated August 3, 2011 identified as a "Request Regarding Cell Phone Location Records," and provide Concord's initial response. The records that you have requested are not kept separately from case files and therefore our response has required an extensive search of both electronic and paper files. We believe that we have located all responsive records at this time; however, we will update this response should any additional records be discovered. As our response will reflect, this agency does not use cell phone records with any frequency and therefore very few such records exist.

Item #1: *Policies, procedures and practices you follow to obtain cell phone location records*

This agency has no records responsive to this request.

Item #2: *Data retention policies, detailing how long cell phone location records are kept, databases in which they are placed, and agencies (federal, state and local) with which they are shared*

Retention of records is governed by the Records Retention and Disposition Schedule for Municipalities issued by the North Carolina Department of Cultural Resources, Division of Historical Resources, Archives and Records Section, Government Records Branch. The most recent copy is located at: http://www.records.ncdcr.gov/local/municipal_2009.pdf.

Item #3: *The use of cell phone location records to identify "communities of interest (detailing those persons who have been called, or called by a target)" in investigations*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1 and no records exist that are responsive to this request.

Item #4: *The use of cell phone location records to identify all of the cell phones at a particular location*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1 and no records exist that are responsive to this request.

Legal

Phone (704) 920-5115 • Fax (704) 784-1791

Katherine Lewis Parker, Legal Director
American Civil Liberties Union of North Carolina Foundation

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RE: ACLU Public Records request regarding cell phone location records

Item #5: *Your use of "digital fences" (systems whereby you are notified whenever a cell phone comes within a specific geographic area)*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1 and no records exist that are responsive to this request.

Item #6: *The legal standard (e.g. probable cause, relevance) you proffer to obtain cell phone location records*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1 and no records exist that are responsive to this request.

Item #7: *Judicial decisions and orders ruling on your applications to obtain cell phone location records*

We located four Court Orders related to cell phone location records. All four are sealed by Order of the Superior Court Judge and you will need to make application to the Cabarrus County Superior Court to request release of the Orders.

Item #8: *Statistics regarding your use of cell phone location records, including the number of emergency requests for which no court order was obtained*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1. Our agency has not compiled any such "statistics," and therefore no records exist that are responsive to this request.

Item #9: *The form in which cell phone location records are provided (hard copy, through specific online databases)*

This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1 and no records exist that are responsive to this request.

Item #10a: *Communications with cell phone companies and providers of location-based services regarding cell phone location records, including company manuals, pricing, and data access policies*

All records responsive to this request are enclosed and marked as pages 0001 through 000150.

Item #10b: *Communications with cell phone companies and providers of location-based services regarding cell phone location records, including invoices reflecting payments for obtaining cell phone location records*

All records responsive to this request are enclosed and marked pages 000151 through 000154.

Katherine Lewis Parker, Legal Director
American Civil Liberties Union of North Carolina Foundation

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RE: ACLU Public Records request regarding cell phone location records

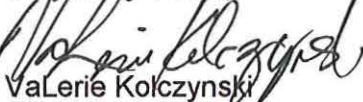
Item #10c: *Communications with cell phone companies and providers of location-based services regarding cell phone location records, including instances in which cell phone companies have refused to comply with a request or order*

No records exist that are responsive to this request.

On a more personal note, I very much enjoyed your presentation at the NCAWA conference. I look forward to meeting you next year!

Please feel free to call or email me should you have any questions or if you wish to discuss these matters.

Very Truly Yours,



VaLerie Kolczynski
Deputy City Attorney
704-920-5118

kolczynv@ci.concord.nc.us

1000001

Verizon Wireless Crisis Response Team (V-CRT)

800-981-9558

Provides:

- Back-Up Phone Coverage
- Equipment/Network Support
- Assistance with search and rescue initiatives
- Deployment of COLTS, COWs and Crisis Response Vehicles
- Operational Support

To receive a presentation and forms,
please send an e-mail to:

VZWLERT@verizonwireless.com

*The e-mail is for law enforcement
only. We will only respond to valid
government e-mail addresses.

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
RED BANK, NJ
Permit No. 556

Verizon Wireless
Law Enforcement Resource Team
180 Washington Valley Road
Bedminster, NJ 07921

Forwarding Service Requested

CHIEF MERL HAMILTON
CONCORD POLICE DEPT
41 CABARRUS AVE W
CONCORD NC 28025-4751

T30 P1



verizonwireless
We never stop working for you.

**Law
Enforcement
Resource
Team**

**Important
Contact
Information
Enclosed**

AT&T Subpoena Compliance

Due to regulatory constraints AT&T Internet Services, AT&T Telephone, and AT&T Wireless Subpoena Compliance are separate entities. Please direct your legal requests as shown below. Law Enforcement Agencies and other government officials should fax their requests. All civil requests must be served on the Registered Agent (CT Corporation) in your state. Improperly directed legal requests can not be processed and will create significant delays.

AT&T Internet Services Records

AT&T Internet Services

1010 North Saint Mary's Street
Room 315-A2
San Antonio, Texas 78215
Phone: 210-351-3216
Fax: 707-435-6409

All Internet related orders must include at least one or more of the following:

- IP address with a specific date, time, & time zone (as shown in example below). If date, time, & time zone are not provided within the legal request, AT&T will be unable to process it and it will be rejected. Submission of a new (or legally amended) order will be required.

68.18.245.13 on July 16, 2007 at 18:35:22 EDT (GMT -0400)

- Email address, email alias, or username
- Full name of subscriber (common names accompanied by other identifying information)
- DSL number, telephone number, or billing number

AT&T Telephone Records

AT&T

AT&T Subpoena Center
208 S. Akard Street, 10th Floor
Dallas, TX 75202
Phone: 800-291-4952
Fax: 248-395-4398

AT&T Wireless Records (formerly Cingular Wireless)

AT&T

P.O. Box 24679
West Palm Beach, FL 33416-4679
Phone: 800-635-6840
Fax: 888-938-4715

AT&T Law Enforcement Emergency Hotline

800-813-6442 (Law Enforcement Agencies with imminent threat situations only)

BellSouth Subpoena Compliance Information

BellSouth Internet Services and BellSouth Telephone Subpoena Compliance are separate entities. Please direct your requests (preferably via fax) as shown below. BellSouth Internet requests improperly directed to BellSouth Telephone (or AT&T) will be forwarded, however it may create significant and unnecessary delays in processing your request.

BellSouth Internet Services Records

BellSouth Telecommunications, Inc
Internet Legal Compliance
575 Morosgo Drive 5D42
Atlanta, GA 30324
Phone: 404-499-5211 or 404-499-5217
Fax: 404-499-5222

BellSouth Telephone Records

BellSouth Telecommunications, Inc
Subpoena Compliance Center
PO Box 54407
Atlanta, GA 30308
Phone: 404-986-5630
Fax: 404-378-9269

To expedite your request please ensure it contains the following contact information:

- Contact Name
- Contact Telephone Number
- Fax Number

All Internet related requests must include at least one or more of the following:

- BellSouth allocated IP address with a specific date and time (including a time zone reference)
- BellSouth Email address or BellSouth Username
- Full name of BellSouth subscriber (common names accompanied by other identifying information)
- BellSouth telephone number

Required information needed for all IP related requests

- All IP address related requests must include a specific date and time (including the time zone reference). If a specific date and time (including the time zone reference) is not included BellSouth will be unable to process your request. Please reference the following example:

68.18.245.13 on January 16, 2007 at 18:35:22 EST (GMT -0500)

BellSouth Internet Services Records Available

- Customer Account Records
 - Account owner, contact information, service type, service location, email accounts, etc.
- IP Address Assignment Records
 - Dynamic IP assignment records are available for a maximum of 150 days (retention may vary)

BellSouth Internet Services Records Not Available

- Historical Email (headers and/or content)
- Internet Activity
 - BellSouth does not store internet activity such as surfing, downloading, instant messaging, etc.

Additional Subpoena Information

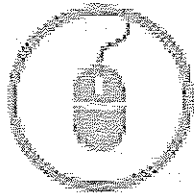
- Additional information, civil subpoena procedures, and record retention policies are available at ***www.home.bellsouth.net*** by following the "Legal Notices" link at the very bottom of the page.

Law Enforcement Emergency Hotline

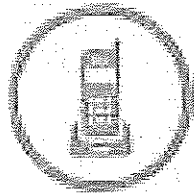
- Please call 404-986-5610 (Law Enforcement Agencies with imminent threat situations only)

Comcast Cable

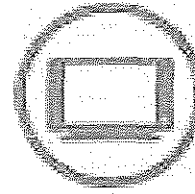
Law Enforcement Handbook



Internet



voice



TV

Introduction

Comcast Corporation (through its operating company subsidiaries) is the nation's leading provider of cable, entertainment, and communications products and services, currently with over 24 million cable customers, nearly 12.5 million high-speed Internet customers and 3.5 million voice customers. More information about Comcast and its products and services is available from <http://www.comcast.com>.

Comcast will assist law enforcement agencies in their investigations while protecting subscriber privacy as required by law and applicable privacy policies. Three federal statutes that Comcast must conform to when releasing subscriber information are: The Cable Communications Policy Act of 1984 (47 U.S.C. § 551); The Electronic Communications Privacy Act (18 U.S.C. §§ 2510-2522, 2701-2712, 3121-3127); and the Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information or CPNI). Copies of 47 U.S.C. § 551 and 47 U.S.C. § 222 are included in Attachment #2 for reference. Comcast must also comply with other applicable state and federal laws.

Comcast's primary goal is to provide *timely* and *accurate* responses to all law enforcement and legal requests. Comcast has highly qualified personnel who are responsible for complying with legal requests made of Comcast. Unless otherwise required by the request, Comcast's goal is to provide a response within eight to ten working days of each request. If necessary, Comcast employees can offer testimony in support of subscriber identifications. However, Comcast encourages the use of affidavits in order to avoid personal court appearances wherever possible.

Note: This Handbook is provided for informational purposes only. Comcast expressly reserves the right to add, change, or delete any information contained in this Handbook at any time and without notice. Furthermore, Comcast reserves the right to respond or object to, or seek clarification of, any legal requests and treat legal requests for subscriber information in any manner consistent with applicable law.

Contact Information

Legal Compliance (Subpoena, Search Warrant, Court Order):

Comcast's Legal Response Center has two groups which handle legal compliance. The Legal Demands Center – Data located in Moorestown, New Jersey is responsible for matters involving Comcast High Speed Internet. The Legal Demands Center – Voice and Video located in Greenwood Village, Colorado (outside of Denver) is responsible for matters involving Comcast's telephone services (Comcast Digital Voice, Comcast Digital Phone) and television service (Comcast Digital Cable).

Comcast uses CT Corporation (866-401-8252) as a registered agent to support the submission of legal requests. If your legal request *must* be served in your state of origin please contact CT Corporation's local office for submission or the Legal Response Center for a list of CT Corporation's offices. If you may serve legal process outside of your state of origin, Comcast prefers service of legal requests via facsimile (see contact information below) to the extent allowed by state or federal law.

Legal Demands Center - Data:

650 Centerton Road
Moorestown, NJ 08057

8:30AM – 5:00PM Eastern Time

Hours of Operation:

Telephone: (856) 317-7272

Service of Process Fax: (856) 317-7319

Emergency Contact:
Telephone: (877) 249-7306

Comcast Security
Response Center
(24x7)

Legal Demands Center – Voice and Video:

5800 S Quebec Street
Greenwood Village, CO 80111

8:00AM – 5:00PM Mountain Time
Monday - Friday

Hours of Operation:

Telephone: (800) 871-6298

Service of Process Fax: (720) 267-2794

Emergency Contact:
Telephone: (877) 249-7306

Comcast Security
Response Center

Subscriber Account Identification and Related Records

Comcast has the ability to identify only Comcast High Speed Internet Subscriber accounts based on the following criteria:

- Internet Protocol (IP) address *including* date and time of incident;
- email account identifier;
- subscriber name and address; and
- subscriber account number.

Typically, upon receipt of a properly and timely (within 6 months) submitted valid and statutorily authorized legal request, Comcast can supply the subscriber's name, address, telephone number, email accounts, Comcast account number and current account status.

For identification based upon an IP address:

- Before sending a request, please confirm that the IP address is assigned to Comcast. This can be accomplished by visiting <http://ws.arin.net/whois> or <http://www.ip2location.com/free.asp>

- Because Comcast's system of allocating IP addresses uses Dynamic Host Configuration Protocol (DHCP), its subscribers are not assigned a single, constant or static IP address. Instead, a dynamic IP address is assigned and has the potential to change several times throughout the course of a month. As a result, it is necessary to include in all requests for information the specific date and time of incident when an IP address was alleged to have been used.
- Comcast currently maintains its IP log files for a period of 180 days. If asked to make an identification based upon an IP address that was used more than 180 days prior to receipt of the request, Comcast will not have information to provide. (Comcast can process preservation requests as outlined below in this Handbook.)

For identification based upon an email address:

- All email address accounts obtained through Comcast High Speed Internet will end in comcast.net (i.e. JohnDoe@comcast.net). If the email account ends in any other domain (i.e. @hotmail.com or @yahoo.com), Comcast will not have information responsive to the request.

For identification based upon a person's name:

- Comcast cannot identify a subscriber based upon a name alone. It is necessary to include the street address where it is believed the individual receives service. It may be possible in some cases to identify a subscriber based on name and a city and state (with no street address).
- Comcast will only respond to a request for identification based on the name exactly as it is written on the request. For example: if the request asks for information relating to James Doe in Springfield and Comcast's records reveal a J. Doe and/or a Jim Doe in Springfield, Comcast will not have information responsive to the request or may require additional legal process to determine if it has responsive information. If initials or nickname are used you should add a request for those other versions of the name in your legal request.

For identification based upon a street address:

- It is necessary to provide an entire street address. In the request, please supply the house or apartment number, the street name, the city and the zip code of the location you have targeted.
- Over a length of time it is possible that Comcast has supplied service to multiple customers at the same address. Therefore, it is necessary to narrow a search for customer identity to a specific period of time.

For identification based upon a Comcast account number:

- Please provide a complete account number. Legal requests with incomplete account numbers will not result in successful identifications.

Comcast's Webmail service permits customers to change their email deletion policies, but the current default settings are described below.

- 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
(Read/Unread – No deletion policy)
- Popped Mail
(Deleted immediately from web mail servers)

Note: Comcast High Speed Internet customers can set their own preferences for certain web mail deletion or retention; thus, individual customer accounts may have settings that differ from those above. For more information about Comcast Webmail settings, see <http://www.comcast.net/help/faq/index.jsp?faq=Email118193>.

Search Warrant

Law enforcement agencies are eligible to obtain subscriber identification including:

- 1) Subscriber's name
- 2) Subscriber's address
- 3) Length of service including start date
- 4) Subscriber's telephone number, instrument number or other subscriber number or identity, including a temporarily assigned network address.
- 5) Subscriber's email account names and
- 6) Means and source of payment for such service (including any credit card or bank account number).
- 7) The content of certain of the subscriber's email communications can be provided if stated within the order.

Important Note on Email Communications: In most instances, email communications in storage for 180 days or less may *only* be produced in response to a state or federal warrant and in such situations may be done so without notice to the subscriber. For email communications in storage for over 180 days, a warrant may also be used, and court orders and valid statutorily authorized administrative subpoenas may be used, but use of these two alternative methods generally requires notice to the subscriber.

Preservation Request/ Backup Preservation Request

Title 18 U.S.C. §§ 2703(f) and 2704 provide a mechanism for law enforcement agencies to require Comcast to preserve subscriber data until an appropriate legal order is obtained. No information can be released until Comcast receives a formal and valid legal request. The information will be retained for ninety days upon which, if no valid legal request is made, or no authorized ninety day extension is sought, the information will be permanently purged.

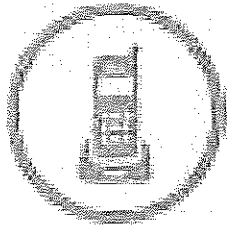
Pen Register / Trap and Trace Device

Title 18 U.S.C. § 3123 provides a mechanism for authorizing and approving the installation and use of a pen register or a trap and trace device pursuant to court order. All orders must be coordinated prior to submission to Comcast. Law enforcement will be asked to agree to reimburse Comcast's reasonable costs incurred to purchase and/or install and monitor necessary equipment. See "Reimbursement," below.

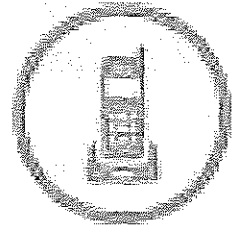
Quick Reference

The checklist below should function as a quick reference guide for producing a valid legal submission to Comcast and will help reduce processing time associated with overly broad or erroneous submissions.

- ✓ Verify that the IP address or e-mail address is registered to Comcast.
- ✓ Limit your request to no more than five IP address or email address elements per individual legal document (subpoena, warrant, order). This will allow us to manage your request more effectively and provide a quicker response.
- ✓ Include the IP address, email address, street address, phone number and all other pertinent information that would allow Comcast to adequately respond to your request.
- ✓ Include date and time of all incidents including seconds and time zone, i.e. 12 December 2007 @ 06:13:21 EST. State on your request specifically what you require Comcast to provide and be sure it conforms to what ECPA permits; overly broad requests often require additional follow up and may slow response time.
- ✓ Ensure that you have made the required certifications and complied with all applicable substantive and procedural requirements under the particular statutes or regulation authorizing your request. This will greatly enhance our ability to make a timely response.
- ✓ Ensure that you completely explain the nature and circumstances of any potential serious injury or death to justify an emergency disclosure.
- ✓ Ensure that all of your contact information is correct. Comcast will return legal requests via fax unless otherwise requested in the subpoena or order



Voice Compliance



Retention Policies

Call Detail Records

- Comcast maintains two years of historical call detail records (records of local and long distance connections) for our Comcast Digital Voice telephone service. This includes local, local toll, and long distance records. Comcast also currently provides traditional circuit-switched telephone service branded Comcast Digital Phone. Call detail records for this service are collected by AT&T and are available for approximately two years as well. To determine which type of service is involved, contact the Legal Demands Center—Voice and Video at 800-871-6298.

Account Records

- Account records are generally stored for approximately two years after the termination of an account. If the account has an outstanding balance due, records may be retained for a longer period of time.

Search Warrant

Law enforcement agencies can receive subscriber identification including:

- 1) Subscriber's name
- 2) Subscriber's address
- 3) Length of service including start date
- 4) Subscriber's telephone number, instrument number or other subscriber number or identity, including a temporarily assigned network address
- 5) Subscriber's Social Security number (if requested)
- 6) Means and source of payment for such service (including any credit card or bank account number)
- 7) Call detail records (records of local and long distance connections)

Preservation Request/ Backup Preservation Request

Title 18 U.S.C. §§ 2703(f) and 2704 provide a mechanism for law enforcement agencies to require Comcast to preserve subscriber data until an appropriate legal order is obtained. No information can be released until Comcast receives a valid legal request. The information will be retained for ninety days upon which, if no legal request is made or no authorized ninety day extension is sought, the information will be permanently purged.

Pen Register / Trap and Trace Device

Title 18 U.S.C. §§ 3122 and 3123. All orders authorizing or approving the installation and use of a pen register or a trap and trace device must be coordinated prior to submission to Comcast. Law enforcement will be asked to agree to reimburse Comcast's reasonable costs incurred to purchase and/or install and monitor necessary equipment. See "Reimbursement," below.

Wiretaps and Interception of Communications

Title 18 §§ 2510, 2516-19 authorizes orders for intercepting voice communications. All orders authorizing or approving the installation and use of a wiretap must be coordinated prior to submission to Comcast. Law enforcement will be asked to agree to reimburse Comcast's reasonable costs incurred to purchase and/or install and monitor necessary equipment. See "Reimbursement," below.

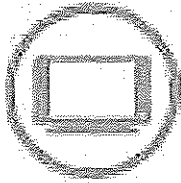
Foreign Intelligent Surveillance Act of 1978

Title 50 U.S.C. § 1801-1862 Submissions to Comcast should be coordinated with the FBI field office in Denver, CO. A Special Agent will be tasked to hand deliver

Quick Reference

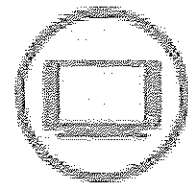
The check list below should function as a quick reference guide for producing a valid legal submission to Comcast and will help reduce processing time associated with overly broad or erroneous submissions.

- ✓ Verify that the telephone number is registered to Comcast.
- ✓ Include the telephone number, physical address, and all other pertinent information that will help Comcast to adequately respond to your request.
- ✓ State on your request specifically what you require Comcast to provide; we do not make assumptions about what information is being sought.
- ✓ Do not use language which is specific to one company. Use general terms such as "call detail records" rather than an acronym for call detail records that one company might use.
- ✓ Ensure that you completely explain the nature and circumstances of any potential serious injury or death to justify an emergency disclosure.
- ✓ Ensure that all of your contact information is correct. Comcast will return legal requests via fax unless otherwise requested in the order.



iv

Cable Television Compliance



iv

Appendix

If Comcast makes an emergency disclosure to your law enforcement agency or governmental entity pursuant to 18 U.S.C. § 2702(b) or § 2702(c), you agree that Comcast is entitled to reimbursement for costs and fees pursuant to 18 U.S.C. §2706. I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Printed Name

Signature

Title

Name of Agency/Governmental Entity

Address

Address

Telephone number

Fax number

(C) Disclosure of personally identifiable information

- (1) Except as provided in paragraph (2), a cable operator shall not disclose personally identifiable information concerning any subscriber without the prior written or electronic consent of the subscriber concerned and shall take such actions as are necessary to prevent unauthorized access to such information by a person other than the subscriber or cable operator.
- (2) A cable operator may disclose such information if the disclosure is--
 - (A) necessary to render, or conduct a legitimate business activity related to, a cable service or other service provided by the cable operator to the subscriber;
 - (B) subject to subsection (h) of this section, made pursuant to a court order authorizing such disclosure, if the subscriber is notified of such order by the person to whom the order is directed;
 - (C) a disclosure of the names and addresses of subscribers to any cable service or other service, if--
 - (i) the cable operator has provided the subscriber the opportunity to prohibit or limit such disclosure, and
 - (ii) the disclosure does not reveal, directly or indirectly, the—
 - (iii) extent of any viewing or other use by the subscriber of a cable service or other service provided by the cable operator, or
 - (iv) the nature of any transaction made by the subscriber over the cable system of the cable operator; or
 - (D) to a government entity as authorized under chapters 119, 121, or 206 of Title 18, except that such disclosure shall not include records revealing cable subscriber selection of video programming from a cable operator.

(d) Subscriber access to information

A cable subscriber shall be provided access to all personally identifiable information regarding that subscriber which is collected and maintained by a cable operator. Such information shall be made available to the subscriber at reasonable times and at a convenient place designated by such cable operator. A cable subscriber shall be provided reasonable opportunity to correct any error in such information.

(e) Destruction of information

A cable operator shall destroy personally identifiable information if the information is no longer necessary for the purpose for which it was collected and there are no pending requests or orders for access to such information under subsection (d) of this section or pursuant to a court order.

(f) Civil action in United States district court; damages; attorney's fees and costs; nonexclusive nature of remedy

- (1) Any person aggrieved by any act of a cable operator in violation of this section may bring a civil action in a United States district court.

Telecommunications Act of 1996, 47 U.S.C. § 222

(a) In general

Every telecommunications carrier has a duty to protect the confidentiality of proprietary information of, and relating to, other telecommunication carriers, equipment manufacturers, and customers, including telecommunication carriers reselling telecommunications services provided by a telecommunications carrier.

(b) Confidentiality of carrier information

A telecommunications carrier that receives or obtains proprietary information from another carrier for purposes of providing any telecommunications service shall use such information only for such purpose, and shall not use such information for its own marketing efforts.

(c) Confidentiality of customer proprietary network information

(1) Privacy requirements for telecommunications carriers

Except as required by law or with the approval of the customer, a telecommunications carrier that receives or obtains customer proprietary network information by virtue of its provision of a telecommunications service shall only use, disclose, or permit access to individually identifiable customer proprietary network information in its provision of (A) the telecommunications service from which such information is derived, or (B) services necessary to, or used in, the provision of such telecommunications service, including the publishing of directories.

(2) Disclosure on request by customers

A telecommunications carrier shall disclose customer proprietary network information, upon affirmative written request by the customer, to any person designated by the customer.

(3) Aggregate customer information

A telecommunications carrier that receives or obtains customer proprietary network information by virtue of its provision of a telecommunications service may use, disclose, or permit access to aggregate customer information other than for the purposes described in paragraph (1). A local exchange carrier may use, disclose, or permit access to aggregate customer information other than for purposes described in paragraph (1) only if it provides such aggregate information to other carriers or persons on reasonable and nondiscriminatory terms and conditions upon reasonable request therefor.

(d) Exceptions

Nothing in this section prohibits a telecommunications carrier from using, disclosing, or permitting access to customer proprietary network information obtained from its customers, either directly or indirectly through its agents--

- (1) to initiate, render, bill, and collect for telecommunications services;
- (2) to protect the rights or property of the carrier, or to protect users of those services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services;
- (3) to provide any inbound telemarketing, referral, or administrative services to the customer for the duration of the call, if such call was initiated by the customer and the customer approves of the use of such information to provide such service; and

(B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier;

except that such term does not include subscriber list information.

(2) Aggregate information

The term "aggregate customer information" means collective data that relates to a group or category of services or customers, from which individual customer identities and characteristics have been removed.

(3) Subscriber list information

The term "subscriber list information" means any information--

(A) identifying the listed names of subscribers of a carrier and such subscribers' telephone numbers, addresses, or primary advertising classifications (as such classifications are assigned at the time of the establishment of such service), or any combination of such listed names, numbers, addresses, or classifications; and

(B) that the carrier or an affiliate has published, caused to be published, or accepted for publication in any directory format.

(4) Public safety answering point

The term "public safety answering point" means a facility that has been designated to receive emergency calls and route them to emergency service personnel.

(5) Emergency services

The term "emergency services" means 9-1-1 emergency services and emergency notification services.

(6) Emergency notification services

The term "emergency notification services" means services that notify the public of an emergency.

(7) Emergency support services

The term "emergency support services" means information or data base management services used in support of emergency services.

[FNI] So in original. Probably should be "(h)(3)(A)".



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

Cricket Communications is pleased to announce a new, streamlined process for handling exigent and 911 calls. We have changed our forms and process to be very much like the other carriers, so there will be less confusion between all of us. We hope and anticipate this help the requests to be handled even more smoothly and expeditiously, and we look forward to working with you in our mutual desire to help people in need.

1. Request for Information for Call to 911:
 - A. Call Cricket at 858-882-9301, menu option 1, when a 911 call is received and no subscriber name or address can be obtained;
 - B. Use the attached form in all instances where verbal information is requested and received for subscriber name and address;
 - C. Identify your agency, and use the Cricket Password at the time of the call and follow with this completed form faxed to 858-882-9237 within one business day.
2. Request for Information/Action Made Pursuant to 18 U.S.C. 2702 (c) and/or State Statute ():
 - A. Call Cricket at 858-882-9301, menu option 1, when there is an exigent circumstance (not a straight unidentified 911 call as above in No. 1);
 - B. Identify yourself and your agency in detail for record-keeping purposes (this may require a callback to a main number to verify);
 - C. Tell the person who answers that you have an exigent situation;
 - D. Tell the person who answers exactly what type of action you need to have accomplished within the limits of what we can provide;
 - E. If there are questions as to what will be helpful and what is within our ability to provide, a law enforcement officer may need to be available to speak with us;
 - F. If an emergency intercept is requested, our CALEA worksheet will need to be submitted before we can proceed (as will be explained by our personnel);
 - G. Verify that a sworn law enforcement officer will sign the form and submit it within 24 hours;
 - H. Verify that a subpoena/search warrant/court order will be provided within 2 business days if required.

If there are questions, please contact Subpoena Compliance at 858-882-9301.



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!

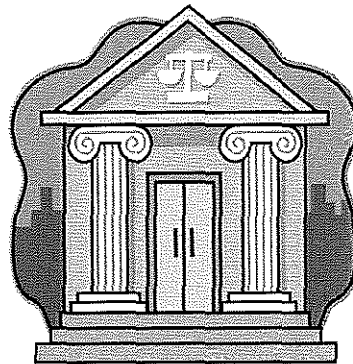
Subpoena & Court Orders

Nextel's Guide For Law Enforcement

August 01, 2003



Court Order Compliance



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Introduction

This Guide was prepared for Law Enforcement to facilitate the processing of subpoena requests and compliance with court orders for electronic surveillance directed to Nextel Communications, or any of its operating subsidiaries (collectively "Nextel"). This Guide references the Nextel points-of-contact that have been authorized to assist Law Enforcement with subpoena compliance, as well as with the provisioning of lawful interceptions of communications on Nextel's wireless networks. In addition, this Guide provides Law Enforcement with an overview of Nextel's current administrative practices and policies required to support these requests.

Any contacts made with, or information received from Nextel personnel other than those identified in this Guide for the subject matter identified, for the purposes indicated in this Guide, is neither authorized nor endorsed by Nextel. It is Nextel's policy to honor and act on only contacts made with and information received from identified, authorized contact persons.

Nextel Subpoena and Court Order Compliance Contacts

Law Enforcement should direct requests for subscriber information such as customer name, address, local and long distance telephone toll billing records; Fraudbuster Reports; Calls to Destination Searches; telephone number or other subscriber number or identity; subscriber's length of service, and types of services the subscriber utilizes. Submit request to:

Nextel Communications

Attention: Subpoena Compliance

2001 Edmund Halley Drive Mail stop 2E230

Reston, VA 20191

Contact Number: (703) 433-8860

Fax Number: (703) 433-8842

Law Enforcement should direct all inquiries regarding electronic surveillance, Title III, new court orders, court order extensions, court order cancellations, switch coverage, and real time location information to:

Nextel Communications

Attention: Law Enforcement Administrator

2001 Edmund Halley Drive Mail stop 2E200

Reston, VA 20191

Contact Number: (703) 433-4398

Fax Number: (877) 293-9824

Email: LEADMIN@Nextel.com

Hours of Operation

- Nextel Communications Subpoena Compliance Department will be staffed from 8:00 a.m. to 8:00 p.m. Monday through Friday (E.S.T)

Required Documentation for Subpoenas

Basic subscriber information will be provided to the LEA upon receipt of the proper legal process or authorization. Nextel toll records include airtime and local dialing information on the subscriber's invoice in addition to any long distance charges. Nextel subscriber's invoice will provide the subscriber's dialed digits. Incoming phone numbers will be marked INCOMING and the incoming callers phone number will not be displayed.

Deleted: Law Enforcemen

The Fraudbuster database is a tool utilized by Nextel for fraud detection. The Fraudbuster database maintains 30 days of call detail records of incoming and outgoing calls. The information is not considered a transitional record and Nextel does not guarantee the accuracy of the report.

Nextel will provide a Fraudbuster report to the LEA, only if the agency agrees to pay an additional fee of \$50.00 per number, per request. The LEA must specify in the subpoena "request to capture the incoming and outgoing call detail records thru the Fraudbuster Database". Nextel will not honor any request for incoming and outgoing call detail request without specifying Fraudbuster in the body of the subpoena. Nextel will not be able to process any request received outside of the data retention period of 30 days.

Deleted: law enforcement

Deleted: Law Enforcement

Nextel recycles phone numbers once a subscriber deactivates service. It is critical that all Subpoenas contain the Subscriber's PTN (the Nextel phone number assigned to the handset, including area code) and the relevant time frame of the requested information. This will insure that Nextel provides the correct subscriber information the agency is seeking.

Required Documentation for Court Orders

Deleted: ¶

The Nextel Law Enforcement Administrator will review all court orders to verify that the court order contains the necessary information required to comply with the desired surveillance request. It is imperative that all court orders contain accurate and valid information to facilitate the implementation of the court order.

All court orders submitted to Nextel **must** contain the following customer information:

- ◆ Subscriber's name and billing address if known
- ◆ Subscriber's PTN (the Nextel phone number assigned to the handset, including area code)

Also requested but not required:

- ◆ Subscriber's IMEI (International Mobile Equipment Identifier) and IMSI (International Mobile Subscriber Identifier).

If the customer information contained in the court order does not match the customer information found in the Nextel billing systems, Nextel will notify the LEA that the court order must be modified.

Deleted: Law Enforcement

In addition to accurate and valid customer information, it is imperative that the following information be included in the court order:

Deleted: Law Enforcementincludes

Charge for providing "real-time" location information (pinging a phone) - \$150 per ping
Charge for Call-to-Destination Searches or cell site information - \$125 per number, per request

Charge for providing call detail cell site support via reports from Nextel's fraud management system - **\$125 per target, per report**

Charge for providing call detail support via reports from Nextel's fraud management system - **\$50 per target, per report**

Additional Cost

In addition to the standard fees that are charged for the installation and maintenance of each electronic surveillance request, LEA's may also be requested to pay for the service and airtime charges that a subscriber incurs to keep the account active, if the account is delinquent or has been identified as a possible fraudulent account.

Deleted: Law Enforcemen

Court Order Duration

Nextel Communications, personnel capable of terminating access to a pen register, trap and trace or eavesdropping warrant are generally not on duty outside the hours of 8:00 am and 11:00 p.m. (E.S.T) Monday through Friday. Nextel will notify the LEA in writing that we intend to disable the surveillance access according to the instructions in the court.

Deleted: Exigent Circumstances
Absent a Court Order¶

¶ Only in the case of legally recognized emergency situations will Nextel process requests from law enforcement without an authorized court order. In the event Law Enforcement requires electronic surveillance or location information due to exigent circumstances, Law Enforcement will be required to complete and sign the Exigent Circumstances Form (see Attachment A). Upon completion, this form must be forwarded to the appropriate Nextel point-of-contact. A request can also be provided on the Agencies letterhead or fax cover sheet containing the target information and circumstances surrounding the exigency.¶

¶ The form should be forwarded to the on call Law Enforcement Administrator at the designated 24-hour fax. Nextel will not comply with any request for surveillance during exigent circumstances without a court order until Nextel has received the appropriate written request from Law Enforcement. ¶

¶ Law enforcement must provide the Nextel Law Enforcement Administrator with an authorized and valid court order within 48 hours of initiation of the associated surveillance activities. If ¶

Deleted: law enforcement agency

Technical Support for Electronic Surveillance

In the event that an LEA loses its Interconnect or Dispatch wiretap capability, the LEA should contact Nextel's Law Enforcement Administrator at (703) 433-4398. The Law Enforcement Administrator at Nextel will work with the LEA to determine whether the outage is due to the closure of a target account or a provisioning issue (i.e. termination of a warrant).

If the wiretap failure is due to a closed account or a provisioning issue, the Law Enforcement Administrator will advise the LEA accordingly.

If the wiretap failure is not due to a closed account or a provisioning issue, the Law Enforcement Administrator will open an internal trouble ticket and the appropriate Nextel personnel will be engaged to troubleshoot up to the LEA DMARC. Once the issue has either been resolved or ruled out by Nextel's engineers as a Nextel issue, the LEA will be contacted by the Law Enforcement Administrator and updated as to the findings. If the problem is identified to be on LEA's side (i.e. a LEM or LEAR failure), it is the LEA's responsibility to troubleshoot from the DMARC back to their collection facility.

In the event that the LEA needs to gain access to the Nextel MSO during normal business hours, Nextel Security and Fraud will coordinate the date and time of access to Nextel's MSO and MSO personnel will grant access to the facility provided that the LEA presents a picture ID for proper identification. No one may enter the Nextel MSOs without proper identification, or prior coordination with Nextel's Law Enforcement Administrator. If the failure is identified during non-business hours, Nextel will provide access to the MSO on the next business day. If the failure occurs during a live wiretap, Nextel will provide access to the MSO as soon as reasonably possible.



Receipt of Court Order Conformation

Date:

Fax Number:

Agency Name:

Contact Name:

Billing Address:

Target Number/IMSI:

Dispatch only: Warrant Case ID: _____ Surv. ID: _____ Surv. Password: _____

Dear Sir/Madam:

Nextel Communications has received a court order from your agency for the above telephone(s). Pursuant to United States v. Gangi, 33 F.Supp.2d 303 (S.D.N.Y. 1999) and according to your order Nextel calculates that the authorization for the court-ordered access will expire on the following date:

Your order states:

☐ from date of order ☐ from implementation ☐ when agency begins collecting

Your order was implemented on _____ @ _____ EST.

☐ Interconnect

☐ Digital Dispatch

Pen Register _____

Pen Register _____

Trap and Trace _____

Trap and Trace _____

Eavesdropping _____

Eavesdropping _____

Please be advised that Nextel Communications maintains regular business hours of 8:00 a.m. to 11:00 p.m. (E.S.T), Monday through Friday. In order to comply with the orders served upon Nextel Communications, Nextel will terminate access at the above referenced date and time unless Nextel is served with an extension order beforehand or the Court Order specifies an exact time the surveillance must be terminated.

Please verify the billing address listed above. Please contact our office via fax at (877) 293-9824 to update our records with the correct address if applicable.

Please feel free to contact a Law Enforcement Administrator at (703) 433-4398 if you have any questions.

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EXIGENT CIRCUMSTANCES FORM (Cont'd)

1. INFORMATION, FACILITIES OR TECHNICAL ASSISTANCE REQUIRED

Signature _____
(Name/Title/Law Enforcement Agency/Phone Number)

Electronic Surveillance Request Form

Agency Name: _____

Agency Contact: _____

Contact Phone #: _____ Fax #: _____

Type of Request: (check one)☐ Activate☐ Deactivate**Type of Surveillance: (check all that apply)**☐ Interconnect Pen Register/Trap and Trace☐ Interconnect Title III☐ Dispatch Pen Register☐ Dispatch Title IIIPlease provide dial up number: _____
circle one POTS line ISDN line**Nextel Target Information (** indicates a required field)******** Target Number: _____

IMEI / IMSI: _____

****** Activation Date: _____****** Expiration Date: _____**Billing Information**_____

A large, faint, stylized graphic of the Sprint logo, which consists of three curved, overlapping shapes, is positioned in the background behind the title text.

Sprint Legal Compliance Guidebook

TM

Sprint®

**Corporate Security
Legal Compliance
Version 1.0**

000054

Disclaimers

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**Copyright
Notice**

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**Changes to
Content**

Sprint reserves the right to change the content based on business requirements and law or industry changes. Sprint updates this document as changes occur and distributes it periodically, with additional releases for major changes as they occur.

Introduction

Overview

Using this Manual

This manual assists law enforcement agencies with understanding the processes and procedures Sprint uses to comply with legal demands for customer records. It includes:

- contact information
 - billing information
 - service of legal demands on Sprint
 - types of legal demands required
-

Suggestions

With the rapid development of new technologies and services and the continued expansion of its customer base, Sprint looks forward to nurturing good relationships with law enforcement agencies nationwide. Comments and suggestions for improvements are appreciated.

Disclosure of Information to Customers

Sprint created this handbook to assist LAW ENFORCEMENT. Please do not release to customers the information contained herein.

Contents

This publication contains the following topics:

Topic	See Page
Requests	7
Emergency Services	33
Trials and Appearances	36
Immediate Response Requests	38
Fees and Billing Information	39
Appendices	44

Requests

Overview

Introduction Sprint L-Site is an exclusive, secure system that enables law enforcement agencies to submit, track, and receive responses to legal demands online. With the appropriate legal demand, users can retrieve any customer records and information the company maintains in the normal course of business. The typical response time to non-emergency requests varies from one to seven business days, depending on the type of legal demand and information sought.

Subpoena Compliance responds to requests for historic information. Records are deliverable via L-Site, fax, email, US Mail or FedEx.

Electronic Surveillance responds to requests involving exigent circumstances or for real-time information.

Fees may apply to certain requests.

Contents This section contains the following topics:

Topic	See Page
L-Site	8

L-Site, Continued

Security Features

Secure Access

Sprint provides agencies with the following for use with L-Site:

- A user name
- A password
- A Public Key Infrastructure (PKI) Certificate. The PKI Certificate is unique to each user and computer and is required to access L-Site.

Secure Encryption

L-Site uses Secure Socket Layer (SSL) encryption for all transactions between the user and the site. Entering, uploading or downloading information and documents occurs in a secure encrypted tunnel between the user computer and the L-Site server.

Secure Administration

L-Site uses a delegated security model for administration of agency and user accounts. Sprint creates a master administrative account for an agency or recognized subdivision of an agency. Once that account is established, the account administrator from the agency may add new users or modify the roles of existing users at his/her discretion and convenience.

Privileges that administrators may grant to users include:

- Access to only those documents the user submitted
- Access to all documents submitted by users in the master account
- Read-only access to review but not modify requests

Continued on next page

Request Types

Introduction

Overview

The following part describes:

- the request types processed by Legal Compliance
- the type of legal demand required to authorize the request
- what the response to a valid request will contain
- the wording to use in the legal demand to place each type of request

Locating a Request Type

Browse the following pages of request types or use the table below to navigate to a specific type of request.

Topic	See Page
Basic Subscriber Information	12
Expanded Subscriber Information	13
Call Detail Records without Cell Site Information	14
Call Detail Records with Cell Site Information	15
Billing Records	16
IP Information	17
Payment Information	18
Shipping Information	19
Calls to Destination	20
Long-Distance Trace	21
Tower Search	22
Retail Store Surveillance Tapes	23
Pursuant to Court Order Requests	24
Account Takeover	25
Location-Based Services (GPS)	26
Pen Register/Trap and Trace	27
Wiretap/Title III	28
Contemporaneous Billing Records	29
Stored Electronic Communication	30
Per Call Measurement Data	31
*57 for Cable	32

Expanded Subscriber Information

What it contains

- Subscriber Name
 - Subscriber Date of Birth
 - Subscriber Credit Information
 - Driver's License Number (DL)
 - Subscriber Address
 - Billing Address
 - Date of Account Activation
 - Electronic Serial Number (ESN)
 - Social Security Number
-

What is required

A subpoena or court order is required.

How to request it in the legal demand

Please provide expanded subscriber information for [telephone or other identifier] from [beginning of desired date] to [end of desired date].

Legal Compliance provides Expanded Subscriber Information in response to requests that specifically ask for Subscriber Date of Birth, Credit Information, and/or Social Security Number.

Note: If no date range is provided, Legal Compliance will provide expanded subscriber information as of the date of the legal demand.

Call Detail Records with Cell Site Information

What it contains

Sprint PCS (CDMA) Numbers

- Incoming and outgoing digits with date, time, and corresponding cell site information of calls as far back as mid-November 2007. For older record requests, Legal Compliance can provide bill reprints, which contain only outgoing call information and no cell site information.

Nextel (iDEN) Numbers

- Incoming and outgoing digits with date, time, and corresponding cell site information of calls for the most recent 18 months. For records older than 18 months, Legal Compliance can provide bill reprints, which contain only outgoing call information and no cell site information.
 - This includes direct connect as well as interconnect call information.
-

What is required

A court order or other legal demand signed by a judge is required.

How to request it in the legal demand

Please provide all incoming and outgoing calls and cell site information for this number, [*telephone or direct connect number*], from [*beginning of desired date range*] to [*end of desired date range*].

Note: If no date range is provided, Legal Compliance can supply no information.

IP Information

What it contains

- User ID, date and time stamps associated with an Internet Protocol (IP) Address.
 - IP Addresses and/or Uniform Resource Locators (URL) visited
-

What is required

A subpoena or court order is required.

How to request it in the legal demand

Please provide the User ID associated with IP Address [*IP address*], from [*beginning of desired date range*] to [*end of desired date range*].

Please provide records of all IP/URL's visited by User ID [*User ID*], from [*beginning of desired date range*] to [*end of desired date range*].

Note: If no date range is provided, Legal Compliance can supply no information.

Shipping Information

**What it
contains**

- Information on where merchandise was delivered.
-

**What is
required**

A subpoena or court order is required.

**How to request
it in the legal
demand**

Please provide shipping information for [*Account or Telephone Number*], from [*beginning of general desired date range*] to [*end of general desired date range*].

Note: If no date range is provided, Legal Compliance can supply no information.

Long-Distance Trace

What it contains

- Incoming digits and subscriber information on requested calls.
-

What is required

A subpoena or court order is required.

How to request it in the legal demand

Please provide the trace results for a call that was received on this long-distance line, [*Telephone Number*], at this date and time, [*desired date*] and [*desired time*].

Note: If no date range is provided, Legal Compliance can supply no information.

Retail Store Surveillance Tapes

What it contains

- A DVD of available video footage from retail store cameras.
 - Some store locations have footage available in-store and on VHS.
-

What is required

A subpoena or court order is required.

How to request it in the legal demand

Please provide available video from the Sprint retail store located at *[address and, if known, store number]* on *[desired date]* between the hours of *[start of desired time range]* to *[end of desired time range]*.

Note: If no date range is provided, Subpoena Compliance can supply no information.

Account Takeover

What it contains

- Grants a law enforcement agency the ability to assume financial liability of a subscriber's account, which may prevent the phone from being disconnected due to nonpayment.
 - This does not guarantee protection from account suspension.
 - Under certain circumstances, this may be apparent to the subscriber.
 - This is typically included in a pen register or wiretap order.
-

What is required

A court order or other legal demand signed by a judge is required.

In addition:

A completed Account Takeover Agreement Form is required.

Notice about "Hotlined" or Suspended Accounts

Although it is possible, Electronic Surveillance does NOT recommend an account takeover of hotlined or suspended accounts. The subscriber knows the service is suspended for nonpayment and may become suspicious when service is restored without payment.

How to request it in the legal demand

[*Law Enforcement Agency*] will assume financial responsibility for phone number, [*target number*]. Please make every effort to keep [*target number and/or account*] active for the duration of the order.

Note: Due to the automated system features and the number of individuals involved in collections, finance and fraud, Sprint PCS cannot guarantee that an account will remain active once this procedure has taken place.

Pen Register/Trap and Trace

What it contains

- Real-time incoming and outgoing digits.
 - Cell site information is provided only when authorized.
-

What is required

A court order is required. The subscriber information, if provided in the order, must be correct.

In addition:

A completed CALEA coversheet is required. The requestor must have a CALEA feed established.

How to request it in the legal demand

Please install a Pen Register/Trap & Trace on [*telephone number*] based on [*federal or state statute*].

Contemporaneous Billing Records

What it contains

- Incoming and outgoing digits
 - Cell site, text and ReadyLink services provided if specified in the court order
 - Typically requested when law enforcement has no CALEA feed
 - *This is not real-time.*
-

What is required

A court order is required.

How to request it in the legal demand

Please provide contemporaneous billing reports for [telephone number] for the time frame [start date] to [end date].

Per Call Measurement Data

What it contains

- 14 days of historical location information for Lucent market (other vendors to be added).
-

What is required

A court order or other legal demand signed by a judge is required.

In addition:

A completed Stored Communications Request Form is required.

How to request it in the legal demand

Please provide a per call measurement report for [*target number*] for the timeframe [*start date*] to [*end date*].

Note: If no date range is provided, Legal Compliance can supply no information.

Emergency Services

Overview

Introduction

Sprint has established procedures to assist Public Safety Answering Point (PSAP) officials and law enforcement during emergency situations. Depending on the situation, Sprint can provide subscriber information, call detail records, cell site information, precision location of mobile device (GPS), real-time pen register, or real-time audio interception (wiretap).

Contents

This section contains the following topics:

Topic	See Page
Emergency Exigent Circumstances Requests	34
911 Emergency Calls	35

911 Emergency Calls

911 Emergency Calls

PSAP officials requiring assistance with 911 calls made by Sprint and Nextel mobile devices or third-party 911 calls relating to a Sprint or Nextel customer are to contact the Electronic Surveillance Group.

A 911 call MUST have been placed for information to be released.

To initiate 911 emergency call procedures, please contact the Electronic Surveillance Group at 800-877-7330.

Overview, Continued

**Advanced Notice
and
Requirements
for Appearances**

Because of Sprint's nationwide network presence, there is a large demand for appearance services.

Appearance Type	Minimum Notice Required
Legal Proceedings	2 Weeks
Workshops and Seminars	4 Weeks

Note: The requestor is responsible for prepaid travel arrangements in order to guarantee an appearance.

**To Contact the
Trial Team**

To coordinate an appearance or for more information about appearances, please contact the Trial Team at 913-315-8775 or email estrialteam@sprint.com. Subpoenas and other documents may be sent via fax to 816-600-3131.

Fees and Billing Information

Electronic Surveillance Fees and Billing

Overview

Sprint's fee schedule reflects the reasonable costs associated with providing services and information.

Contents

Topic	See Page
Electronic Surveillance Billing Information	40
Electronic Surveillance Fee Schedule	41
Subpoena Compliance Fees and Billing	43

Electronic Surveillance Fee Schedule

**Account
Takeover**

A base fee of \$300.00 per target applies, plus the difference in the account balance between the start of surveillance period and the time of takedown.

Note: For accounts that are "hotlined" or suspended

Although it is possible, Electronic Surveillance does NOT recommend an account takeover of hotlined or suspended accounts. The subscriber knows the service is suspended for non-payment and may become suspicious when service is restored without payment.

Note: For accounts not "Hotlined"

Due to the automated system features and the number of individuals involved in collections, finance and fraud, Sprint PCS cannot guarantee that an account will remain active once this procedure has taken place.

**Court-Ordered
Telecommu-
nications
Records and/or
Contemporane-
ous Billing
Records (USC
2703)**

Electronic Surveillance will provide the records on a reasonable schedule, up to every other day, for a fee of \$50.00 each time records are sent.

**Pen
Register/Trap
and Trace or
Title III
Wiretap**

The initial fee for a pen register/trap and trace or Title III wiretap is \$400.00 per target per market area per technology.

This covers the cost of installation of the Mobile Directory Number (MDN) or target number in the switches of the subscriber's home market area.

If the law enforcement agency requests implementation of the MDN in a switch outside the target's home market, Sprint will charge an additional \$400.00 installation fee per target per market area outside of the subscriber's home market area, up to a maximum of \$2000.00.

Note: To ensure the receipt of all appropriate messages, the target must be built at least in the home market.

Continued on next page

Subpoena Compliance Fees and Billing

Overview

The Subpoena Compliance Group will bill reasonable fees consistent with state and federal laws.

Billing Procedure

Step	Action
1	When a fee must be charged for the production of records, Subpoena Compliance sends a Fee Authorization Request Form to the requestor prior to supplying the records.
2	The requestor must indicate on the form whether s/he would like to modify the request, proceed with the original request, or cancel the request altogether.
3	The requestor then signs and returns the form to Subpoena Compliance.
4	If the requestor modifies or continues with the original request, Subpoena Compliance will send an invoice after producing the requested records.

For questions concerning fees and billing associated with Subpoena Compliance requests, please contact the analyst that processed the case.

Trial and Other Appearance Fees

Custodians of Records

Subpoena Compliance may provide a Custodian of Records upon request to interpret records. The requestor is responsible for payment of travel and boarding expenses prior to the appearance and for the reimbursement of related expenses after the appearance.

Expert Witnesses

The person acting as Custodian of Records at a trial is a foundational witness. If in-depth information about technical processes (such as radio frequency engineering) is required, an expert witness may be needed.

Appendix A – Miscellaneous Requests and Contacts

Boost Mobile Phone Records

No verification process exists for prepaid accounts; therefore, subscriber information may be inaccurate or incomplete.

Payment information is also available; however, this information, while accurate, may be incomplete. Because Boost Mobile accounts are prepaid, no bill reprints are available.

Subpoena Compliance can provide call detail records for Boost accounts for the most recent 24-month period.

Should you have any questions or further inquiries, please contact Sprint Legal Compliance at 800-877-7330.

Personnel Records for Sprint Employees

For personnel records for Sprint employees, please contact the Legal Department at 866-299-7725.

Miscellaneous Contacts

Contact	Telephone
Sprint Legal Department – Call Legal Compliance	800-877-7330
Fraud Management for Customers	888-788-0788
Fraud Management for Law Enforcement	913-315-6957
Long Distance Service for Customers	888-255-2099
Sprint PCS Customer Care	888-211-4727

Appendix B – Frequently Asked Questions, Continued

What types of information can be retrieved from Sprint's systems, and for what period of time is such information available?

The following table describes the types of information available in Sprint's systems and the period of time for which the information is stored.

Type of Information	Sprint (CDMA)	Nextel (iDEN)
Subscriber Information	In Perpetuity	In Perpetuity
Call Detail Information	From mid-November 2007 to Present	24 Months
Push-to-Talk/Direct Connect Dispatch Records	From mid-November 2007 to Present	24 Months
Bill Reprints	Seven Years	Seven Years
Payment Information	In Perpetuity	In Perpetuity
Cell Site Information	From mid-November 2007 to Present	24 Months
Internet History Detail	60 Days (IP and Web Sites)	N/A
IP Address Customer Information	Depends upon Service Type: <ul style="list-style-type: none">• Broadband Wireless (In Perpetuity)• SprintLink (In Perpetuity)• Sprint PCS IP (30 Days)	N/A

Continued on next page

Appendix B – Frequently Asked Questions, Continued

What is the standard turnaround time of a request?

Requests to Sprint receive priorities to expedite the production of records in response to court orders and grand jury subpoenas. Beyond this prioritization, requests are fulfilled in the order in which Sprint receives them. Using L-Site can lead to faster processing.

How can I reduce the time required to process my request?

- Use specific and plain wording to describe your request (avoid legal or telecommunications jargon).
 - Provide as much identifying information as possible.
 - Make sure the request is appropriately and clearly signed.
 - Do not send multiple requests at one time. Combine only related requests (for instance, all pursuant to court order requests for a particular court order may be sent together in one request).
 - Use specific date ranges. Avoid requesting information “through the present date.”
 - If information through the compliance date is required, state that in the request.
 - Use the Exigent Request process for emergencies and the Immediate Response Request process for expedited service.
-

Appendix C – Glossary of Terms, Continued

Exigent Circumstances	Global Positioning System. The GPS the system is a group of satellites that make it possible for GPS-equipped receivers to pinpoint their exact location on the planet. GPS reception is available on CDMA and iDEN phones.
GPS	Global Positioning System. The GPS the system is a group of satellites that make it possible for GPS-equipped receivers to pinpoint their exact location on the planet. GPS reception is available
iDEN	Integrated Digital Enhanced Network. A Motorola technology used on the legacy Nextel network.
IMEI	International Mobile Equipment Identity. A factory-installed unique serial number that identifies each iDEN phone. On CDMA phones, it's called an ESN.
LBS	Location-Based Services, such as GPS
LDD	Long Distance Division
MDN	CDMA acronym for Mobile Directory Number. The iDEN acronym equivalent is PTN. See <u>PTN</u> .
MSID	the subscriber's unique identifier in their phone and on the CDMA network. It may or may not be the same as the PTN and is systematically assigned during an activation, PTN change, or MSID change

Continued on next page

Appendix C – Glossary of Terms, Continued

Stored Electronic Communication	Text message, photo, video, and other types of files stored on the subscriber's phone and/or on remote servers after the transmission of the file has taken place
Subscriber	The person who holds an account for services with Sprint
Subscriber Information	Information pertaining to the customer or the services s/he receives from Sprint
T3 or TIII	See <u>Wiretap</u> .
Trap and Trace	See <u>Pen Register</u> .
UFMI	A Urban Fleet Member ID. The number used to identify a phone in Direct Connect mode. Similar to a phone number for interconnect calls.
Wiretap/Title III	A concealed listening or recording device connected to a communications circuit.

Appendix D – Sample Forms, Continued

CALEA Cover Sheet



Sprint Nextel
6480 Sprint Parkway
Overland Park, KS 66251
Office: (888) 877-7330 Fax: (913) 315-0818

Corporate Security
Electronic Surveillance

CALEA Coversheet

FAX TO: 913-315-0818

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

Target's Telephone Number (please check one) ☐ 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: _____ (Pen) Surveillance termination date: _____

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

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

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 ☐ Separated
☐ ISDN ☐ Combined ☐ Separated

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)

Public Routable IP Address: _____ Port: 13131

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

Continued on next page

Appendix D – Sample Forms, Continued

Precision Location Request Form



PRECISION LOCATION REQUEST FORM

DO NOT FAX BEFORE CALLING THE SECURITY LINE!!!!

Corporate Security 1-888-877-7330, Option 1 Emergencies & Option 4 Electronic Surveillance
FAX all requests to Sprint Corporate Security at: **913-315-0818**

****Please fax in agency coversheet along with this form ****

PLEASE PRINT

LAW ENFORCEMENT AGENCY (LEA): _____

LEA ADDRESS: _____

LEA PHONE NUMBER: () _____ FAX #: () _____

AGENT'S NAME: _____

AGENT'S TITLE: _____ BADGE #: _____

SUPERVISOR'S NAME: _____

SUPERVISOR'S PHONE #: () _____

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

I, agent listed above in AGENT'S NAME, hereby certify that I have been granted authority by the above-mentioned LEA to authorize Sprint to bill LEA listed above for recovery of administrative fees.

Fee schedule: \$25 for initial location plus \$20 per additional location provided.

NOTE: Fee applies if location is provided. Location includes cell site, sector, or longitude and latitude regardless of radius of return. Radius of return is the accuracy of location provided in meters. No location fees apply when Subscriber Consent Form accompanies this form.

Customer phone number: () _____ Customer Name: _____

NOTE: Real time precision location information requires a Court Order or customer approval.

The Court Order, Exigent, or Subscriber Consent Form for Location MUST BE faxed with this completed form to 913-315-0736 as soon as it is officially signed.



Law Enforcement Legal Compliance Guide

8/03/06

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VERIZON Compliance Contacts

Office name	Function	Mailing Address	Hours	Telephone #	Fax #
Verizon Communications - Landline, Internet, and Verizon Business (fMCI) services					
Security Control Center (SCC) Electronic Surveillance (ESAT)	<ul style="list-style-type: none"> Emergency requests from Law Enforcement Electronic surveillance: court orders, wire tap, pen traps Legal demands for IP information Call center for Verizon Security incident reporting After-hours call center for all Security groups 	Verizon Security Control Center HQD03A78 P.O. Box 152092 Irving, TX 75015-2092	24 x 7 365 days	800-483-0722	800-997-9981
Legal Compliance (LC) Subpoena Compliance	<ul style="list-style-type: none"> Legal Requests – (Subpoenas, Court Orders, Search Warrants) for telephone, employee and other miscellaneous records. 				
<ul style="list-style-type: none"> West 	Telephone records for (*CA, DC, DE, FL, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, <u>VA</u> , WA, WI, WV) Employee and other Verizon records for ALL states. Verizon Business records.	Verizon (* name of state) Legal Compliance Custodian of Records 2701 South Johnson St. San Angelo, Texas 76904	Mon - Fri 8:00 AM - 4:30 PM EST, CST, MST, PST	888-483-2600	Routine records & Special Computer Searches: 325-949-6916 325-947-3022
<ul style="list-style-type: none"> East 	Telephone records for (*CT, MA, MD, ME, NH, NJ, NY, RI, VT)	Verizon (* name of state) Legal Compliance Custodian of Record 140 West St, 21 st Floor New York, NY 10007	Mon - Fri 8:00 AM - 4:30 PM EST	888-483-2600	Routine records: 212-221-4577 212-221-7561 Special Computer Searches: 410-393-6062
Unlawful Call Center (UCC)					
<ul style="list-style-type: none"> West 	Unlawful Call investigations in the following states: CA, FL, ID, IL, IN, MI, NC, NV, OH, OR, PA, SC, TX, VA, WA, WI	Verizon West Unlawful Call Center MC-TXD01613 2701 S. Johnson San Angelo, TX 76904	Mon - Fri 8:30 AM - 5:00 PM EST, CST, MST, PST	800-257-2969	325-944-5681
<ul style="list-style-type: none"> East 	Unlawful Call investigations in the following states: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV	Verizon East Unlawful Call Center Room 400 185 Franklin Street Boston, MA 02110	Mon - Fri 8:30 AM - 5:00 PM EST	800-518-5507	617-743-7486
<ul style="list-style-type: none"> VZ Business (fMCI) 	Unlawful Call investigations for Verizon Business	Verizon Business Unlawful Call Center 6415-6455 Business Center Dr Highlands Ranch, CO 80130	Mon - Fri 8:30 AM - 5:00 PM EST, CST, MST, PST	800-333-0309	303-305-1861
Telecommunications Fraud Group	Telecommunications Fraud investigations	Verizon Security Fraud P.O. Box 110 Tampa, FL 33601 MC – FLTC0021	Mon – Fri 7:30 AM - 4:00 PM EST	866-768-4338	813-224-9239
Verizon Airfone Legal Compliance	Subpoenas and court orders for Airfone records	Verizon Airfone Inc. 2809 Butterfield Rd Oak Brook, IL 60522	Mon – Fri 8:00 AM - 5:00 PM CST	630-586-1184	630-573-9456
Verizon Wireless Legal Compliance	Subpoenas and court orders for Verizon Wireless records	Cellco Partnership d/b/a Verizon Wireless Custodian of Records 180 Washington Valley Road Bedminster, NJ 07921	Sun – Sat 7:00 AM – 8:00 PM EST Exigent Situations 24 x 7	800-451-5242	Subpoenas: 888-667-0028 Court orders: 908-306-7491

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Electronic Surveillance Assistance Team (ESAT) 800-483-0722

The Verizon Electronic Surveillance Assistance Team processes all court ordered traps and traces, DNR/Pen Registers, Feature Checks, Caller ID, Title 3 Oral Intercepts, FISA Orders, CALEA Solutions and 48 Hour Emergency Court Orders.

Court Orders

Verizon's ESAT is the recipient of court ordered requests for pen registers, trap & trace, and/or wire intercepts. Verizon cannot provide information that is not specific to the court order. Court orders must provide all information that is required by Verizon to fulfill the order.

Typically, all court orders should include the following information:

- Verizon must be instructed to furnish specific information, facilities, and technical assistance necessary to accomplish the installation of the pen register, wire intercept or trap and trace device.
- If known, the identity of the person(s) whose name is associated with the telephone line or other facility that is the target of the intercept and the person who is the subject of the criminal investigation.
- List telephone number only once, and if multiple numbers then reference target numbers 1, 2, etc. If known, the physical location of the telephone line to which the pen register or trap and trace device is to be attached, or the place where authority to intercept is granted. The identity of the agency authorized to intercept the communications, and the identity of the agency to be billed for any charges associated with providing technical assistance.
- A non-disclosure statement directing Verizon not to disclose the existence of the court order to any persons, unless ordered by the court.
- A signature by the proper authority.

Please note the Verizon Policies with regard to all court orders:

- Verizon does not provide Law Enforcement with any equipment such as DNRS (Dial Number Recorders) /Pen Registers, or Caller ID (CND) Blocking units.
- Verizon does not allow any equipment to be connected inside Central Offices.
- Verizon will accept court orders via facsimile, mail or in person.
- Court order extensions are to be provided to Verizon Security prior to the expiration date of the original order, for the interception to continue uninterrupted. **It is Law Enforcement's responsibility to submit court order extensions prior to the expiration date.**
- You will receive a bill from Verizon Security for all court order services provided. You may also receive a separate bill from the Verizon Business Office for any additional services (B1 line / Circuit).

Surveillance Camera Requests

Verizon requires a court order for any attachments to Verizon owned poles, including surveillance cameras. For installations involving connection to the Verizon network, on a pole that is wholly owned by another utility company, Verizon requires a letter from the utility, advising that they have approved the LEA installation. At the federal level the All Writs Act, 28 USC Section 1651, provides a basis for court orders for surveillance cameras.

Court Order Charges (Charges are based per telephone number)

Charges are subject to change without prior notice

FUNCTION	CHARGE
COURT ORDER PROCESSING FEE: (Per telephone number)	\$50
TRAP & TRACE	
Trap Set-Up Fee: (Per Event)	\$50
Recurring Daily Charge	\$10
(Estimated Price: Court Order Process fee \$50 + Trap set-up fee \$50 + Daily trap fee (\$10 X 60 days) = \$700)	
CALLER ID ADDED TO TARGET NUMBER	\$50
CUSTOMER FEATURE CHECKS (Per Event)	
Call Forwarding Check, Speed Dial List	\$25
Engineered Circuits/B1/Dry Pair for DNR:	Tariff rate per state

COURT ORDER EXTENSIONS must be received before the original order expires to avoid being billed another court order processing fee.

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Telecommunications Fraud 866-768-4338

The term "telecommunications fraud" is used to describe a variety of illegal activities, the purpose of which is to obtain and use telephone services without paying for them. It is a multi-billion-dollar problem throughout the telecommunications industry. There are many types of fraud, which both local and long distance providers experience on a daily basis. The various types of fraud that Verizon Security Telecommunication Fraud investigates include, but are not limited to the following:

Types of Fraud	Description
Billing Evasion	Illegal access and use of telephone services to avoid payment
Call Forwarding	Illegally forwarding a subscriber's telephone service to a target telephone number
Call Sell Operations	Illegal telephone service activity facilitated by an organized crime ring
Calling Card	Illegal use of a subscriber's calling card
Clip-On	Illegal hook-up/connection and use of a subscriber's telephone line
Identify Theft	Illegal use of someone's personal information to obtain telephone service
PBX Intrusion	Illegal access and use of a business subscriber's PBX system
Social Engineering	Illegally obtaining personal/credit information from subscribers by callers who misrepresent themselves
Subscription	Illegal obtaining of telephone service via false information
Third Party Billing	Illegal billing of third party calls to a subscriber
Voice Mail Intrusions	Illegal access and use of voice mail systems

VERIZON AIRFONE 630-586-1184

Verizon Airfone provides in-flight phone services on certain airlines.

Requests for Airfone call record information via Subpoenas, Search Warrants, Court Orders and Summonses can be forwarded to:

Primary

Peggy Kasallis
Executive Assistant
Verizon Airfone Inc
2809 Butterfield Rd.
Oak Brook, IL 60522

E-mail : peggy.kasallis@verizon.com

Telephone: 630 586-1184
Fax: 630 573-9456

Alternate

Robert Combs
Director Operations
Verizon Airfone Inc
2809 Butterfield Rd.
Oak Brook, IL 60522

rob.combs@verizon.com

630 575-1287
630 573-0150

Requests may be submitted Monday through Friday 8:00 AM – 5:00 PM CST.

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Electronic Surveillance Fee Schedule²*****Verizon Wireless' Surveillance Fees are Prorated*****

Type of request	Fee
Force to analog (Lucent)	\$25.00 per request
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 \$1,750.00 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 \$1,250.00 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 \$1,000.00 monthly service and maintenance fee per target for 3+ switches
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

²Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

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VERIZON CORPORATE SECURITY
Legal Compliance
P.O. Box 1001, MC - TXD01813
San Angelo, TX 76902
Phone: 888-483-2600

March 30, 2010

To: Law Enforcement Agencies

Re: Verizon Landlines in AZ, ID, IL, IN, MI, NC, NV, OH, OR, SC, WA, WI and a portion of CA

Effective Thursday, April 1, 2010, there will be a new address and telephone number for handling your legal compliance needs in the states of AZ, ID, IL, IN, MI, NC, NV, OH, OR, SC, WA, WI and a portion of CA, specifically the cities of Alpine, Blythe, Coleville, Crescent City, Earp, Gasquet, Havasu Lake, Hiouchi, Klamath, Orick, Palo Verde, Parker Dam and Smith River.

- All legal requests (subpoenas, court orders, search warrants, etc.) must be directed to:

Telephone Number: 888-637-9625
Fax Number: 425-258-9379
Address: Verizon North Central Security
P.O. Box 1003, MC - WA0102SE
Everett, WA 98206-1003

- All 911 emergency requests, bomb threats, life threatening calls, and court orders requesting electronic surveillance (DNR) must be directed to:

Telephone Number for **Law Enforcement Agencies only**: 866-351-8483
Fax Number: 425-258-9379

- Customers who have active traps on their lines for tracing or Call Trace cases regarding unlawful or unwanted telephone calls must be directed to:

Telephone Number: 888-637-9625

Respectfully,

Verizon Legal Compliance

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verizonwireless

Law Enforcement Resource Team
(LERT)

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LERT Mission

The Verizon Wireless LERT is dedicated to responding to all lawful process for business and customer information. We assist law enforcement personnel and members of the legal community in a professional, knowledgeable and expeditious manner while maintaining the privacy and security of business and customer information. We provide informational presentations for law enforcement organizations and associations to further demonstrate our commitment and support of public safety.

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Distribution Limited to Law Enforcement

General Information

- Company Name: Cellco Partnership d/b/a Verizon Wireless
- Mailing Address:
Verizon Wireless
Attn: Custodian of Records
180 Washington Valley Road
Bedminster, NJ 07921
- Normal Hours of Operation: 7am-8pm Sun-Sat
- Exigent Situations: 24x7 on-site (prompt "4", should also be used for emergencies that may result in loss of information)

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Distribution Limited to Law Enforcement

LERT Fax Numbers

- Subpoenas & Search Warrants:
 - **(888) 667-0028**
- Court Orders:
 - **(908) 306-7491**
 - **(908) 306-7492**
- Exigent:
 - **(908) 306-7501**



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Distribution Limited to Law Enforcement

Subpoena Group

- Responsible for all subpoenas, search warrants and the coordination of court appearances
- Goals
 - Subpoenas & Search Warrants – 14 days or within compliance time frame
 - To accommodate same or next day emergency requests (volumes permitting)

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Distribution Limited to Law Enforcement

Types of Readily Available Information

Type of information	Current Retention
Subscriber - post paid	Typically 3-5 yrs*
Call detail records/cell sites	1 rolling year
Text message detail	1 rolling year
Text message content	3-5 days
IP session information	1 rolling year
IP destination information	30 days
Pictures	Only if on web site**
Bill copies - post paid	Last 12 months
Payment history - post paid	Typically 3-5 yrs*

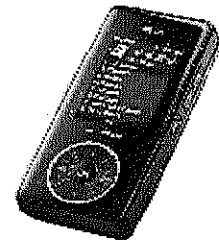
*may vary by former company

**customer can add or delete pictures at any time

Distribution Limited to Law Enforcement

Information Stored in the phones

- Dependent in some cases on make and model
- Managed by person in possession of phone
- Types of information:
 - Text messages
 - Contact list/information
 - Calendar/schedule
 - Pictures
 - Downloads from internet (i.e., games, ring tones)
 - Dialed numbers
 - Incoming numbers



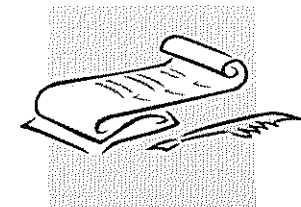
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Distribution Limited to Law Enforcement

Court Ordered Surveillances

- Fax required worksheet along with court order
 - Names of authorized points of contact
 - Address (street, city, state and zip code)
 - Billing contact name and number
- All court orders must have a complete worksheet with set-up and billing information when faxed in order to be processed in a timely manner



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Distribution Limited to Law Enforcement

CALEA (cont'd)

- Switched Services
 - Include Nortel and Lucent
 - Call Identifying Information, Call Content, Short Message Service, Dial-up Data and WAP 1.0 are subject to surveillance from the switch or an adjunct platform
- Broadband Services
 - VZW provides lawful intercept for Broadband Services
 - The IAPs provide the DF a copy of all packets to and from the target based on the IP assigned to the MIN of target

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Distribution Limited to Law Enforcement

Solutions Implemented by Verizon Wireless

Requirement	FCC Target Date	VZW Completion Date
Circuit Switched J-STD-025	June 30, 2002	2Q 02
Punchlist capability J-STD-025A	June 30, 2004	May 2004
Packet Data J-STD-025B	May 14, 2007	March 2005
Push to Talk over Cellular TIA-1072	May 14, 2007	December 2006

Distribution Limited to Law Enforcement

Tracking/Location Information

- Cell site, sector and approximate distance is available for recently completed calls and text messages
- Cell site and sector information is available for completed calls for a rolling 365 days.
- 9-1-1 calls are Phase II compliant but output delivered is dependent on the answering point's equipment
- Cannot obtain information in a timely manner for a call in progress if the mobile number is unknown

Distribution Limited to Law Enforcement

Sample Call Detail w/ Cell Sites

Switch	Date	Time	Orig C/G	Term C/G	Dir	MDN	Called #	ESN	CPN	Szr
Plymouth_Meeting2	7/13/2006	11:10:32	0	640	MF	6103607662	6103607662	2a0ab6c3	6103607662	43
Branchburg1	7/13/2006	11:10:26	292	1900	MO	6103607662	*86	2a0ab6c3	6103607662	44
Branchburg1	7/13/2006	11:00:45	250	292	MT	6103607662	6103607662	2a0ab6c3	6103609438	24
Plymouth_Meeting2	7/13/2006	11:00:45	0	640	MF	6103607662	6103607662	2a0ab6c3	6103609438	71
Branchburg1	7/12/2006	16:07:42	126	1901	MO	6103607662	6103609438	2a0ab6c3	6103607662	4665
Branchburg1	7/11/2006	18:09:39	250	292	MT	6103607662	6103607662	2a0ab6c3	6103609438	3347
Branchburg1	7/11/2006	15:31:31	294	689	MO	6103607662	9083067788	2a0ab6c3	6103607662	98
Branchburg1	7/11/2006	15:31:04	294	603	MO	6103607662	9083097788	2a0ab6c3	6103607662	2
Branchburg1	7/11/2006	15:30:27	294	603	MO	6103607662	9083097788	2a0ab6c3	6103607662	24
Branchburg1	7/11/2006	15:30:11	294	602	MO	6103607662	9085913523	2a0ab6c3	6103607662	5
Branchburg1	7/11/2006	10:03:15	250	292	MT	6103607662	6103607662	2a0ab6c3	9088126899	1538
Branchburg1	7/11/2006	9:27:30	250	292	MT	6103607662	6103607662	2a0ab6c3	9083067496	15

Distribution Limited to Law Enforcement

Sample RTT

Date *	Access Time	Call End Time *	Call Length (sec)	ESN	Subscriber #	Entry Type *	Init Cell	Init Sector	Access Dist (mi)	Last Cell	Last Sector
4-Apr	53:50.3	54:55.7	65.4	1438dac0	9084488669	Term	168	3	1.1	106	1
2-Apr	27:54.2	29:11.8	77.6	1438dac0	9084488669	Orig	292	2	0	292	2
1-Apr	25:42.5	26:44.8	62.4	1438dac0	9084488669	Orig	293	1	0.3	293	2
1-Apr	24:52.7	25:18.5	25.9	1438dac0	9084488669	Term	293	1	0.8	293	1
31-Mar	38:13.6	38:39.4	25.8	1438dac0	9084488669	Term	138	1	0.6	138	1
31-Mar	02:06.8	03:05.8	59	1438dac0	9084488669	Orig	14	1	0.8	14	1
31-Mar	20:24.7	20:31.6	7	1438dac0	9084488669	Orig	3	1	1.9	3	1
31-Mar	52:35.5	01:35.4	539.9	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	34:29.7	51:44.8	1035.1	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	34:13.1	34:13.1	0	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	32:49.6	33:55.8	66.2	1438dac0	9084488669	Term	0	0	0	0	0
30-Mar	33:55.7	33:55.7	0	1438dac0	9084488669	Term	138	1	0	138	1
30-Mar	32:46.8	33:54.0	67.2	1438dac0	9084488669	Orig	138	1	0.4	138	1
30-Mar	29:45.4	32:34.0	168.6	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	29:57.0	29:57.0	0	1438dac0	9084488669	Term	138	1	0	138	1
30-Mar	28:40.1	29:06.1	26	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	19:22.2	19:48.1	25.9	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	12:07.4	12:33.4	26	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	58:07.3	59:58.1	110.8	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	55:59.3	57:37.1	97.8	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	45:29.6	55:34.0	604.4	1438dac0	9084488669	Term	138	1	0.6	138	1
30-Mar	00:45.2	14:46.0	840.8	1438dac0	9084488669	Orig	138	1	0.4	138	1
30-Mar	26:05.8	37:39.4	693.6	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	25:02.6	25:42.9	40.3	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	43:02.2	55:28.4	746.2	1438dac0	9084488669	Term	138	1	0.4	138	1
30-Mar	41:35.3	42:44.2	69	1438dac0	9084488669	Term	138	1	0.4	138	1
30-Mar	14:52.4	20:28.5	336.2	1438dac0	9084488669	Orig	272	3	3.2	272	3
30-Mar	14:52.4	14:52.4	0	1438dac0	9084488669	Term	0	0	3.2	0	0
30-Mar	14:20.4	14:48.3	27.9	1438dac0	9084488669	Term	0	0	0	0	0

Distribution Limited to Law Enforcement

Sample CSG Report

Destination IP Addresses Captured During an Internet Session

Mobile IP Address	Conn Start Date/Time	Duration	Dest IP Address	Ip Stats Upload Cnt	Ip Stats Download Cnt
75.207.161.57	7/2/2008 2:14	0	209.170.115.104	88	48
75.207.161.57	7/2/2008 2:14	0	64.236.115.12	1496	3033
75.207.161.57	7/2/2008 2:14	0	209.62.176.115	88	48
75.207.161.57	7/2/2008 2:14	4	206.46.230.134	1008	4246
75.207.161.57	7/2/2008 2:14	300	69.78.96.14	71	236
75.207.161.57	7/2/2008 2:14	2	209.62.182.190	716	887
75.207.161.57	7/2/2008 2:14	4	209.170.115.104	1420	15312
75.207.161.57	7/2/2008 2:14	4	209.170.115.104	1400	13275
75.207.161.57	7/2/2008 2:14	4	206.46.230.134	1860	9263
75.207.161.57	7/2/2008 2:14	1	206.46.230.68	1581	413
75.207.161.57	7/2/2008 2:14	12	206.46.232.39	12867	56132
75.207.161.57	7/2/2008 2:14	1	206.46.232.39	3156	5208

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Distribution Limited to Law Enforcement

Sample PoC Detail

<u>Switch</u>	<u>PTT SID</u>	<u>Target MDN</u>	<u>Source MDN</u>	<u>GMT Offset</u>	<u>Call Start Date/Time</u>	<u>Dur</u>	<u>Outbound Octet Cnt</u>	<u>Inbound Octet Cnt</u>	<u>User Name</u>	<u>PTT Control Switch</u>	<u>PTT Src Type</u>
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 15:37	0	219	201	9086250473 @vzw3g.com	anjtmдах	3
PTT_Plym outhMtg	22	9086250473	9089302020	- 14400	10/21/2008 15:32	33	8190	4913	9086250473 @vzw3g.com	WMTPP AAA	1
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 14:31	0	168	203	9086250473 @vzw3g.com	anjtmдах	3
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 14:31	0	218	200	9086250473 @vzw3g.com	anjtmдах	3
PTT_Ann apolisJct	22	9086250473	9086250473	- 14400	10/21/2008 11:38	63	12551	12319	9086250473 @vzw3g.com	anjtmдах	1

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Distribution Limited to Law Enforcement

Sprint Nextel Legal Compliance 2009-106447
 6480 Sprint Parkway, 2nd Floor **Brenda Green**
 Overland Park, KS 66251 Electronic Surveillance Tech
 Office: (888) 877-7330
 Fax: (816) 600-3100

MANDATORY INFORMATION
FOR EXIGENT CIRCUMSTANCE REQUESTS
 Agency cover sheet must be faxed with this form
Call Sprint Corporate Security before faxing this form.

Fax all requests to Sprint at 816-600-3100
Emergency Contact: 1-888-877-7330 Press Emergency Options

PLEASE PRINT

LAW ENFORCEMENT AGENCY (LEA) Concord Police Dept.
 ADDRESS OF LEA 41 W. Cabarrus Ave. Concord, NC
 PHONE NUMBER OF LEA 704-920-5071 FAX # 704-786-1199
 AGENT'S TITLE & Name Detective BADGE # 4861
 AGENT'S E-Mail hathcoj@ci.concord.nc.us
 SUPERVISOR'S NAME Det. Willem SUPERVISOR'S PHONE # 704-920-5047

I hereby certify that I have been granted authority by the above-mentioned LEA to determine and declare an exigent situation involving:

- ☒ a) immediate danger of death or serious bodily injury to any person;
- ☐ b) conspiratorial activities characteristic of organized crime;
- ☐ c) an immediate threat to a national security interest.

Below is my description of the exigent situation that requires Sprint Nextel to respond immediately (please include the **Sprint Nextel phone number** or any other relevant information):

SPRINT NEXTEL PHONE NUMBER or CUSTOMER NAME: [REDACTED]

EXIGENT DESCRIPTION: see attached.

I am requesting that Sprint Nextel provide the following service(s) (mark all that apply):

- ☐ Subscriber Information
- ☐ Call Detail Records (within the past week)
- ☐ Call Detail Records with cell site information (within the past week)
- ☒ Precision Location of mobile device (GPS Location)
- NOTE: Law Enforcement Agent MUST call for each GPS attempt.**
- ☐ Real-time audio interception (wiretap) * ‡ - Applicable Fees apply.
- ☐ Real-time Pen Register, Trap & Trace * ‡ - Applicable Fees apply.
- ☐ Other, please specify: _____

* You must have access to CALEA delivery capability with Sprint.

‡ Pursuant to Title 18 United States Code §2518, §2701, and §3125 all electronic surveillance and location information assistance will terminate if the appropriate legal demand or customer consent is not received within 48 hours. The valid legal demand or customer consent should be faxed to Sprint/Nextel.

***I Det. J.B. Hathcock declare under penalty of perjury

SIGNATURE

Det. J.B. Hathcock

that the foregoing is true and correct. Executed on: May 27, 2009 ***

DATE

000151

Sprint Nextel Legal Compliance 2009-110788
6480 Sprint Parkway, 2nd Floor William E. Thomas
Overland Park, KS 66251 Electronic Surveillance Tech
Office: (888) 877-7330
Fax: (816) 600-3100

MANDATORY INFORMATION
FOR EXIGENT CIRCUMSTANCE REQUESTS
Agency cover sheet must be faxed with this form
Call Sprint Corporate Security before faxing this form.

Fax all requests to Sprint at **816-600-3100**

Emergency Contact: **1-888-877-7330 Press Emergency Options**

PLEASE PRINT

LAW ENFORCEMENT AGENCY (LEA) Concord Police Department
ADDRESS OF LEA 41 Cabarrus Ave W.
PHONE NUMBER OF LEA (704) 920-5014 FAX # (704) 786-1191
AGENT'S TITLE & Name Det. Mike Wilson BADGE # 4863
AGENT'S E-Mail wilsonm@ci.concord.nc.us
SUPERVISOR'S NAME D.R. Wilhelm SUPERVISOR'S PHONE # (704) 920-8047

I hereby certify that I have been granted authority by the above-mentioned LEA to determine and declare an exigent situation involving:

- a) immediate danger of death or serious bodily injury to any person;
- b) conspiratorial activities characteristic of organized crime;
- c) an immediate threat to a national security interest.

Below is my description of the exigent situation that requires Sprint Nextel to respond immediately (please include the **Sprint Nextel phone number** or any other relevant information):

SPRINT NEXTEL PHONE NUMBER or CUSTOMER NAME: [REDACTED]

EXIGENT DESCRIPTION: see Attached

I am requesting that Sprint Nextel provide the following service(s) (mark all that apply):

- ☒ Subscriber Information
- ☐ Call Detail Records (within the past week)
- ☐ Call Detail Records with cell site information (within the past week)
- ☒ Precision Location of mobile device (GPS Location)
- NOTE: Law Enforcement Agent MUST call for each GPS attempt.**
- ☐ Real-time audio interception (wiretap) * ‡ - Applicable Fees apply.
- ☐ Real-time Pen Register, Trap & Trace * ‡ - Applicable Fees apply.
- ☐ Other, please specify: _____

* You must have access to CALEA delivery capability with Sprint.

‡ Pursuant to Title 18 United States Code §2518, §2701, and §3125 all electronic surveillance and location information assistance will terminate if the appropriate legal demand or customer consent is not received within 48 hours. The valid legal demand or customer consent should be faxed to Sprint/Nextel.

***I M. E. Wilson declare under penalty of perjury

SIGNATURE

that the foregoing is true and correct. Executed on: 06-02-09 ***
DATE

000152

Invoice Date: June 21, 2011

Invoice Number: 66615

Bill To:

CONCORD PD 28026
BRIAN SCHIELE
41 CABARRUS AVE WEST
CONCORD NC 28026



National Compliance Center

Phone: 1-800-635-6840

Fax: 1-888-938-4715

EFT (Electronic Fund Transfer)

Tax ID Number - 91-1379052

D&B Number - 130598238 SUPO

Bank Name - Bank Of America

Bank Routing Number - 111000012

Bank Account Number - 3751632054

Cage Code

Cage Code - 3L6E3

D&B Number - 130598238 SUPO

Invoice

LEA TRACKING NUMBER(S)

File Code

947780

Court Issued Number:

LEA Tracking Number:

Component	Target Number	Description/Duration	Units/Days	Price	Amount
Location Activation Fee		6/17/11-6/18/11	1.0	\$100.00	\$100.00
Location Daily Fee		6/17/11-6/18/11	1.0	\$25.00	\$25.00

Subtotal \$125.00

Payments Received - \$0.00

Total Due **\$125.00**

*7-20-2011 R&T
From Det. Schiele*

DTL

000153



National Compliance Center

Phone: 1-800-635-6840

Fax: 1-888-938-4715

Federal Tax ID: 91-1379052

Please mail payment to:*

11760 US HIGHWAY 1, SUITE 600
NORTH PALM BEACH, FL 33408-3029

*** Electronic Funds Transfer:**

Tax ID Number - 91-1379052

D&B Number - 130598238 SUPO

Bank Name - Bank Of America

Bank Routing Number - 111000012

Bank Account Number - 3751632054

Invoice Date: June 21, 2011

Invoice Number: 66615

File Code: 947780

Due Date	Amount Due	Amount Paid
Upon Receipt	\$125.00	\$ _____

Remitted By: CONCORD PD 28026
BRIAN SCHIELE
41 CABARRUS AVE WEST
CONCORD NC 28026

Cage

Cage Code - 3L6E3

D&B Number - 130598238 SUPO

We accept Credit Card Payments. If paying by credit card please fill out the form below and fax to 1-888-938-4715 for processing.

If paying by any other method please return this remittance slip with your payment.

PLEASE NOTE: Transactions on your credit card statement will appear as "AT&T POS".

Credit Card Number

Printed Name

Address for Credit Card

Signature

EXP DATE

Credit Card Type (Visa, MasterCard, Amex, etc)

Name As It Appears on the Credit Card

City/State/Zip Code for Credit Card

Date

000154