



windstream™

Law Enforcement Support Center (LESC)

General Information and Fee Schedule for LEA's

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

Windstream accepts legal request only through our registered agent, RASi. To find out how to serve Windstream with a legal request, please contact RASi at 888-705-7274 and they will direct you to the RASi office in your area. You may also reach out to Windstream's LESC at the contact info below.

Corporate name: Windstream Services, LLC
Mailing address: Attn: Law Enforcement Support Center (LESC)
4001 Rodney Parham Road
Little Rock, AR 72212

Contact number: 877-999-7705_ (press "1" for Law Enforcement Support Center, then press "1" for Status of subpoenas or other questions or press "2" for EXIGENT situations) Direct Line: 501-748-9450

Hours: Subpoenas normal business hours: 8 a.m. - 5 p.m. Monday-Friday
Exigent situations 24X7X365: Prompt "2" or 501-748-7364

Fax numbers: 330-486-3131 for 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 of a statement. Only request information that will be useful to you. Examples wording below:

Please provide information for the user of IP xxx.xxx.xx.x or phone number xxx-xxx-xxxx on January 1, 2015 at 13:09 GMT including the following:

- *Names (Including account holder, authorized users, alt contacts, and usernames);*
- *Addresses (Including mailing addresses, residential addresses, business addresses, billing addresses, and email addresses);*
- *Telephone numbers and Local and Long Distance telephone Connection records;*
- *Records of session times, durations and IP logs for six months starting 12/1/2014;*
- *Length of service (Including start date) and types of services utilized;*
- *Means and source of payment for service and billing records.*
- *Activity on account (notes, orders, quotes, requests, etc...)*

Retention Policy:

Windstream keeps phone logs for 18 months. IP (Data) logs are kept for many years, however once a customer closes an account, it is no longer kept for business purposes and is purged from Windstream records.

Effective November 1, 2016

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

Document Production General Fee Schedule- Criminal

Type of Request	Fee
Subscriber	No charge
Call detail/tolls/bill copies	No charge
Payment history	No charge

Document Production General Fee schedule - Civil

Basic Subscriber Information	\$35.00 per target
IP Address Log per username	\$17.00 for the first 3 months, then \$17.00 per month for sequential months
Bill Images per invoice – Call Detail Records kept during normal course of business: billing records (411, collect, toll, etc.)	\$10.00 for the first 3 months, then \$10.00 per month for sequential months
Call Detail Records Inbound/Outbound or both – Information NOT included on a bill: local incoming and outgoing	\$25.00 per month per target

Document Production General Fee Schedule - Miscellaneous Fees

Check copy or credit card number (when available)	\$35.00 per copy
Printed Responses	\$25.00
Expedited or Large Mail/Shipping Fees	Actual Cost + \$25.00
Overnight Delivery	Agency to provide Fed Ex Account #
Data put on CD, vs email or fax	\$10.00 per disc
Preservation of Records, per account	Individual case basis for Voluminous and Burdensome request*
Hourly Staff time, for greater than 1 hr.	Individual case basis for Voluminous and Burdensome request* \$50.00 per hour for request that require more than one (1) hour to process.
Expert Testimony -Civil	\$125.00 per hr @8hrs minimum, travel and related expenses Disclaimer: All travel related expenses that are not booked by the requesting agency that include (Flight, accommodations, car rental and/or meals per diem must be paid in advance to the expert witness before court hearing.

***Voluminous and Burdensome Request**

A subpoena for 15 numbers or more requesting subscriber/billing/credit/features, or 30 numbers or more requesting subscriber information.
The response to a subpoena amounts to 100 pages or more of print or electronic copy; or
The subpoena requires one (1) or more hours to process in a civil case.
Voluminous and burdensome charges may apply to a single subpoena or multiple subpoenas from the same agency associated with the same case or cause number, as determined by Windstream Corporation.

All information contained herein should be considered confidential. This information has been prepared and distributed for Law Enforcement only. If you have received this, please do not disclose, copy, or distribute to anyone other than an authorized law enforcement official.

Electronic Surveillance Fee Schedule

Cost for the implementation of a Court Ordered Pen Register/Trap and Trace complaint/FISA requiring deployment of an intercept device are as follows:

Windstream Services, LLC Surveillance Fees

Type of request	Fee
NSL	No charge
CALEA Full Contact: FISA, Title III, Title 50, Pen/Trap & Trace — new order	\$50.00 administrative fee Residential \$1,000.00 for the length of order per target Business \$1,500.00 for the length of order per target
CALEA Full Contact: FISA, Title III, Title 50, Pen/Trap & Trace - renewal	\$750.00 for renewal period for both Residential/Business per target
Per Court Order Requests for Information	Subject to the General Fee Schedule only if the surveillance order was served on another carrier
Call Detail records released in response to an ongoing Surveillance Court order: Per week for one time per week	\$150.00 per week for one time per week delivery of incoming and outgoing call detail records for the duration of the original order and any extension of the original order.
Call Detail records released in response to an ongoing Court order: More frequent delivery	Additional \$50.00 per delivery

- Requesting Law Enforcement Agencies must complete a [CALEA Electronic Surveillance Certification Form](#) providing detailed billing information and point of contact.
- Billing will occur at the completion of the interception period. If this period exceeds ninety (90 days) billing will occur in 90 Day intervals.

Attachments: CALEA CERTIFICATION FORM and EXIGENT REQUEST FORM



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CALEA ELECTRONIC SURVEILLANCE CERTIFICATION FORM

Date Submitted: _____

Instructions: This worksheet must be completed and provided with EACH Court Order or other authorization. Failure to provide this information will result in the inability of Windstream to comply with the request.

Complete and remit with each Court Order or other authorization to:

Windstream LESC - CALEA Compliance
ATTN: Sara Lary, Sara Foster or Ashton Lee
11001 Executive Center Drive
Little Rock, AR 72211
Phone: 501-748-9450
Fax: 330-486-3131

LEA Information:

Agency/Department _____
Lead/Case Agent/Officer _____ Tel# _____
Contact Info. w/email _____
Technical Contact _____ Tel# _____

Parties authorized to discuss case information. (Windstream will only discuss the Order with those listed as contacts. Please ensure all contacts are listed for this order.) Contact Info w/email.

Surveillance Order: (Attach)

Date of Order _____
Date Served _____
Case/Docket# _____
New or Renewal _____

Requested Surveillance Type:

Voice _____ Pen Register/Trap & Trace _____ Title III _____ FISA/Title 50 _____
Data _____ Header Information _____ Full Content _____
Email _____
Other Info: _____

Target Information:

Name(s) _____ Physical Address _____
Phone # _____ User ID/IP Address _____
Email Address _____ Circuit/Other Identifier _____

BILLING INFORMATION:

Current rates for Data and Phone surveillance are \$1000.00 for Residential and \$1500 for Business for the length of order per target; and \$750.00 for the renewal period. Each agency MUST provide a true name person with accurate contact information (telephone number and email) regarding billing and payments information.

Responsible Agency: _____ Billing Ref. No. _____

Billing Contact: _____

Billing Name/Address: _____

WINDSTREAM INTERNAL USE ONLY

Case ID Number: _____

Surveillance Start Date⁸: _____ Termination Date: _____

I have overseen the electronic surveillance described on this form and on any attached documents, and I hereby certify that the information contained on this form is complete and accurate.

ATTACH COURT ORDER TO THIS RECORD

Much of the information required to complete this form is found in the court order. Pursuant to CFR, Part 1, Subpart Z, § 1.20004(a)(4), these requirements may be met by attaching the order to this Certification.

⁸ This is the date and time the Telecommunications Carrier makes the Technical Assistance available to LEA.

REQUEST FOR EMERGENCY DISCLOSURE OF SUBSCRIBER INFORMATION

Please complete the form below in detail to assist Windstream Service, LLC in deciding whether to exercise its discretion to disclose user data pursuant to 18 U.S.C. § 2702(b) (8) and § 2702(c) (4).

Requesting Law Enforcement Agency	
Agency Name	
City/State/Province/Country	
Phone Number	
Requesting Officer	
Officer Name	
Title/Rank/Badge ID	
Email Address	
Phone Number:	

The undersigned law enforcement official is specifically designated by the Attorney General, the Deputy Attorney General, the Associate Attorney General or the principal prosecuting attorney of the state or sub division there of acting pursuant to a statute of that state to command technical assistance and/or subscriber information from Windstream Service, LLC and its affiliates (“Windstream”) in this emergency situation. The undersigned hereby request Windstream to voluntarily disclose the user data requested below based upon the provisions of 18 U.S.C. § 2702. Specifically, the undersigned hereby represents that there is an emergency situation that requires disclosure without delay of information relating to the emergency. Refer to the Attestation section below on what constitute as a emergency situation.

The undersigned law enforcement official provides the following information to assist Windstream Services, LLC in forming a good faith belief that disclosure of the user data requested is warranted.

1. What is the nature of the emergency involving death or serious physical injury?	
2. What is the imminent nature of the threat? Please provide information that suggests there is a specific deadline before which it is necessary to receive the requested information and/or that suggests there is a specific deadline on which the act stated in response to Question 1 will occur (e.g., tonight, tomorrow at noon)	
3. What specific information are you requesting from Windstream? Please identify the relevant Windstream accounts (by name, address, email address, IP address, or telephone number). Please make your request as narrow as possible; requesting all information available for an account will delay the processing of your request.	Target IP or Phone #: _____ Date and Time (with time zone) for IP or Phone#: _____ Other: _____ _____ _____

<p>Attestation</p>	<p>The undersigned affirms that this request is made solely as a result of an emergency situation involving (i) the immediate danger of death or serious physical injury to a person, (ii) conspiratorial activities threatening the national security interest, or (iii) conspiratorial activities characteristic of organized crime that requires the installation of an interception before an order authorizing such interception can, with due diligence, be obtained, or (iv) an ongoing attack on a protected computer (as defined in 18 U.S.C § 1030) that constitutes a crime punishable by a term of imprisonment greater than one year that requires installation before an order can, with due diligence, be obtained; and that this emergency requires Windstream to disclose without delay of the information sought above; and that the information sought relates to the emergency.</p> <p>The undersigned affirms that the information shall not be obtained, shared or disseminated for any unlawful or harmful purpose.</p> <p>The undersigned affirms that there are grounds upon which an order could be obtained under this chapter/code to authorize such electronic surveillance or subscriber information request and direct Windstream to provide specific information, facilities and technical assistance.</p> <p>Windstream is required to have a subpoena/court order within 72 hours of the exigent request. The undersigned affirms that an application for an order will be made within 72 hours of receipt. If you can not comply, please state your reason below.</p>
<p>Reason for not obtaining a follow-up subpoena</p>	

Windstream is hereby commanded to provide Subscriber information for the above specific information (listed IP or Phone on the listed date and time). No cause of action shall lie in any court against Windstream for complying in good faith with this certification.

<p>Signature of Requesting Officer</p>	
<p>Date and Time of Request</p>	

Windstream Law Enforcement Support Center
4001 Rodney Parham Road
Little Rock, AR 72212
501-748-7364 – On-Call Phone
LEA@windstream.com (Only to be used after calling the On-Call #)

****WINDSTREAM INTERNAL USE ONLY****

Case ID Number: _____

Assigned Analyst: _____

I have overseen the technical assistance or subscriber information gathering described on this form and on any attached documents, and I hereby certify that the information contained on this form is complete and accurate.