

## **NOTICE TO PARTIES SERVING SUBPOENAS, SEARCH WARRANTS, COURT ORDERS OR OTHER REQUESTS ON WAVE BROADBAND AND ASTOUND BROADBAND**

The following contact information may be used to reach Wave Broadband and Astound Broadband regarding any Subpoenas, Search Warrants, Court Orders, or other similar requests. This includes Service of Process by Law Enforcement Agencies of Subpoenas, Warrants and Court Orders, and inquiries as to the status of pending requests.

[legal@wavebroadband.com](mailto:legal@wavebroadband.com)

Fax: (425) 217-4001

Telephone: (425) 217-4000 or (888) 317-0488 - (24x7 Emergency No.)

Wave Broadband's and Astound Broadband's physical address is:

c/o WaveDivision Holdings, LLC  
Attn: David von Moritz, Corporate Counsel  
3700 Monte Villa Parkway  
Bothell, WA 98021

Physical service may be made on the registered agent for service of process for Wave Broadband and Astound Broadband, available from the secretary of state wherever we do business. We do not accept service at any of our local offices.

Acceptance of service by facsimile or email is strictly conditioned upon payment of charges. Wave Broadband and Astound Broadband reserve the right to require payment in advance, to withhold delivery of information until payment is received and to seek enforcement of charges. **Entities that fail to pay charges must serve process by the registered agent within the appropriate state.** Requesting parties will be notified if hourly charges apply and can receive a non-binding estimate.

### **Time for Response**

Requests are handled in the order received, subject to other pending expedited requests. Responsive information is generally provided within 10 business days.

Toll and call record detail requests should be limited to the narrowest period of time possible or a significantly longer time may be required to respond. Expedited response for information other than call records, if available resources permit, will generally be provided within three business days.

### **Status Requests and Questions**

For security reasons, all questions and status requests should be submitted in writing along with a copy of the Subpoena/Warrant/Court Order and response.

To prevent delays in response to your request and those of others, please do not ask for the status of a request for 10 business days for subscriber information, three days for expedited requests and 30 days for call records. You may then fax a copy of your original subpoena with a cover page asking for the status.

## **Records Retention**

The following retention policies generally apply to frequently sought records:

IP Assignment Logs: Up to 6 months  
Subscriber Information: 3 years  
Call records: 18 months (36 in certain states)  
Preservation Requests: 90 days

### **Cost Reimbursement** (18 U.S.C. § 2706)

**\$40** Per account for basic information  
**\$80** Per account for expedited handling  
**\$40/month** Telephone call detail records (other than toll)  
**No Charge** Telephone toll records and basic subscriber records of 10 or fewer accounts\*  
**\$0.25/page** Photocopies and facsimiles exceeding 10 pages  
**\$25** Data on CD-ROM  
**\$25** Express Delivery  
**\$75/hr./staff** Requests requiring greater than 0.5 hours (\$40.00 minimum)  
**\$80 plus \$150.00/hr./staff** Preservation or expedited handling, if available

No charge for child pornography or endangerment investigations, unless expedited response is sought  
Pen Register/Trap and Trace: **\$1,500** for each 60 days - **\$1,000** for each additional 60 days  
Wiretap: **\$1,500** for each 30 days - **\$1,000** for each additional 30 days

\*Telephone subscriber requests for law enforcement in excess of 10 accounts or otherwise voluminous may be charged for under 18 USC 2706. Inaccurate requests concerning non-WaveBroadband/Astound Broadband telephone subscribers require a fee of **\$25** per non-WaveBroadband/Astound Broadband request. LEAs can check providers at <http://www.npac.com> to avoid charges for inaccuracies. Telephone account information in civil cases is charged at **\$40** per account.

**Please make payment by check:**

WaveDivision Holdings, LLC (Tax ID#: 45-0495565)