



City of Hickory
Post Office Box 398
Hickory, NC 28603
Phone: (828) 323-7564
Fax: (828)323-7550
Email: adula@hickorync.gov

Legal Department

September 7, 2011

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

Re: 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."

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

Any such items in the possession of our office in writing, if any, are enclosed with this letter. If no such items are enclosed, this office does not have any such items in writing.

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 Municipal Governments 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 dated May 19, 2009 and 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 a request for information and does not describe a "public record" as defined in N.C. Gen. Stat. § 132-1. If it is intended to be a request for a public record, it is insufficiently specific to identify what record is being requested. Records relating to this issue that are a



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"record of criminal investigation" or a "record of criminal intelligence information" are not subject to public access under N.C. Gen. Stat. § 132-1.4 and do not have to be disclosed. If the request is revised to describe the specific records requested, we will review any records that correspond to the revised request to determine whether or not they may be released.

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

This is a request for information and does not describe a "public record" as defined in N.C. Gen. Stat. § 132-1. If it is intended to be a request for a public record, it is insufficiently specific to identify what record is being requested. Records relating to this issue that are a "record of criminal investigation" or a "record of criminal intelligence information" are not subject to public access under N.C. Gen. Stat. § 132-1.4 and do not have to be disclosed. If the request is revised to describe the specific records requested, we will review any records that correspond to the revised request to determine whether or not they may be released.

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

This is a request for information and does not describe a "public record" as defined in N.C. Gen. Stat. § 132-1. If it is intended to be a request for a public record, it is insufficiently specific to identify what record is being requested. Records relating to this issue that are a "record of criminal investigation" or a "record of criminal intelligence information" are not subject to public access under N.C. Gen. Stat. § 132-1.4 and do not have to be disclosed. If the request is revised to describe the specific records requested, we will review any records that correspond to the revised request to determine whether or not they may be released.

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

This is a request for information and does not describe a "public record" as defined in N.C. Gen. Stat. § 132-1. If it is intended to be a request for a public record, it is insufficiently specific to identify what record is being requested. Records relating to this issue that are a "record of criminal investigation" or a "record of criminal intelligence information" are not subject to public access under N.C. Gen. Stat. § 132-1.4 and do not have to be disclosed. If the request is revised to describe the specific records requested, we will review any records that correspond to the revised request to determine whether or not they may be released.

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

If any such documents are in the possession of our office, they are enclosed, except for any such documents that: (1) have been sealed by court order, (2) are protected by Article 16 of Chapter 15A of the North Carolina General Statutes, Electronic Surveillance Act, or (3) are search warrants that have not yet been served and returned to the Clerk of Court.

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



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This is not a request for a "public record" as defined in N.C. Gen. Stat. § 132-1. If our office has previously compiled a list of such "statistics," the previously compiled statistics are enclosed. If none have been previously compiled, none are enclosed.

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

This is a request for information and does not describe a "public record" as defined in N.C. Gen. Stat. § 132-1.

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

Any such items in the possession of our office are enclosed. If no such documents are enclosed, our office has no such items in our possession.

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

If any such "communications" or invoices are in our possession and not prohibited from disclosure by Article 16 of Chapter 15A of the General Statutes, Electronic Surveillance Act, they are enclosed but may have been redacted to remove any information pursuant to N.C. Gen. Stat. § 132.1.4 that is a "record of criminal investigation" or a "record of criminal intelligence information." If no such documents are enclosed, our office has no such items in our possession.

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

If any such "communications" are in our possession and not prohibited from disclosure by Article 16 of Chapter 15A of the General Statutes, Electronic Surveillance Act, they are enclosed but may have been redacted to remove any information pursuant to N.C. Gen. Stat. § 132.1.4 that is a "record of criminal investigation" or a "record of criminal intelligence information." If no such documents are enclosed, our office has no such items in our possession.

Sincerely,


Arnita M. Dula, Staff Attorney
City of Hickory

Cc: Tom Adkins, Chief of Police



Cellular Telephone Emergency Contact List – By Company



Subscriber Information : 436-5911
Alltel Emergency Services: 866-820-0429 or 0430
 Subpoena Compliance: 602-452-8405
 Fax: 602-452-8359
 4805 E Thistle Landing Dr.
 Suite 100
 Phoenix, AZ 85044



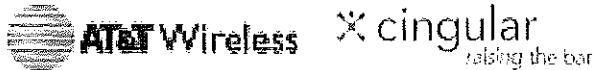
1-800-635-0304 for non-emergency
206-541-9574 (after hours and emergency only)
 425-586-8997 (Subpoena Fax)
 Attn: Fraud Department
 3650 131st Ave SE Suite 400
 Bellevue, WA 98006



1-800-877-7330 (choose emergency option)
 Exigent form filled out and faxed
 Sprint Subpoena Compliance
 Mail Stop KSOPHM0216-2B700
 6480 Sprint Parkway
 Overland Park, Kansas, 66251
 (fax 913-315-0736)



Emergency 703-433-4398
 703-433-8860 (Subpoena Compliance Dept.)
 703-433-8842 (Fax Number)
 2000 Edmund Halley Dr,
 Mail Stop D3-2
 Reston, VA 20192



Cingular Wireless
 National Subpoena Compliance Center
 801 Northpoint Parkway
 West Palm Beach, FL 33407
 Phone: (800) 635-6840
 Fax: (888) 938-4715
Emergency (800) 635-6840 Option 4



Emergency : 630-875-8270
 US Cellular – Fraud Department
 1 Pierce Place Suite 800
 Itasca, IL 60143
 630-875-8270
 Fax 630-875-8243



858-882-9301 (choose emergency option)
 1-858-882-9301 (Subpoena Compliance)
 1-858-882-9237 (FAX)
 Cricket Communications
 Attn:Custodian of Records
 10307 Pacific Center Ct.
 San Diego. CA 92121



Law Enforcement Relations
 4 Sylvan Way
 Parsippany, NJ 07054
Phone 973-292-8911
 Fax 973-292-8697



CellCo Partnership
 dba Verizon Wireless,
 Attn: Custodian of Records
 180 Washington Valley Rd
 Bedminster, NJ 07921
Voice Number 800-451-5242
 Fax Number (Subpoena) 888-667-0028
 Fax Number (Court Order) 908-306-7491/7492



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.



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REQUEST FOR INFORMATION FOR CALL TO 911

TO: **Cricket Communications; Denali Spectrum; LCW Wireless**
Custodian of Records
5887 Copley Drive
San Diego, CA 92111
Phone: (858) 882-9301 press "1" Fax: (858) 882-9237

RE: Cellular No: () -

Our agency received a call from the above Cricket phone number and needs subscriber name and/or address. The nature of the call is as follows:

From: Information for verification purposes:

Name: _____ Rank/Title: _____

Law Enforcement
Agency: _____

Address: _____

Phone No: _____ Fax No: _____

Cricket PassCode: _____

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

Requesting officer/agent signature: _____

Date: _____



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Requesting officer/agent signature: _____

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

IMMEDIATE DANGER OF LOSS OF LIFE OR GREAT BODILY HARM

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

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

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

From: Information for verification purposes:

Name: _____ Title/Badge #: _____

Law Enforcement Agency: _____

Address: _____

Phone No: _____ Fax No: _____

Email: _____

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

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

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

Date: _____



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Law Enforcement Legal Compliance Guide

Table of Contents

VERIZON COMPLIANCE CONTACTS	3
VERIZON COMMUNICATIONS (LAND LINES / IP)	4
LANDLINE EMERGENCY REQUESTS - SCC 800-483-0722	4
IP / INTERNET SERVICES 800-483-0722	4
ELECTRONIC SURVEILLANCE ASSISTANCE TEAM (ESAT) 800-483-0722	5
LEGAL COMPLIANCE 888-483-2600	6
UNLAWFUL CALL CENTER (UCC) 800-257-2969-WEST, 800-518-5507-EAST, 800-333-0309-VERIZON BUSINESS (PMCI)	6
TELECOMMUNICATIONS FRAUD 866-768-4338	7
VERIZON AIRPHONE 630-586-1184	7
VERIZON WIRELESS 800-451-5242	8
DOCUMENT PRODUCTION GENERAL FEE SCHEDULE – CRIMINAL ¹	8
AREA CODE REFERENCE	10

8/03/06

1

2

Verizon Communications (LAND LINES / IP)

Landline Emergency Requests - SCC 800-483-0722

The Verizon Security Control Center (SCC) is a 24/7 365-day operation that provides assistance for Verizon Communications (does not include Wireless and Airfone) with regard to **Emergency/Life Threatening** situations such as 911 traces, active traces, last call buffers, subscriber information, Presidential traps and hostage/barricades.

Hostage / Barricade Assistance

Options available to Law Enforcement in a Hostage / Barricade Situation:

- a. Operator Breakthrough
 1. If the Target Number is busy and LEA needs to break the line, contact the Local Verizon Operator to perform the breakthrough. LEA should dial "0" and give operator "code red" or "911" as code so LEA will not be charged for this service.
- b. Change Target Number / Remove Calling Features
 1. Changes the Target Number to prevent any incoming calls. New phone number will be given to Law Enforcement only. Also, calling features will be removed so the barricaded subject will not be able to utilize for their advantage.
- c. Deny Origination
 1. Prevents any outgoing calls being made from the target location.
 2. Cannot have a Ringdown if you have Deny Origination.
- d. Ringdown
 1. If the Target Number picks up the phone to dial out, then it will automatically ring the number designated for Law Enforcement.
 2. Ringdowns can be performed to Landlines or Cell Phones.
 3. Cannot have Deny Origination if you have Ringdown.
- e. Force Out of Service
 1. If the Target Number is busy when LEA attempts to call, then the number can be forced out of service to terminate the service, therefore disconnecting the call. The number will then be forced back into service, so LEA can make contact.
- f. Digital Tone
 1. Sends a 3-decibel sound on the phone line to irritate the subject so they hang up the phone.
 2. Only available on certain switches.

Information needed from Law Enforcement:

- a. Phone number(s) of barricade location.
- b. Address of barricade.
- c. Dispatch number of LEA agency for verification.
- d. Name and can be reached number for LEA agent on site.

If unable to provide a Phone number and the Address is invalid:

- a. Provide a phone number of a neighbor or business on the same street.
- b. Provide a phone number or name of apartment complex.
- c. Advise if the city could possibly be different.
- d. If possible provide a direction on the street.

Note: VZ Security has no control over defective customer Premise Equipment (telephones, inside wiring, jacks, telephone drops).

IP / Internet Services 800-483-0722

Verizon Internet Services (aka Verizon Online) provides wholesale online dial-up, remote Internet access and high bandwidth dedicated access. In order to respond to a legal demand for IP information, the following information is required to obtain accurate results:

- Internet Protocol ("IP") address
- Date of connection
- Time of connection
- Time zone (time zone information is critical, as the time zone is determined by the machine on which the connection is logged, regardless of the geographic location of the machine or of the end user).

Verizon cannot provide information that is not specific to the legal request. Please be specific when requesting information. A court order is required for content information.

VERIZON Compliance Contacts

Office name	Function	Mailing Address	Hours	Telephone #	Fax #
Verizon Communications - Landline, Internet, and Verizon Business (MCI) 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 41 Security groups 	Verizon Security Control Center HDD33A78 P.O. Box 152002 Irving, TX 75015-2002	24 x 7 365 days	800-483-0722	800-697-8061
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. 	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, MDT, PDT	800-483-2600	Routine records & Special Computer Searcher 325-949-6916 325-947-3022
• West	Telephone records for (CA, DC, DE, FL, ID, IL, IN, MI, NC, NY, OH, OR, PA, SC, TX, VA, WA, WI, WV) Employee and other Verizon records for ALL states. Verizon Business records.	Verizon (name of state) Legal Compliance Custodian of Records 140 West St, 21 st Floor New York, NY 10007	Mon - Fri 8:00 AM - 4:30 PM EST	800-483-2600	Routine records; 212-221-4577 212-221-7551
• East	Telephone records for (CT, MA, MD, ME, NH, NJ, NY, RI, VT)	Verizon (name of state) Legal Compliance Custodian of Records 140 West St, 21 st Floor New York, NY 10007	Mon - Fri 8:00 AM - 4:30 PM EST	800-483-2600	Special Computer Searcher 410-309-5652
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, NY, OH, OR, PA, SC, TX, VA, WA, WI • East Unlawful Call Investigations in the following states: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV 	Verizon West Unlawful Call Center MC-7XDD1613 2751 S. Johnson San Angelo, TX 76904	Mon - Fri 8:30 AM - 5:00 PM EST, CST, MDT, PDT	800-257-2660	325-944-5081
• VZ Business (MCI)	Unlawful Call Investigations for Verizon Business	Verizon East Unlawful Call Center Room 400 185 Franklin Street Boston, MA 02110	Mon - Fri 8:30 AM - 5:00 PM EST	800-318-5507	617-743-7466
• VZ Business (MCI)	Unlawful Call Investigations for Verizon Business	Verizon Business Unlawful Call Center 6415-6450 Business Center Dr Highlands Ranch, CO 80130	Mon - Fri 8:30 AM - 5:00 PM EST, CST, MDT, PDT	800-333-0000	303-305-1001
Telecommunications Fraud Group	Telecommunications Fraud investigations	Verizon Security Fraud P.O. Box 110 Tampa, FL 33601 ME - FL700021	Mon - Fri 7:30 AM - 4:00 PM EST	800-705-4338	813-224-9239
Verizon Airfone Legal Compliance	Subpoenas and court orders for Airfone records	Verizon Airfone Inc. 2800 Biberfeld Rd Oak Brook, IL 60522	Mon - Fri 8:00 AM - 5:00 PM CST	800-585-1184	630-673-9450
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 Basking Ridge, NJ 07921	Sun - Sat 7:00 AM - 8:00 PM EST Exigent Situations 24 x 7	800-451-5242	Subpoenas: 888-667-0026 Court orders: 888-309-7491

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.

Legal Compliance 888-483-2600

The Verizon Legal Compliance Team is a point of contact for processing legal requests concerning telephone records as set forth in Title 18, United States Code, Section 2703(c)(2). The requests processed by Legal Compliance are generally for basic telephone information including subscriber (name and address), billing information, and usage/toll records which are billed to the customer. The team also handles requests for miscellaneous records, special computer searches, employee records and records for Verizon Business.

Special Computer Searches (formerly known as nfiles, AMA searches, data dumps UMS searches and tap edits)

Special Computer Searches are processed to identify available incoming or outgoing calls for a particular telephone number on a specific day or period of time. There is a charge for this service because records of these calls are not kept in the normal course of business. The governing statute is 18USCS §2706(a). A Special Computer Search will produce a report displaying the date, time and duration of the available calls found. Originating numbers displayed on the report must be verified with all companies. Calls carried by other carriers should be confirmed with that carrier.

Legal Compliance Charges

Charges are subject to change without prior notice

Service	Charges
Legal document responses	\$0.10 per screen print
Diskette/CD	\$10 processing fee
Special Computer Searches	\$150.00 per telephone number per day regardless of results. Charge is inclusive of incoming and outgoing calls, regardless of whether you request both or just one way.

Unlawful Call Center (UCC) 800-257-2969-West, 800-518-5507-East, 800-333-0309-Verizon Business (FMCI)

Verizon Unlawful Call Center (UCC) handles unlawful calls and refers unwanted calls (misdirected/telemarketers) to the service center listed on the customer's telephone bill. The UCC only investigates a complaint of unlawful calls when the customer files a telephone harassment complaint with their local law enforcement agency. The results of a UCC investigation will only be released to a law enforcement agency. Customers should contact their local Law Enforcement prior to contacting the UCC for emergency situations to life threats, bomb threats, kidnappings, missing persons and runaways. Law Enforcement should then contact the UCC for assistance; if after hours, holidays or weekends Law Enforcement can contact the SCC at 800-483-0722.

- A successful case for both the UCC West and Verizon Business (FMCI) offices is determined by three "matched" (originating from the same telephone number) traced calls.
- A successful case in the UCC East office is determined by two "matched" (originating from the same telephone number) traced calls.
- Requests for information pertaining to an emergency threat to life will be processed after one call is traced or trapped.
- Calls carried by other carriers should be confirmed with that carrier. Originating numbers must be verified with all companies.

Call Trace - Verizon provides Call Trace for customers to initiate their own trace by dialing *57 (or pressing 1157 for rotary telephones) immediately after a call has been completed and before another call is received. Upon completion of a successful trace, Verizon records the caller's telephone number, date and time of the call in its switch. This service is available in most central offices. Call Trace is the most reliable method of tracing calls. There is a charge that varies by state for using this service.

Manual Trap - Manual traps are only an option when call trace (*57) is not available to the customer.

Verizon can program a switch to "trap" call information for a particular telephone number if Call Trace is not available. Once the trap has been placed on the line, and the customer has reported the date and time of the call, the centers can search for the reported call in their system.

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	Alternate
Peggy Kasallis Executive Assistant Verizon Airfone Inc 2809 Butterfield Rd. Oak Brook, IL 60522	Robert Combs Director Operations Verizon Airfone Inc 2809 Butterfield Rd. Oak Brook, IL 60522
E-mail : peggy.kasallis@verizon.com	rob.combs@verizon.com
Telephone: 630 586-1184	630 575-1287
Fax: 630 573-9456	630 573-0150

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

VERIZON WIRELESS 800-451-5242

General Information for serving subpoenas, search warrants and court orders:

Corporate name: Celco Partnership d/b/a Verizon Wireless
Mailing address: 180 Washington Valley Road
Attn: Custodian of Records
Bedminster, NJ 07921

Contact number: 800-451-5242. (press "1" for general information, press "2" for subpoenas, press "3" for court orders and press "4" for EXIGENT situations)

Hours: Subpoenas normal business hours: 7 a.m. - 8 p.m. Sunday - Saturday
Court Orders normal business hours: 7 a.m. - 8 p.m. Sunday - Saturday
Exigent situations 24X7: Prompt "4" on 800-451-5242

Fax numbers: 888-667-0028 for subpoenas and search warrants
908-306-7491 & 908-306-7492 for court orders and exigent situations

Please be very specific with your requests and the timeframe for which you need the information. Do not include such wording as "any and all records" as this is much too broad a statement.

Subscriber:	name, address, social security number, contact numbers, activation date and number of mobiles on the account for the current subscriber unless a timeframe specified
Tolls:	date, time, number dialed and the length of call for outbound calls; only non-restricted inbound call numbers
Call Detail Records:	date, time and length of call for outbound and inbound calls; captures outbound digits and inbound call numbers
Calls to a Number:	date, time and length of calls for all mobiles that called a specific destination number
Location:	cell site that handled the call (requires a court order)
Features:	list of the features on the customer's phone
Payment history:	date, source and amount of payments
ESN:	electronic serial number of the device

Effective August 1, 2006

Document Production General Fee Schedule – Criminal¹

Type of Request	Fee
Subscriber	No charge
Call detail/tolls/bill copies	No charge
Payment history	No charge
Copy of service application (when available)	No charge
Check copy or credit card number (when available)	\$35.00
Call detail report with cell site information within 30 days	\$1.00 per day per number
Call detail report with or cell site information over 30 days	\$5.00 per day per number
All mobiles that called a number within 30 days	\$1.00 per day per number
All mobiles that called a number over 30 days	\$5.00 per day per number
Voicemail pass code reset	\$50.00 per reset
Cell site call searches	\$30.00 per hour (length of request) per cell site if in Legal Dept. systems \$60.00 per hour (length of request) per cell site if has to be researched by Network Dept. (\$15.00 min. per site regardless)
Expert testimony	\$125.00 per hour

¹Billing may be subject to adjustment based on applicable laws. Rates are subject to change.

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.

Area Code reference

201 New Jersey	303 Colorado	415 California	541 Oregon	661 California	780 Alberta	878 Pennsylvania
202 Washington DC	304 West Virginia	416 Ontario	551 New Jersey	662 Mississippi	781 Massachusetts	880 Paid 800 Service
203 Connecticut	305 Florida	417 Missouri	557 Missouri	664 Monserrat	784 St.Vincent & Grenadines	881 Paid 881 Service
204 Manitoba	306 Saskatchewan	418 Quebec	559 California	667 Maryland	785 Kansas	888 888 Toll Free
205 Alabama	307 Wyoming	419 Ohio	561 Florida	669 California	786 Florida	900 900 Service
206 Washington	308 Nebraska	423 Tennessee	562 California	670 Marian Is (CNMI)	787 Puerto Rico	901 Tennessee
207 Maine	309 Illinois	424 Arizona	563 Iowa	671 Guam	800 800 Service	902 Nova Scotia & Prince Edward Is
208 Idaho	310 California	425 Washington	564 Washington	678 Georgia	801 Utah	903 Texas
209 California	312 Illinois	430 Texas	567 Ohio	679 Michigan	802 Vermont	904 Florida
210 Texas	313 Michigan	432 Texas	570 Pennsylvania	682 Texas	803 South Carolina	905 Ontario
212 New York	314 Missouri	434 Virginia	571 Virginia	700 IC Services	804 Virginia	906 Michigan
213 California	315 New York	435 Utah	573 Missouri	701 North Dakota	805 California	907 Alaska
214 Texas	316 Kansas	438 Quebec	574 Indiana	702 Nevada	806 Texas	908 New Jersey
215 Pennsylvania	317 Indiana	440 Ohio	580 Oklahoma	703 Virginia	807 Ontario	909 California
216 Ohio	318 Louisiana	441 Bermuda	585 New York	704 North Carolina	808 Hawaii	910 North Carolina
217 Illinois	319 Iowa	442 Arizona	586 Michigan	705 Ontario	809 Virgin Is & Other Caribbean Is	912 Georgia
218 Minnesota	320 Minnesota	443 Maryland	600 Canada (TXX)	706 Georgia	Dominican Republic	913 Kansas
219 Indiana	321 Florida	445 Pennsylvania	601 Mississippi	707 California		914 New York
224 Illinois	323 California	450 Quebec	602 Arizona	708 Illinois	810 Michigan	915 Texas
225 Louisiana	325 Texas	464 Illinois	603 New Hampshire	709 Newfoundland	812 Indiana	916 California
227 Maryland	330 Ohio	469 Texas	604 British Columbia	710 US Government	813 Florida	917 New York
228 Mississippi	331 Illinois	470 Georgia	605 South Dakota	712 Iowa	814 Pennsylvania	918 Oklahoma
229 Georgia	334 Alabama	473 Grenada	606 Kentucky	713 Texas	815 Illinois	919 North Carolina
231 Michigan	336 North Carolina	475 Connecticut	607 New York	714 California	816 Missouri	920 Wisconsin
234 Ohio	337 Louisiana	478 Georgia	608 Wisconsin	715 Wisconsin	817 Texas	925 California
239 Florida	339 Massachusetts	479 Arizona	609 New Jersey	716 New York	818 California	928 Arizona
240 Maryland	340 U.S. Virgin Is	480 Arizona	610 Pennsylvania	717 Pennsylvania	819 Quebec	928 Arizona
242 Bahamas	341 California	484 Pennsylvania	612 Minnesota	718 New York	828 North Carolina	931 Tennessee
246 Barbados	345 Cayman Is	500 Personal Communications Svcs	613 Ontario	719 Colorado	830 Texas	935 Arizona
248 Michigan	347 New York	501 Arkansas	614 Ohio	720 Colorado	831 California	936 Texas
250 British Columbia	351 Massachusetts	502 Kentucky	615 Tennessee	724 Pennsylvania	832 Texas	937 Ohio
251 Alabama	352 Florida	502 Kentucky	616 Michigan	727 Florida	835 Pennsylvania	939 Puerto Rico
252 North Carolina	360 Washington	503 Oregon	617 Massachusetts	731 Tennessee	843 South Carolina	940 Texas
253 Washington	361 Texas	504 Louisiana	618 Illinois	732 New Jersey	845 New York	941 Florida
254 Oklahoma	369 Arizona	505 New Mexico	619 California	734 Michigan	847 Illinois	947 Michigan
256 Alabama	380 Ohio	506 New Brunswick	620 Kansas	737 Texas	848 New Jersey	949 California
260 Indiana	385 Utah	507 Minnesota	623 Arizona	740 Ohio	850 Florida	951 Arizona
262 Wisconsin	388 Florida	508 Massachusetts	626 California	752 California	855 New Jersey	952 Minnesota
264 Anguilla	401 Rhode Island	509 Washington	627 Arizona	754 Florida	857 Massachusetts	954 Florida
267 Pennsylvania	402 Nebraska	510 California	628 California	757 Virginia	858 California	956 Texas
268 Antigua/Barbuda	403 Alberta	512 Texas	630 Illinois	758 St Lucia	859 Kentucky	959 Connecticut
269 Michigan	404 Georgia	513 Ohio	631 New York	760 California	860 Connecticut	970 Colorado
270 Kentucky	405 Oklahoma	514 Quebec	636 Missouri	763 Minnesota	862 New Jersey	971 Oregon
276 Virginia	406 Montana	515 Iowa	641 Iowa	764 California	863 Florida	972 Texas
278 Michigan	407 Florida	516 New York	646 New York	765 Indiana	864 South Carolina	973 New Jersey
281 Texas	408 California	517 Michigan	647 Ontario	767 Dominica	865 Tennessee	975 Missouri
283 Ohio	409 Texas	518 New York	649 Turks & Caicos	770 Georgia	867 Yukon & NW Terr.	978 Massachusetts
284 British Virgin Is.	410 Maryland	519 Ontario	650 California	772 Florida	868 Trinidad & Tobago	979 Texas
289 Ontario	412 Pennsylvania	520 Arizona	651 Minnesota	770 Illinois	869 St Kitts & Nevis	980 North Carolina
301 Maryland	413 Massachusetts	520 California	657 California	774 Massachusetts	870 Arkansas	984 North Carolina
302 Delaware	414 Wisconsin	540 Virginia	660 Missouri	775 Nevada	872 Illinois	985 Louisiana
				778 British Columbia	876 Jamaica	989 Michigan

verizonwireless

(For information on other Verizon Entities see inside.)

Law Enforcement Resource Team

- Responds to lawful process for Verizon Wireless accounts.

Contact Number
800-451-5242

- Option 1. General Information
- Option 2. Subpoenas & Search Warrants
- Option 3. Court Orders
- Option 4. 911 / Emergencies

Fax Number
Subpoena Team **888-667-0028**
Court Order Team **908-306-7491**
911 / Emergencies ONLY **908-306-7501**

Mailing Address
**Cellco Partnership DBA Verizon Wireless
Law Enforcement Resource Team
180 Washington Valley Road
Bedminster, NJ 07921**

Hours of Operation
Options 1-3
**Sunday - Saturday
7:00 a.m. - 8:00 p.m. EST**
Option 4
24 hours / 7 days a week


Legal Compliance
PO Box 1001
San Angelo, TX 76904

Legal Compliance

Important Contact
Information Enclosed

Security Control Center

Unlawful Call Center

Legal Process Compliance

Law Enforcement Resource Team

This information has been prepared and distributed for Law Enforcement. All information contained herein should be considered confidential.



Security Control Center

- Provides electronic surveillance assistance to law enforcement for lawful interception of wire, oral and electronic communications.
- Ensures CALEA compliance both technically and procedurally.
- Provides Public Safety Answering Points (PSAPs) and law enforcement with 911 and life threatening emergency assistance.

Contact Number
800-483-0722

Fax Number
800-997-9981

Mailing Address
**Verizon Security Control Center
HQD03A78
PO Box 152092
Irving, TX 75015-2092**

Hours of Operation
24 hours / 7 days a week

Unlawful Call Center

- Assists customers and law enforcement with unlawful and harassing calls.

Contact Number
800-257-2969

Fax Number
325-944-5681

Mailing Address
**Verizon Unlawful Call Center
TXD01613
2701 S. Johnson St.
San Angelo, TX 76902**

Hours of Operation
**Monday - Friday
8:30 a.m. - 5:00 p.m.**

Legal Process Compliance

- Responds to lawful process for business information, customer telephone and IP information.
- Ensures court orders, search warrants, subpoenas, and NSLs are processed confidentially and in compliance with all applicable laws.
- Coordinates court appearances for Verizon Custodian of Records.

Contact Number
888-483-2600

Fax Number
325-949-6916

Mailing Address
**Verizon Legal Compliance
Custodian of Record
TXD01613
2701 S. Johnson St.
San Angelo, TX 76904**

Hours of Operation
**Monday - Friday
8:00 a.m. - 4:30 p.m.**

Mission

Legal Compliance is dedicated to responding to all lawful processes for Verizon company and customer information. The team assists law enforcement, government and private attorney clients in a professional, knowledgeable and expeditious manner, while maintaining the privacy and security of business and customer information.

verizonwireless

Law Enforcement Resource Team
(LERT)

**Law Enforcement
Resource Team**

The LERT is centralized and handles
all requests from local, state, county
and federal law enforcement
nationwide



Distribution Limited to Law Enforcement

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.

Distribution Limited to Law Enforcement

LERT Responsibilities

- Ensuring all court orders, search warrants and subpoenas are processed confidentially and in compliance with all applicable laws and company policies
- Providing 24x7x365 technical assistance for electronic surveillances
- Providing 24x7x365 support for exigent situations
- Ensuring CALEA compliance both technically and procedurally
- Coordinating court appearances for a Verizon Wireless Custodian of Records
- Providing informational presentations for law enforcement organizations and associations

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)

Distribution Limited to Law Enforcement

LERT Hotline

(800) 451-5242

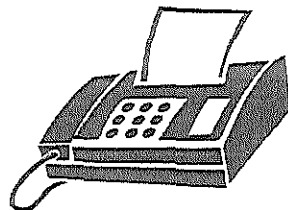
- Prompt 1: General Information
- Prompt 2: Subpoenas & Search Warrants
- Prompt 3: Court Ordered Surveillances
- Prompt 4: Exigent (24x7)



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**



Distribution Limited to Law Enforcement

Contact Information

- Supervisor - Subpoenas & Search Warrants:
 - Bernie Newman – (908) 306-7787
 - Joseph Newman – (908) 306-7788
- Supervisor - Court Orders/Exigent Situations:
 - Mark Denton- (908) 306 7785
 - John Profaca – (908) 306 7789
- Associate Director – Law Enforcement Resource Team:
 - Debra Ennis – (908) 306-7790
- Sr. Analyst – CALEA:
 - Brian Marcus – (908) 306-7548
- Manager – CALEA:
 - Susan Connelly – (908) 306-7786
- Director – Law Enforcement Resource Team:
 - Kimberly Brown – (908) 306-7899



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)

Distribution Limited to Law Enforcement

Terminology

- **Subscriber** – name, address, contact numbers, activation date, and number of mobiles on the account for the most current customer unless a timeframe is provided
- **Social Security Number** – the social security number of the subscriber (not available or valid on most prepaid accounts)
- **Tolls** – date, time and length of call for outgoing calls, only non-restricted inbound
- **Call Detail Records** – date, time and length of call for outgoing and incoming calls; captures outbound digits and incoming numbers
- **Features** – list of the features subscribed to by the customer
- **ESN** – electronic serial number of the phone
- **Payment History** – date, source and amount of payments
- **Calls to a Number** – date, time and length of calls for all mobiles that called a specific destination number
- **Location** – cell site that handled the call (requires a court order)

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

Other Types of Available Information

Type of information	Current Retention
Bill copies older than 12 months	Typically 3-5 yrs*
Check copies	Approximately 6 months
Credit Card Numbers	Approximately 6 months
Store Surveillance Videos	Typically 30 days
Service Applications	Typically 3-5 yrs*

* may vary by former company

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



Distribution Limited to Law Enforcement

Court Order Group

- Staffed on-site 24x7
- Responsible for all surveillances, per court order requests, exigent situations, requests for location information and any content requests (i.e., text messages)
- Goals
 - Exigent Situations - immediately
 - Surveillances - same day
 - Per Court Order Requests - within 24 to 48 hours

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



Distribution Limited to Law Enforcement

CALEA

- VZW Law Enforcement Resource Team is centralized and responsible for all surveillances
- VZW Delivery Functions (DF) and the various Intercept Access Points (IAP) are geographically diverse for load-sharing and redundancy
- Delivery methods
 - Circuit Switched audio: dial-out from all switch platforms
 - Data delivery: VPN or Frame Relay

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

Distribution Limited to Law Enforcement

CALEA (cont'd)

- Web-based services are intercepted the same as Broadband Services
- Push to talk over cellular services (PoC)
 - VZW does offer PoC services
 - VZW provides lawful intercept solution for PoC
 - Intercepted the same as any other service using the packet data network as its transport
 - TIA-1072 formatting applied at DF

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

Exigent Situations

- Complete, sign and fax exigent form/letter*
- Call (800) 451-5242 prompt "4" – 24x7
- Release of information

*If fax is unavailable because the officer/agent is in the field, we will use a call back verification process. If the call is to 9-1-1 and we can view it we will release the information. If we cannot see the call to 9-1-1 we will perform a callback verification.

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

Cell Site Sectors

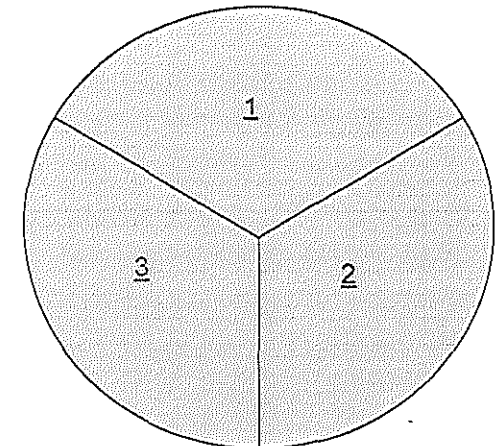
Cell sites can vary in the number of sectors they contain:

- Omni directional (no sectors)
- 3 sector
- 2 sector
- 6 sector

VZW towers are mostly 3 sector and omni directional towers.

Each sector has a designation associated with it:

- 1= Alpha =X
- 2= Beta =Y
- 3= Gamma =Z



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

Description of Call Detail

- Switch: The switch the call is hitting
- Date: The date of the call
- Time: The time of the start of the call (based on the switch)
- Orig C/G: Valid cell site for outgoing calls (**Only for MO calls**)
- Term C/G: Valid cell site for incoming calls (**Only for MT calls**)
- Dir:
 - MO=Outgoing
 - MT=Incoming
 - MF=Incoming to voicemail and in rare cases, mobile forwarding
- MDN: Your target number
- Called #: If outgoing, this is the number your target dialed
- ESN: Electronic Serial Number of your target
- CPN: If incoming, this is the number that called your target
- Szr: Duration of the call in seconds

Distribution Limited to Law Enforcement

Sample RTT

Date *	Access Time	Call End Time *	Call Length (sec)	ESN	Subscriber #	Entry Type *	Init Call	Init Sector	Access Dist (mi)	Last Call	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	28:11.8	77.6	1438dac0	9084488669	Orig	292	2	0	282	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	02:05.8	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	0.9	138	1
30-Mar	34:20.7	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	33:55.6	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	28:05.8	37:39.4	993.6	1438dac0	9084488669	Orig	138	1	0.6	138	1
30-Mar	25:02.6	25:42.0	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	335.2	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 Text Message Detail

MDN	MSG_SND_DT_TM	MSG_DLVR_DT_TM	ORIG_ADDR	DEST_ADDR
6103607662	5/15/2006 7:25	5/15/2006 7:25	1111	6103607662
6103607662	5/16/2006 8:27	5/16/2006 8:27	1111	6103607662
6103607662	5/16/2006 7:15	5/16/2006 7:15	1111	6103607662
6103607662	5/31/2006 16:00	5/31/2006 16:01	1111	6103607662
6103607662	6/4/2006 9:56	6/4/2006 9:56	endofitem@ebay.com	6103607662
6103607662	6/8/2006 6:56	6/8/2006 6:56	1111	6103607662
6103607662	6/12/2006 14:40	6/12/2006 14:42	6103609438	6103607662
6103607662	6/13/2006 8:12	6/13/2006 8:12	1111	6103607662
6103607662	6/13/2006 17:20	6/13/2006 17:20	6103609438	6103609438
6103607662	6/13/2006 17:49	6/13/2006 17:49	6103607662	6103609438
6103607662	6/13/2006 20:21	6/13/2006 20:21	endofitem@ebay.com	6103607662
6103607662	6/13/2006 7:52	6/13/2006 7:52	1111	6103607662
6103607662	6/13/2006 7:52	6/13/2006 7:52	1111	6103607662

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	16312
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

Distribution Limited to Law Enforcement

Sample AAA Report

Session Information for Internet Usage

ELEMENT	CALL_START	EVNT_STOP	MBL_IP_ADDR	SID	MSCID	CELL	MDN	GMT_START
AAA04ROCA	6/30/2008 7:44	6/30/2008 8:21	75.204.165.228	80	2	300	9089309080	6/30/2008 11:44
AAA04ROCA	6/30/2008 15:20	6/30/2008 16:00	75.205.207.121	80	2	300	9089309080	6/30/2008 19:20
AAA04ROCA	6/30/2008 21:57	6/30/2008 22:46	75.205.241.1	80	2	300	9089309080	7/1/2008 1:57
AAA04ROCA	7/1/2008 21:15	7/1/2008 22:15	75.207.161.57	80	2	300	9089309080	7/2/2008 1:15

- Target assigned dynamic IP address for each session
- Cell Site Locations available for session's start

Distribution Limited to Law Enforcement

Sample PoC Detail

Switch	PTT SID	Target MDN	Source MDN	GMT Offset	Call Start Date/Time	Dur	Outbound Cotel Cnt	Inbound Cotel Cnt	User Name	PTT Control Switch	PTT Svcs Type
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 15:37	0	210	201	9086250473 @vzw3g.com	anjtmdah	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	anjtmdah	3
PTT_Ann apolisJct	-1	-1	-1	0	10/21/2008 14:31	0	218	200	9086250473 @vzw3g.com	anjtmdah	3
PTT_Ann apolisJct	22	9086250473	9086250473	14400	10/21/2008 11:38	93	12551	12319	9086250473 @vzw3g.com	anjtmdah	1

Distribution Limited to Law Enforcement

AT&T Mobility

**National Compliance Center
North Palm Beach, Florida**

July, 2007

Please address all requests to:

AT&T

Address:

PO Box 24679

West Palm Beach, Florida 33416-4679

or

11760 US Highway 1

North Palm Beach, Florida 33408

Contact Numbers:

800-635-6840

Fax: 888-938-4715

Hours of Operation:

24 x 7/365



Please call 1-800-635-6840 for processing of this request.

911 EXIGENT CIRCUMSTANCES FORM

To: National Compliance Center
(Phone 1-800-635-6840; Fax 1-888-938-4715)

From: (Name of Agency/PSAP)

Re: Emergency Request for Records for Wireless Number:

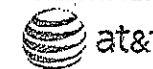
received a request for emergency assistance from (Name) (Number) a third party, who received a distress call from the above telephone on (date) 200 at a.m./p.m. Based upon that phone call, our PSAP, believes that one or more people face immediate danger of death or serious physical injury. As such, we request that you promptly provide us with the following information so that we may render assistance to that individual (or individuals):

current subscriber and billing information for the above-referenced telephone; and/or cell site or location information for the call placed by the above-referenced telephone to 911.

Signature:
Printed Name:
Title:
Address
City, State, Zip:
Contact Number:
Contact Facsimile:
Date:

This form must be filled out in its entirety. Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

911 EXIGENT CIRCUMSTANCES FORM (Third Party Form)

To: National Compliance Center
(Phone 1-800-635-6840; Fax 1-888-938-4715)

From: (Name of Agency/PSAP)

Re: Emergency Request for Records for Wireless Number:

(PSAP Employee) received a request for emergency assistance from (Name) (Number) a third party, who received a distress call from the above telephone on (date) 200 at a.m./p.m. Based upon that phone call, our PSAP, believes that one or more people face immediate danger of death or serious physical injury. As such, we request that you promptly provide us with the following information so that we may render assistance to that individual (or individuals):

current subscriber and billing information for the above-referenced telephone; and/or cell site or location information for the call placed by the above-referenced telephone to 911.

Signature:
Printed Name:
Title:
Address
City, State, Zip:
Contact Number:
Contact Facsimile:
Date:

This form must be filled out in its entirety. Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

AT&T AUTHORIZATION (Customer Consent)
FOR RELEASE OF CALL RECORDS AND LOCATION INFORMATION

Pursuant to 18 U.S.C. 2703(e), I hereby authorize AT&T to release to

_____, any and all telephone records including location
(Name/Law Enforcement Agency)

information (cell site) records from my wireless telephone, which is _____
(Telephone number)

Law Enforcement Agency _____
Agent/Officer Name _____
Address 1 _____
Address 2 _____
City, State, Zip _____
Case # _____
Police Department Phone # _____
Police Department Fax # _____

Date _____
Name on Account _____
SS# (if applicable) _____
Cellular Number _____
Address 1 _____
Address 2 _____
City, State, Zip _____
Contact # of Subscriber _____
Start Date of Records _____
End Date of Records _____
Signature of Customer of Record _____

This form must be filled out in its entirety.
Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

AT&T EXIGENT CIRCUMSTANCES FORM - TRANSACTIONAL
RECORDS

From: _____
(Name/Law Enforcement Agency)

Subj: Emergency Request for Transactional Records for MDN _____

This agency has reasonably determined that an emergency exists that involves immediate danger of death or serious physical injury to a person. As a result of the information developed during our investigation, we require the production of the transactional records described below for MDN _____

to this agency in order to render assistance to the person who is in danger of death or serious physical injury. As a result, we believe that the disclosure of the requested information is "justified" as required by 18 U.S.C. § 2702 (e). Furthermore a prosecutor or judge is not available to obtain a subpoena or court order. Because of the nature of the emergency, the following records/information are needed by this agency before a subpoena or court order can be obtained, with due diligence, from a prosecutor or a court:

You are hereby requested to produce the above-described records and/or information as soon as possible so that we may render assistance to the person who is in danger of death or serious injury. A subpoena or court order will be provided to you by the end of the next business day or within 48 hours, whichever occurs first.

Printed Name: _____
Signature/Title: _____
Address _____
Address 2 _____
City, State, Zip _____
Contact Number: _____
Date: _____

This form must be filled out in its entirety.
Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

AT&T EXIGENT CIRCUMSTANCES FORM --
TRANSACTIONAL RECORDS WITH LOCATION INFORMATION

From: _____
(Name/Law Enforcement Agency)

Subj: Emergency Request for Transactional Records with Cell Site/Location
Information for MDN _____

This agency has reasonably determined that an emergency exists that involves immediate danger of death or serious physical injury to a person. As a result of the information developed during our investigation, we require the production of the transactional records with cell site or location information described below for MDN _____.

to this agency in order to render assistance to the person who is in danger of death or serious physical injury. As a result, we believe that the disclosure of the requested information is "justified" as required by 18 U.S.C. § 2702 (e). Furthermore, a prosecutor or judge is not available to obtain a search warrant or a court order issued pursuant to 18 U.S.C. § 2703 (d) (or equivalent specific and articulable facts order issued by a state court). Because of the nature of the emergency, the following records/information are needed by this agency before a search warrant or a court order issued pursuant to 18 U.S.C. § 2703 (d) (or equivalent specific and articulable facts order issued by a state court) can be obtained, with due diligence, from a court.

You are hereby requested to produce the above-described information and/or records as soon as possible. A search warrant or a court order issued pursuant to 18 U.S.C. §2703(d) (or an equivalent specific and articulable facts order issued by a state court) will be provided to you by the end of the next business day or within 48 hours, whichever occurs first.

Printed Name: _____
Signature/Title: _____
Address _____
Address 2 _____
City, State, Zip _____
Contact Number: _____
Date: _____

This form must be filled out in its entirety.
Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

AT&T EXIGENT CIRCUMSTANCES FORM --
PEN REGISTER AND TRAP AND TRACE

From: _____
(Name/Law Enforcement Agency)

Subj: Emergency Installation Of: Pen Register/Trap and Trace on
MDN _____

Must install both a Pen and Trap & Trace

I hereby certify that I am specially designated by the Attorney General, the Deputy Attorney General, the Associate Attorney General, an Assistant Attorney General, an Acting Assistant Attorney General, a Deputy Assistant Attorney General or the principal prosecuting attorney of the State or subdivision thereof acting pursuant to a statute of the State of _____.

I have reasonably determined that an emergency exists that involves

- _____ immediate danger of death or serious physical injury, or
- _____ conspiratorial activities characteristic of organized crime

that requires the installation of a pen register and trap and trace on the telephone assigned

MDN _____
before an order authorizing it can be obtained, in due diligence, from a court.

I have determined that there are grounds upon which an order could be entered to authorize the installation and use of the requested devices, that no warrant or order is required by law, that all statutory requirements have been met and that the following assistance is required:

An application for an order will be made within 48 hours after installation has occurred or begins to occur. You are directed to discontinue the pen register/trap and trace at the end of 48 hours if you have not been provided with a court order authorizing the continued use of the pen register/trap and trace.

Printed Name: _____
Signature/Title: _____
Address _____
Address 2 _____
City, State, Zip _____
Contact Number: _____
Date: _____

This form must be filled out in its entirety.
Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Please call 1-800-635-6840 for processing of this request.

AT&T EXIGENT CIRCUMSTANCES FORM -
PEN REGISTER AND TRAP AND TRACE WITH LOCATION INFORMATION

From: _____
(Name/Law Enforcement Agency)

Subj: Emergency Installation Of: Pen Register/Trap and Trace with Cell Site/Location
information on
MDN _____

Must install both a Pen and Trap & Trace

I hereby certify that I am specially designated by the Attorney General, the Deputy Attorney General, the Associate Attorney General, an Assistant Attorney General, an Acting Assistant Attorney General, a Deputy Assistant Attorney General or the principal prosecuting attorney of the State or subdivision thereof acting pursuant to a statute of the State of _____.

I have reasonably determined that an emergency exists that involves

- _____ immediate danger of death or serious physical injury, or
- _____ conspiratorial activities characteristic of organized crime

that requires the installation of a pen register and trap and trace with location information on

MDN _____
before an order authorizing it can be obtained, in due diligence, from a court.

I have determined that there are grounds upon which an order could be entered to authorize the installation and use of the requested devices, that no warrant or order is required by law, that all statutory requirements have been met and that the following assistance is required:

An application for an order will be made within 48 hours after installation has occurred or begins to occur. You are directed to discontinue the pen register/trap and trace with location information at the end of 48 hours if you have not been provided with a court order authorizing the continued use of the pen register/trap and trace.

Printed Name: _____
 Signature/Title: _____
 Address _____
 Address 2 _____
 City, State, Zip _____
 Contact Number: _____
 Date: _____

This form must be filled out in its entirety.
Fax completed form to the NCC at (888) 938-4715.

AT&T MOBILITY



Court Orders

- Please be sure there is a clause in the court order that authorizes the continuation of the electronic surveillance if the subscriber changes his telephone number or ESN.
- Without this clause, if a change is made, the court order becomes invalid and the surveillance will be removed until a new court order is received.
- Example of wording of the court order: "... any other telephone number assigned to the same ESN or any other ESN assigned to the same telephone number..."

External Subpoena Policy

- When asking for call records, please be specific as to what you are looking for. Vague or overly broad requests will not be interpreted.
- If you have any questions as to how to phrase the subpoena, please call us. We will be happy to help you with the wording of the subpoena.

Exigent Circumstances Subscriber Information and Call Records

- Support is available 24 x 7 x 365 by calling 630-875-8270.
- We do require that our 911 Exigent Circumstance Form be filled out and faxed to us before any information will be released.
- This form releases us from any liability.

Exigent Circumstances Pen Registers and Title III's

- We do require that our 911 Exigent Circumstance Form be filled out and faxed to us before any surveillance will be activated.
- This **MUST** be followed up with a court order within two (2) business days or the surveillance will be removed. **NO EXCEPTIONS.**
- If during normal business hours, ask for Traci, Carrie or Scott
- If after hours, please ask our support department to have us paged.

What We Require on a Subpoena

- **BE SPECIFIC.** Again, if you would like assistance on the wording of the subpoena, please call us.
- Specify the time frame of the requested information. This includes all requests for subscriber information.
- Include the area code of the target telephone number.
- Provide your name, physical street address, contact phone number and fax number (on the cover page is fine). This will help speed the return process.

When asking for Subscriber Information, we will provide:

- Customer Name
- Customer Address
- Contact Phone Number
- Date Of Birth
- Social Security Number
- Drivers License Number and State Issued
- Effective Date
- Expiration Date
- Electronic Serial Number
- Account Number
- Type of Account (business vs. individual)
- Status of Account

Call Records

- We will provide you a copy of the customers' bill or summary of all calls made and received if you ask for:
 - Billing Summary
 - Bill Detail
 - Usage History
 - Call Detail
 - All Incoming and Outgoing Calls
- If you need to identify the originating number of all incoming calls, please phrase the subpoena as:
 - "Call Dump" or
 - "Detail of incoming and outgoing calls to include the numbers dialed and received from <date> to <date>."

NOTE: We can retrieve incoming numbers dialed for one year however, records over 90 days are archived and not easily retrieved. *When possible*, please limit your request to the last 90 days.

14088

SPRINT

05/12/2011

DATE	INVOICE NO.	DESCRIPTION	AMOUNT
04/08/2011	LCI-095668		\$*****30.00
TOTAL			\$*****30.00

DETACH AND RETAIN FOR YOUR RECORDS



Where Business
and Pleasure
Grow Together

This disbursement has been
approved as required by the Local
Government Budget and Fiscal
Control Act.

CITY OF HICKORY
HICKORY, NORTH CAROLINA

BB&T
Branch Banking and Trust Company

253135

HICKORY, NC 28601
66-112/531

AMOUNT
\$*****30.00

DATE
05/12/2011

THIRTY AND 00/100 DOLLARS

TO THE
ORDER
OF

SPRINT
PO BOX 871197
KANSAS CITY MO 64187-1197

COPY-0001
****VOID****
CITY MANAGER

FINANCE DIRECTOR



Subpoena Compliance

Hickory Police Department
347 Second Avenue SW
Attn: Kim Craig
Hickory NC 28602-2844

14088

Invoice # LCI-095668
Bill Date: 4/8/2011
Payment Due Date: 7/7/2011
CBO: CORP
Reference # NONE PROVIDED
Sprint Case # 2011-085012

PLEASE MAKE CHECK PAYABLE TO:

SPRINT
PO BOX 871197
KANSAS CITY MO 64187-1197

Tax ID # 481165245

Page 1 of 1

Flat Fee	Unit Rate	Units	UOM	Total
\$30.00		1	Item	\$30.00
Total Amount Due:				\$30.00

Description
Text message: [REDACTED]

[REDACTED] CASE
11-001914
(txt. messaging)

RECEIVED
MAY 05 2011

FINANCE DEPARTMENT
APPROVED FOR PAYMENT

MAY 09 2011
[Signature]

FINANCE DEPARTMENT

Received 5/3/11
Acct# 010-5110-523-46-07
Project# _____
PO# _____
Approval _____

To insure proper credit, please write the invoice number on your check.
Please detach and RETURN BOTTOM PORTION with payment.

100

T-MOBILE USA

04/14/2011

DATE	INVOICE NO.	DESCRIPTION	AMOUNT
03/16/2011	30750		\$*****100.00
03/16/2011	30749		\$*****200.00
TOTAL			\$*****300.00

DETACH AND RETAIN FOR YOUR RECORDS



Where Business
and Pleasure
Grow Together

This disbursement has been approved as required by the Local Government Budget and Fiscal Control Act.

CITY OF HICKORY
HICKORY, NORTH CAROLINA

BB&T
Branch Banking and Trust Company

252392

HICKORY, NC 28601
66-112/531

AMOUNT
\$*****300.00

DATE
04/14/2011

THREE HUNDRED AND 00/100 DOLLARS

TO THE
ORDER
OF

T-MOBILE USA
PO BOX 94503
SEATTLE WA 98124-6803

COPY-0001
****VOID****
CITY MANAGER

FINANCE DIRECTOR

1#100

Received 4/4/11
Acct# 010-5110-525-96-07
Project# _____
PO# _____
Approval _____

T-Mobile

Invoice Date:	3/16/2011	Invoice Number: PSA	30750
T-MOBILE USA Reference Number:	2011-028918	Agency Reference Number:	3375 adjusted

Bill to Address: **HICKORY PD**
CRIMINAL INVESTIGATIONS APPROVED FOR PAYMENT
347 SECOND AVENUE SW
HICKORY NC 28602

RECEIVED
APR 05 2011

Starting Date: 2/25/2011
 End Date: 2/25/2011
 Switch ID(s):

FINANCE DEPARTMENT
FINANCE DEPARTMENT

ITEMIZATION OF SERVICES PROVIDED

Initial Set up Fee: Pen Register or Title III			
Pen Register (data only) (without Cell Site/Location Information)			
Number of targets	Initial Order (up to 60 days)		
1	0		\$0.00
Pen Register (data only) including Cell Site/Location information			
Number of targets	Initial Order (up to 60 days)		
1	0		\$0.00
T-III - Pen Register and Intercept (data and content)			
Number of targets	Initial Order (up to 30 days)		
1	0		\$0.00
Uninterrupted Pen Register Continuation (60 days each)			
Target	Number of Continuations		
1	0		\$0.00
Uninterrupted T-III Continuation (30 days each)			
Target	Number of Continuations		
1	0		\$0.00
E911 Locator Tool Flat fee: \$ 100.00 per day			
Target	Days		
1	1		\$100.00

PLEASE PAY THIS AMOUNT \$100.00

Please mail one copy of this invoice with your payment to:

T-Mobile USA
P O Box 94503
Seattle, WA 98124-6803

If you have any questions regarding this invoice please call
 973-292-8783

T-Mobile

Received 4/4/11
 Acct# 010-5110-573-96-07
 Project# _____
 PO# _____
 Approval _____

V#100

INVOICE	
Invoice Date: 3/16/2011	Invoice Number: PSA 30749
T-MOBILE USA Reference Number: 2011-028369	Agency Reference Number: 2691 adjusted
Bill to Address: HICKORY PD CRIMINAL INVESTIGATIONS 347 SECOND AVENUE SW HICKORY NC 28602	APPROVED FOR PAYMENT RECEIVED APR 05 2011 FINANCE DEPARTMENT
Starting Date: 2/24/2011	End Date: 2/25/2011
Switch ID(s):	FINANCE DEPARTMENT
ITEMIZATION OF SERVICES PROVIDED	
Initial Set up Fee: Pen Register or Title III	
Pen Register (data only) (without Cell Site/Location Information)	
Number of targets: 1	Initial Order (up to 60 days): 0
\$0.00	
Pen Register (data only) including Cell Site/Location information	
Number of targets: 1	Initial Order (up to 60 days): 0
\$0.00	
T-III - Pen Register and Intercept (data and content)	
Number of targets: 1	Initial Order (up to 30 days): 0
\$0.00	
Uninterrupted Pen Register Continuation (60 days each)	
Target: 1	Number of Continuations: 0
\$0.00	
Uninterrupted T-III Continuation (30 days each)	
Target: 1	Number of Continuations: 0
\$0.00	
E911 Locator Tool Flat fee: \$ 100.00 per day	
Target: 1	Days: 2
\$200.00	
PLEASE PAY THIS AMOUNT	
\$200.00	
Please mail one copy of this invoice with your payment to: T-Mobile USA P O Box 94503 Seattle, WA 98124-6803 If you have any questions regarding this invoice please call 877-292-8783	

100

CRICKET COMMUNICATIONS

12/09/2010

DATE	INVOICE NO.	DESCRIPTION	AMOUNT
11/23/2010	195262		\$*****64.00
TOTAL			\$*****64.00

DETACH AND RETAIN FOR YOUR RECORDS



Where Business
and Pleasure
Grow Together

This disbursement has been approved as required by the Local Government Budget and Fiscal Control Act.

CITY OF HICKORY
HICKORY, NORTH CAROLINA

BB&T
Branch Banking and Trust Company

248966

HICKORY, NC 28601
66-112/531

AMOUNT
\$*****64.00

DATE
12/09/2010

SIXTY FOUR AND 00/100 DOLLARS

TO THE
ORDER
OF

CRICKET COMMUNICATIONS
PO BOX 202650
DALLAS TX 75320-2650

COPY-0001
****VOID****
CITY MANAGER

FINANCE DIRECTOR

REQUEST FOR PAYMENT

Vendor Number 100
Vendor Name Cricket Communications

Vendor Address P.O. Box 202650
Dallas, Texas 75320-2650

(Use address only if vendor number is not available)

RECEIVED

NOV 30 2010

FINANCE DEPARTMENT

Account Number	Amount
010-5110-523-46-07	64.00

Total 64.00

Explanation records search for invoice 195262

APPROVED FOR PAYMENT

DEC 03 2010

FINANCE DEPARTMENT

To be used for payments where no invoice is provided.

TA
Requested By

Date

cricket

BILL TO:

Hickory Police Department
 ATTN: BRIAN OLLIS
 347 Second Avenue, SW
 Hickory, NC 28602-2844

INVOICE

Invoice Number: 195262
 Invoice Date: 11/23/10

TARGET #



YOUR REFERENCE #

REMIT TO:

Cricket Communications
 P.O. Box 202650
 Dallas, TX 75320-2650

INVOICE

To pay by Credit Card, ACH or Wire:
 Contact Nicole Degler at 858-882-9295

Information/Service Requested	Quantity Requested	Unit Price	Amount
Subscriber Information Only	1		
Call History	1		\$ 64.00
Wire Tap	0		
Pen Register	0		
SMS		\$5.50 per number	
Voicemail Captures		\$5.50 per number	
TOTAL AMOUNT DUE			\$ 64.00

If you have any questions regarding this invoice, please contact
collections@cricketcommunications.com



TO ENSURE PROPER CREDIT, PLEASE PUT INVOICE NUMBER ON PAYMENT

cricket

BILL TO:
 Hickory Police Department
 ATTN:BRIAN OLLIS
 347 Second Avenue, SW
 Hickory, NC 28602-2844

INVOICE
 Invoice Number: 195262
 Invoice Date: 11/23/10

TARGET #
 [REDACTED]

YOUR REFERENCE #

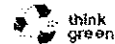
REMIT TO:
 Cricket Communications
 P.O. Box 202650
 Dallas, TX 75320-2650

INVOICE

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 Contact Nicole Degler at 858-882-9295

Information/Service Requested	Quantity Requested	Unit Price	Amount
Subscriber Information Only	1		
Call History	1		\$ 64.00
Wire Tap	0		
Pen Register	0		
SMS		\$5.60 per number	
Voicemail Captures		\$5.50 per number	
TOTAL AMOUNT DUE			\$ 64.00

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100

CRICKET COMMUNICATIONS

11/18/2010

DATE	INVOICE NO.	DESCRIPTION	AMOUNT
10/19/2010	191180		\$*****64.00
TOTAL			\$*****64.00

DETACH AND RETAIN FOR YOUR RECORDS



Where Business
and Pleasure
Grow Together

This disbursement has been approved as required by the Local Government Budget and Fiscal Control Act.

CITY OF HICKORY
HICKORY, NORTH CAROLINA

BB&T
Branch Banking and Trust Company

248477

HICKORY, NC 28601
66-112/531

AMOUNT
\$*****64.00

DATE
11/18/2010

SIXTY FOUR AND 00/100 DOLLARS

TO THE
ORDER
OF

CRICKET COMMUNICATIONS
PO BOX 202650
DALLAS TX 75320-2650

COPY-0001
****VOID****
CITY MANAGER

FINANCE DIRECTOR

REQUEST FOR PAYMENT

Vendor Number 100
Vendor Name ~~Custodian of Records~~
Vendor Address Cricket Communications
~~5887 Copley Drive PO Box 202650~~
~~San diego, CA 92111 Dallas TX 75380~~

RECEIVED
NOV 12 2010
FINANCE DEPARTMENT

(Use address only if vendor number is not available)

Account Number 010-5110-523-46-07 Amount 64.00

APPROVED FOR PAYMENT
NOV 12 2010
FINANCE DEPARTMENT

Total 64.00

Explanation production of records - OCA 10-008585 - court ordered

* invoice attached *

To be used for payments where no invoice is provided.



Requested By _____ Date _____

cricket

Subpoena Compliance
Law Enforcement Hotline: (800) 368-8888

PRICE LIST:

OCA
10-008885
Court Ordered
Phone Records

COSTS FOR PRODUCTION OF RECORDS OR SERVICE

1. Subscriber Information:
Over 25 requests: \$5 per name/number lookup
2. Call Detail Records:
\$64 per name/number
4. Pen Register/Trap and Trace or Wire Tap/Title III/Title 50:
\$235 per name/number, per order
\$100 per name/number per extension or renewal order
5. SMS, Voicemail (effective July 1, 2010):
\$5.50 per name/number

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!

cricket

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

To obtain records/information or provision an interception, serve:

Cricket Communications, Inc. or on behalf of Leap Wireless International, Inc., Hargray Wireless, LLC, Denali Spectrum Operations, LLC, or LCW Wireless, LLC: on our Registered Agent for Service of Process in the applicable state.

Transmittal Options to Subpoena Compliance:

Mailing Address:

Custodian of Records
Cricket Communications, Inc.
5887 Copley Drive
San Diego, CA 92111

General Subpoenas, Orders, or Search Warrants, email or scan (.pdf or .tif) to:
Compliance@cricketcommunications.com

Pen Register/Trap & Trace or Wiretap, email or scan (.pdf or .tif) to:

Intercept@cricketcommunications.com
(follow with mailed hard copy of order)

Any of the above may be faxed to:

(858) 882-9237

Response time is approximately 2-3 weeks. A fee may be assessed for production of requested information. PLEASE INCLUDE A SECURE (NON-PUBLIC DOMAIN) RETURN EMAIL ADDRESS FOR RESPONSE.

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cricket

BILL TO:
 Hickory Police Department
 ATTN: Andrew Robison
 347 Second Avenue, SW
 Hickory, NC 28602-2844

INVOICE
 Invoice Number: 191180
 Invoice Date: 10/19/10

TARGET #
 [REDACTED]

YOUR REFERENCE #

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 P.O. Box 202650
 Dallas, TX 75320-2650

INVOICE

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Information/Service Requested	Quantity Requested	Unit Price	Amount
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