



windstream™

Network Security Operations Center

General Information and Fee Schedule for LEA's

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

Windstream accepts subpoena and court orders only through CT Corporation. To find out how to serve Windstream with a subpoena or court order, please contact CT Corporation at 866-925-9916 and they will direct you to the CT office in your area.

Corporate name: Windstream Services, LLC
Mailing address: Attn: Custodian of Records
11001 Executive Center Drive
Little Rock, AR 72211

Contact number: 877-999-7705_ (press "1" for Subpoena Compliance, then press "1" for Status of subpoenas 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 subsequent 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 subsequent 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.