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Introduction

TruConnect is a national provider of wireless voice, messaging, and data services. Additional information about TruConnect and its products and services is available at www.truconnect.com.

TruConnect assists law enforcement agencies in their investigations while protecting subscriber privacy as required by law and applicable privacy policies. The main federal statutes that TruConnect must conform to when releasing subscriber information are: The Electronic Communications Privacy Act (18 U.S.C. §§ 2510-2522, 2701-2712, 3121-3127); Communications Assistance for Law Enforcement Act (47 U.S.C. §§ 1001-1010); and the Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information or CPNI). TruConnect also complies with all applicable state and federal laws.

TruConnect’s primary goal is to provide timely and accurate responses to all law enforcement and governmental agency requests. TruConnect has qualified personnel who are responsible for complying with legal requests made to TruConnect. Unless otherwise required by the request, TruConnect’s goal is to provide a response within five (5) business days of each request.

Note: This Handbook is provided for informational purposes only. TruConnect expressly reserves the right to add, change, or delete any information contained in this Handbook at any time and without notice. Furthermore, TruConnect reserves the right to respond or object to, or seek clarification of, any legal requests and treat legal requests for subscriber information.
Subpoena, Search Warrant, Court Order Contact Information:

TruConnect Business Office Addresses:
California:
TruConnect Communications, Inc.
1149 S. Hill Street, Suite H400
Los Angeles, CA 90015
All Other Jurisdictions:
Sage Telecom Communications, LLC d/b/a TruConnect
10440 N. Central Expressway, Suite 700
Dallas, TX 75231

Emergency Requests (NOC)
888-757-3559

Send Completed Emergency Disclosure Forms To:
EmergencyDisclosures@truconnect.com
Fax
214-279-2160

Subpoenas, Search Warrants, and Court Orders:
All Subpoenas, Search Warrants, and Court Orders must be properly served either in person at our business office or via our Registered Agent for service of process. Subpoenas, Search Warrants, and Court Orders will NOT be accepted via Fax.

Registered Agent for Service of Process:
California
Corporation Service Company
2710 Gateway Oaks Drive, Suite 150N, Sacramento, CA 95833-3505
Texas
Corporation Service Company d/b/a CSC-Lawyers Incorporated
211 E. 7th Street, Suite 620, Austin, TX 78701-3218

Inquiries regarding Subpoenas, Search Warrants, and Court Orders:
Email: SubpoenaRequests@truconnect.com
Telephone: 214-495-4723

Main POC for Responding to/Handling Subpoena Requests:
Cassandra Milligan
Email: SubpoenaRequests@truconnect.com
Phone: 214-495-4723
Subscriber Account Identification
Subscriber Account Identification

For identification based upon a telephone number:

   – TruConnect can only provide account information on telephone numbers for which we currently or have historically provided service.

For identification based upon an Internet Protocol (IP) Address:

   TruConnect is unable to search using IP addresses.

For identification based upon an email address:

   TruConnect does not provide email address to subscribers. As such, TruConnect will not have information responsive to the request.

For identification based upon a person's name:

   TruConnect cannot identify a subscriber based upon a name alone. It is necessary to include the street address, account number, phone number or other identifiable information where it is believed the individual receives service. It may be possible in some cases to identify a subscriber based on name and a city and state (with no street address).

   TruConnect will only respond to a request for identification based on the name exactly as it is written on the request. If initials or nickname are used you should add a request for those variations of the name in your legal request.

For identification based upon a street address:

   It is necessary to provide an entire street address. In the request, please supply the house or apartment number, the street name, the city, state, and the zip code of the location you have targeted.

   Over a length of time it is possible that TruConnect has supplied service to multiple customers at the same address. Therefore, it is necessary to narrow a search for customer identity to a specific period of time.
Retention Policies
TruConnect Retention Policies

Email Account Information for email contents and attachments

TruConnect does not provide subscribers with email addresses and as such would not be able to provide email information.

Call Detail Records

TruConnect maintains historical call detail records for our Voice telephone service for eighteen (18) months. This includes local, local toll, and long distance records. In limited instances, older records may be available, but will require additional time and resources to retrieve.
Legal Requests
Types of Requests

Generally, the following information, when available to TruConnect, can be supplied in response to the types of requests listed below. Each request is evaluated and reviewed on a case by case basis in light of any special procedural or legal requirements and applicable laws. The following examples are for illustration only.

Important Note on Email Communications: TruConnect does not provide subscribers with email addresses and as such would not be able to provide email information.

Court Order or Search Warrant (both signed by a Judge)

Law enforcement agencies are able to obtain subscriber identification including:

1. Subscriber's name
2. Subscriber's address
3. Length of service including start date
4. Subscriber's telephone number, instrument number or other subscriber number or identity.
5. Call Detail (records of local and long distance calling connections)
6. Means and source of payment for such service (would only be able to provide the name on the credit/debit card and the last four digits of the card number).

Emergency Disclosure

18 U.S.C. §2702(b)(8) and §2702(c)(4) allows TruConnect to divulge subscriber information, if TruConnect, in good faith, believes that an emergency involving danger of death or serious physical injury may occur if the information is not provided quickly.

These requests must go through TruConnect’s Emergency Request number and are only fulfilled if the requestor provides TruConnect with the information on the Emergency Disclosure Form. The Emergency Disclosure Form can be found on TruConnect’s website www.truconnect.com, requested by sending an email to EmergencyDisclosures@truconnect.com.

Subpoena

Law enforcement agencies are able to receive subscriber identification, including the following items, without notice to the subscriber:

1. Subscriber's name
2. Subscriber's address
3. Length of service including start date
4. Subscriber's telephone number, instrument number or other
subscriber number or identity.
5. Call Detail (records or local and long distance calling connections)
6. Means and source of payment for such service (would only be able to provide the name on the credit/debit card and the last four digits of the card number).

Preservation of Records Request

Title 18 U.S.C. § 2703(f) and 2704 provides a mechanism for law enforcement agencies to request TruConnect to preserve subscriber data already in its possession and not on an ongoing, continual basis, until an appropriate legal order is obtained. No information can be released until TruConnect receives a valid legal request. The information will be retained for ninety days upon which, if no valid legal request is received, or no authorized ninety day extension is sought, the information will be permanently deleted. If an extension is sought, the information will be retained for an additional ninety days upon which, if no valid legal request is made, the information will be permanently deleted.

Other

Wiretaps, Interception of Communications, Pen Register/Trap, Trace Device and Internet Protocol (IP) information requests are not available through TruConnect and must be submitted to the underlying carrier.
Reimbursement Fees
## Reimbursement Fees

<table>
<thead>
<tr>
<th>Type of Request</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscriber Information</td>
<td>$25.00 per number</td>
</tr>
<tr>
<td>Call Detail Records Less than 30 Days</td>
<td>$5.00 per number</td>
</tr>
<tr>
<td>Call Detail Records More Than 30 Days</td>
<td>$10.00 per month per number</td>
</tr>
<tr>
<td>Legal Document Responses</td>
<td>$0.10 per screen print</td>
</tr>
<tr>
<td>Diskette/CD</td>
<td>$10 processing fee</td>
</tr>
</tbody>
</table>
Appendix
Attachment #1

Emergency Disclosure Form

In order to release information to a member of a law enforcement agency or a governmental entity in an emergency situation involving danger of death or serious physical injury, TruConnect must first obtain the following information.

Name of Requestor:
Title:
Badge Number:
Name of Agency or Governmental Entity:
Address:
Telephone Number:
Fax Number:
Email Address:

What is the emergency that involves immediate danger of death or serious physical injury?

What information is being provided to look up subscriber? (i.e. Telephone Number, Name, etc.)

What information is being requested? (i.e. Name, Address, etc.)

Indemnification
I acknowledge that this request is made solely as a result of immediate danger of death or serious physical injury and that the information shall not be obtained shared or disseminated for any unlawful or harmful purpose. I affirm the above information, represents that I have authority to execute this form and agree to indemnify and hold TruConnect, its subsidiaries, employees, and agents harmless for any claim, demand, loss or injury, including attorneys’ fees brought against TruConnect by a third party, including the subscriber, as a result of TruConnect’s compliance with this request.

I declare under penalty of perjury that the foregoing is true and correct.

________________________________________  __________________________
Requestor Signature  Date

Please send this completed form, on your department letterhead, to EmergencyDisclosures@truconnect.com or fax to (214) 279-2160.