**LEGAL DEMAND REQUIRED**: although we provide wholesale services, a **valid** Legal Demand is necessary to satisfy our CPNI obligations. An agency letterhead or agency email message request does **not** meet this definition and will **not** be processed. All Legal Demands can be addressed to Onvoy, LLC d/b/a Inteliquent (Secs. 1.1 to 1.3; and 7). See Sec. 4.1 for details necessary for submitting Legal Demands. **Matters submitted inconsistent with Sec. 4.1 may result in delayed processing or may require correction and/or supplementation and resubmission.**

**CONTACT INFORMATION**: please use **only** the following to contact Inteliquent as indicated.

- **Legal@inteliquent.com**: serve all Legal Demands **only** to this address (Secs. 3 and 8.1), and **only** consistent with requirements of Sec. 4.1. Retain our acknowledgment email, identifying our case number **necessary** if you contact us – Sec. 8.3).

- **SubpoenaStatus@inteliquent.com**: use **only** to (1) make status inquiry where response is **past due**, or (2) correct, supplement, or withdraw a Legal Demand. Do **NOT** send additional emails to Legal@inteliquent.com for such purposes. See Sec. 8.3.

- **LegalCallRecords@Inteliquent.com**: for CDRs or Intercept Arrangement requests (see Secs. 5.5 and 6.5).

**CONFIRMATION OF NUMBERS**: We cannot respond by email or phone to verify a number is ours. See Sec. 8.5; “FAQ” #5.

**COVER PAGE REQUIREMENT**: this form **must** accompany each Legal Demand. See Sec. 4.1.

**SERVE VIA EMAIL ADDRESS**: Submit all Legal Demands **only** to legal@inteliquent.com (Secs. 3 and 8.1). Please retain the acknowledgment email sent by our system, which identifies our case number **necessary** to reference if you need to contact us.

**FAXES NOT ACCEPTED**: We will not reply to faxed Legal Demands. Submit to legal@inteliquent.com. See Secs. 8.1 and 3.3.

**EXIGENT CIRCUMSTANCES**: DO **NOT** SUBMIT VIA EMAIL. **We cannot “ping” numbers**. Please do not call without submitting all necessary details ONLY via our 24/7 monitored web-based form (see also Sec. 8.6) located here:


**URGENT REQUESTS**: See Sec. 4.1.2 for NON-exigent matters that **require** an expedited response (within 5 business days). Only designate as “urgent” as directed herein (contrary submissions will not be expedited).


**WARNING – DO NOT REQUEST**: Limit your Legal Demand scope to wholesale customer identity (and contact information)

, and with reference to specific telephone numbers only (we cannot respond based on an address or a person’s name). Do not request end user related information (e.g., IP address, billing/payment, end user equipment information). See 4.1.8.

**ONE LEGAL DEMAND PER EMAIL**: a Legal Demand may cover multiple numbers (if all are listed on Cover Page); however, only one Legal Demand may be attached to any email (emails transmitting multiple Legal Demands will be rejected). See Sec. 4.1.

**PRESERVATION REQUESTS**: Do not request preservation. We generally do not have records that need preservation. Instead, promptly send us your Legal Demand so we can direct you to our wholesale customer to seek their preservation. See FAQ #7.

**CALL DETAIL RECORDS**: Typically, CDRs must be pursued via our wholesale customer(s). See Sec. 5. If, **after reviewing** our Guidelines (in particular, Sec. 5), you believe our CDRs are necessary, email LegalCallRecords@Inteliquent.com to request a call.

**PEN REGISTERS / INTERCEPT**: To capture all traffic, a register/intercept should be established on our customer’s network; **not** on our network. As a wholesale provider, we may only carry some or even none of the calls you are after. See Sec. 6. If, **after reviewing** our Guidelines, you believe we are the appropriate point, then email LegalCallRecords@Inteliquent.com to request a call.

**NUMBERS IDENTIFIED BY PEN REGISTER**: Submit numbers only on an **aggregated** basis along with the order(s) under which they were identified. Unless circumstances are urgent, **do not submit more than 1 aggregate request per day**. See Sec. 6.4.

**RESPONSE TIME EXPECTATION**: see Sec. 2.

**CANADIAN REQUESTS**: Inteliquent honors Canadian production orders and does not require an MLAT. Inteliquent does not, however, have premises in Canada — email submission is required. See FAQ #8 – p. 7.
1. **APPLICABILITY OF GUIDELINES:**

1.1 **Applicability - Generally.** These Guidelines are intended only to facilitate timely, orderly processing of federal, state or local law enforcement, regulatory agency, or court ("Submitting Agency") issued subpoenas, summons, court orders, civil investigative demands, agency orders, search warrants and production orders ("Legal Demands") and Exigent Circumstances Requests (see Sec. 8.6) seeking customer-related information concerning telephone numbers in service with Inteliquent entities (see Sec. 1.3). Defense counsel will also be regarded as a Submitting Agency for Legal Demands issued in criminal proceedings.

1.2 **Validity; Acknowledgment; Supplemental and Alternate Submission.** A valid Legal Demand is one which cites to legal authority, and is complete, legible, and timely served. By submitting a Legal Demand (via email) or an Exigent Circumstances Request (via our website) as invited by these Guidelines (Sec. 3.1), a Submitting Agency acknowledges the applicability of the same to acceptance and processing, including specified necessary details (Sec. 4.1). Accordingly, a Submitting Agency may be required to supplement or resubmit a Legal Demand to conform to these Guidelines and enable processing. Submitting Agencies unable to comply with email requirements must serve Legal Demands as per Sec. 8.3 or upon our registered agent.

1.3 **Inteliquent Entities.** The following entities (collectively, "Inteliquent") will accept Legal Demands under these Guidelines:

**Onvoy, LLC d/b/a Inteliquent – all subpoenas should be issued to Onvoy, parent of the following companies.**

- **Onvoy Spectrum ,LLC**
- **Broadvox, LLC**
- **Voyant Communications, LLC**
- **ANPI Business, LLC**
- **Inteliquent, Inc. f/k/a Neutral Tandem, Inc.**
- **Layered Communications, LLC**
- **Vitility**
- **Neutral Tandem state-specific entities (e.g., Neutral Tandem-Iowa, LLC)**

1.4 **Wholesale Services; CPNI Requirements:** Inteliquent primarily provides wholesale telecommunications interconnection services to other carriers, resellers, and service providers ("Provider Customers"), with our network serving as a “bridge” between the networks of others, enabling calls where such networks are not directly connected. Accordingly, we generally will not have information concerning end users of telephone numbers (the calling/called parties, who are the subscribers of our Provider Customers), and our typical response to a Legal Demand for customer information will be identification of the relevant Provider Customer(s) and their contact information. The Submitting Agency can then pursue end user subscriber information through the same. Further, as a wholesale provider, we are not a primary source of CDRs (see Sec. 5) and generally lack information typically sought from retail service providers (see Sec. 4.1.8). In observance of customer proprietary network information ("CPNI") obligations – applicable to wholesale services -- we must receive a valid Legal Demand (see Sec. 7).

1.5 **Civil Litigation:** Civil litigants must serve matters per our Civil Subpoena Policy. INTELIQUENT DOES NOT CONSENT TO SERVICE OF CIVIL SUBPOENAS UNDER THESE GUIDELINES, INCLUDING VIA legal@inteliquent.com.

2. **TIMING CONSIDERATIONS:**

2.1 **Generally:** Prompt submission and allowance of a reasonable compliance interval are expected. Although processing times may vary generally and will further vary due to the nature of certain Legal Demands (e.g., voluminous requests), where matters are submitted consistent with these Guidelines, we will typically respond within approximately 10 business days.

2.2 **Specify Compliance Date in Email Subject Line:** While a Submitting Agency will receive a prompt automated email response from our system, our actual review will only occur days later (see Sec. 2.1). Accordingly, to facilitate timely processing, the required compliance date must be stated in the submitting email subject line. See “Necessary Details” – Sec. 4.1.

3. **METHODS FOR SUBMISSION:**

3.1 **Legal Demands – Email Submission:** In the interest of timely, orderly processing, Inteliquent invites Submitting Agencies to submit valid Legal Demands via our dedicated email address (see Secs. 4.1 and 8.1), ensuring our immediate, centralized receipt/processing (Legal Dept. administered queue) and resulting in an automatic email reply from our system. If auto reply is not received in 10 minutes, do NOT resend; instead, check junk mail and network spam filter and then call (see Sec 8.3).

3.2 **Legal Demands – Other:** See Sec. 8.3 where unable to use email or otherwise conform submissions to our Guidelines.

3.3 **Faxes Not Accepted; Inconsistent Submissions:** Parties submitting matters to any facsimile number (INTELIQUENT DOES NOT CONSENT) or otherwise inconsistent with our Guidelines assume all risks of disclosure, incomplete transmission, delayed receipt and processing, non-receipt, and non-processing.

3.4 **Exigent Circumstances – Web Form ONLY:** See Sec. 8.6 for submitting matters of immediate danger of death or serious injury.
4. NECESSARY DETAILS FOR LEGAL DEMANDS AND SUBMITTING EMAILS.

4.1 NECESSARY DETAILS – Generally: Obscuration of the following is necessary to ensure timely, orderly processing:

1. **COVER PAGE**: a completed Cover Page (see https://www.inteliquent.com/legal/law-enforcement-support) must accompany all Legal Demand submissions, serving to collect key details for orderly intake and efficient processing and tracking. Please download the form, populate all fields, save the form, and attach it to the submitting email as a separate file (do NOT scan or consolidate with the Legal Demand file). Matters lacking a Cover Page may be returned for resubmission.

2. **EMAIL MESSAGE SUBJECT LINE**: specify the following in this order in your email subject line:
   - (1) the compliance date (as stated in Legal Demand or the date, per law – do NOT include any other date here);
   - (2) your agency’s reference number (e.g., case number); and
   - (3) any other statement to call attention to a compliance date *within 5 business days* of submission (e.g., “URGENT”).
   **Example:** “6/1/21 Due; Ref. No. 21-15837; URGENT”
   Absent a stated date in the subject line, a default date of 20 business days after receipt is established in our system.

3. **SINGLE SUBMISSION**: each email must submit only one Legal Demand. Do not attach multiple Legal Demands to a single email or combine them into one PDF file. See 4.1.5 concerning multiple target numbers.

4. **TARGET INTERVAL**: Numbers routinely move between Provider Customers or off our network altogether. Accordingly, a *date range must be stated*. Where not stated, we will assume an interval that is issuance date to compliance date.

5. **TARGET NUMBERS**: the Cover Page (see 4.1.1) for each Legal Demand must list all target numbers (*omitting* all non-numeric characters from the numbers – e.g., hyphens, parentheses, periods). This lessens risks of transposed or erroneous digits and helps to ensure timely processing and orderly tracking.

6. **“REPLY TO” EMAIL ADDRESS**: if person emailing the Legal Demand is not the intended recipient for response, include the recipient’s email on Cover Page (see 4.1.1.) and as a “CC” to limit risks of illegible, transposed, or mistyped characters.

7. **ENGLISH REQUIREMENT**: all Legal Demands submitted via email to Inteliquent must be in English. Inteliquent does not consent to the email submission of Legal Demands composed in other languages.

8. **RETAIL SERVICE RELATED ITEMS - DO NOT REQUEST**: As a provider of wholesale services (see Sec. 1.4), we will provide no response to the following items in a Legal Demand (since we will either: (i) entirely lack responsive records [i.e., about the end user], or else (ii) only have records relating to our Provider Customer [not the end user]): (1) applications for service, account establishment documents, service plans, or service contracts; (2) billing records, invoices, and charges for services; (3) payment information and banking records; (4) correspondence and records of other communications with the end user/concerning a number; (5) complaints received about a target number; (6) identification of all numbers in service on the account (or related accounts); (7) voice mail or SMS/MMS/text message content (not captured or retained by our network); (8) end user equipment and ID numbers for same, including SIM cards; (9) end user IP address; (10) end user data use; and (11) GPS location information. Please omit such items and request only customer identity. Inclusion of the above noted items will make a Legal Demand objectionable as unduly burdensome, overly broad, and/or neither relevant to nor proportional to the needs of the Submitting Agency and only delay processing. See also Sec. 5 regarding CDRs.

4.2 NECESSARY DETAILS – for (a) “Spoofed” Calls or (b) Area Code 559 or 661 Calls: summarize the following *per call*, and provide in Legal Demand (or in an exhibit), in submitting email, or where indicated on Cover Page:
1. calling number
2. called number, including potential other numbers (e.g., toll-free + “pointed to” local number; forward from + to numbers).
3. date and time of the call, including the relevant time zone designation (e.g., Central Standard Time), and call duration.

4.3 NECESSARY DETAILS – Requests Pursuant to Intercept Arrangements: For Legal Demands seeking customer information about a target number pursuant to a court order or warrant that established a pen register, trap and trace, or wiretap/intercept arrangement on another telephone number ("Intercept Arrangement") that is not on our network, the Cover Page must affirmatively state that the requested number: (a) was captured as a number called by or calling to the number subject to the Intercept Arrangement; (b) such call(s) occurred during the interval specified in the order/warrant (copy required, including relevant extension(s)); and (c) specify the order/warrant provisions which require our provision of information concerning the number(s). See also Sec. 6.4 concerning aggregating numbers into a single daily request.

4.4 UNNECESSARY DETAILS – End User Names and Addresses (Service, Billing, Email or IP Addresses): Inteliquent generally will not have information concerning end users of telephone numbers (the calling or called parties who are subscribers to our Provider Customers). Accordingly, being supplied with details about the name of the end user party, their service address or billing address, their email address or their I.P. address will be unhelpful for our research. Inteliquent will be generally unable to reply to a Legal Demand that provides such other details in lieu of a target number. Moreover, I.P. addresses utilized by Inteliquent are not unique to any Provider Customer, let alone to any end user subscriber of a Provider Customer.
5. **CALL DETAIL RECORDS (“CDRs”) / TRACEBACK REQUESTS**

5.1 **Fractional Services:** As a provider of wholesale services, Inteliquent generally is not a primary source of CDRs. Inteliquent typically only provides one or more fragments of the services underlying a number in use by a Provider Customer (e.g., local transit only or inbound calls only). As such, our CDRs for a target number will represent, at best, *only a fraction* of the entire spectrum of calls for that number, and moreover, will be generally *duplicative* of CDRs maintained by a Provider Customer (who should have CDRs for *all calls* from/to a target number utilized by their end user subscriber).

5.2 ** Archived Records:** While our CDRs for a particular number may represent a fraction of all calls involving that number, the voluminous amount of all traffic we carry for *all numbers* on our network necessitates our *prompt monthly archiving of CDRs*. Archiving occurs in *aggregate* for all traffic for all numbers in a calendar month (CDRs are *not archived* on a number- or customer-specific basis). The process to identify, retrieve and restore archived CDR data is time-consuming, will result in certain costs incurred by Inteliquent, and is likely to yield only partial results (which are duplicative of our Provider Customers’ CDRs).

5.3 **Secondary Source of CDRs:** Given the circumstances noted in 5.1 and 5.2, a Submitting Agency should *only secondarily seek Inteliquent’s CDRs* (i.e., first submitting a Legal Demand to Inteliquent *only* for the identify of our Provider Customer; then pursuing end user subscriber information and CDRs from the Provider Customer; and only thereafter, seeking CDRs as necessary from Inteliquent [e.g., for a period in which the Provider Customer lacks records]).

5.4 ** Exception – Back-Tracking; Timing and Fees:** Back-tracking of “spoofed” traffic is the rare case in which we are a primary source of CDRs (i.e., where a terminating carrier’s CDR establishes that Inteliquent delivered the actual traffic for a call to them, irrespective of apparent calling number). In such cases, where we identify a responsive CDR, it will identify the Provider Customer from whom we received the traffic. Allow at least 5 business days for a back-trace request for a call *within the prior 45 days*. Back-trace requests for calls more than 45 days prior will typically require archive retrieval and must allow at least 15 business days for processing (an ICB fee applies). Fees may also apply for voluminous requests. See also sec. 4.2 and FAQ item #1.

5.5 **Contact Prior to Submitting CDR Request:** If, after reviewing this entire Sec. 5, you believe our CDRs are necessary, then email LegalCallRecords@Inteliquent.com to request a call from the Legal Department.

6. **PEN REGISTER, TRAP AND TRACE, AND WIRETAP / INTERCEPT ORDERS**

6.1 **Generally – Limited Value:** Inteliquent typically only provides one or more fragments of the wholesale services underlying a number in use by a Provider Customer (e.g., local transit only or inbound calls only). As such, Inteliquent is rarely the best source for pen registers, trap and trace arrangements, and wiretap/intercepts (“*Intercept Arrangements*”) ordered for a target number for which we are providing wholesale services (i.e., the Intercept Arrangement will *only* capture traffic which the Provider Customer desires to send or receive through Inteliquent). Instead, a Submitting Agency is best served to submit a Legal Demand to Inteliquent to identify the Provider Customer, and then pursue the desired Intercept Arrangement with that company.

6.2 ** Contact Inteliquent Prior to Order Submission:** In the limited circumstances in which we are the appropriate point for an Intercept Arrangement, a trusted third-party vendor to Inteliquent will implement the same as ordered (see 6.3). If, after reviewing these Guidelines, you believe that Inteliquent is the appropriate Intercept Arrangement point, please contact us (see Sec. 6.5). Doing so will save time and expense, enabling us to evaluate whether the desired Intercept Arrangement might fit the limited circumstances in which Inteliquent would be an appropriate point, the applicability of fees for the Intercept Arrangement, and how to ensure our timely receipt and review of an order or warrant (as a time-sensitive matter, *do NOT submit* an Intercept Arrangement order to legal@inteliquent.com; rather, *only* submit your inquiry as directed in Sec. 6.5).

6.3 **Third-Party Vendor:** Upon receipt of an order or warrant directing Inteliquent to establish an Intercept Arrangement and verification of the Submitting Agency’s understanding of the foregoing limitations of an established Intercept Arrangement, Inteliquent will notify its third-party vendor, who will then contact the Submitting Agency directly to arrange for implementation. The third-party vendor is *NOT authorized* to accept service of a Legal Demand on behalf of Inteliquent. Rather, such orders and warrants must be submitted to Inteliquent as will be directed. Intercept Arrangements will only be established where Inteliquent receives an order or warrant that upon review, is determined to be a legally valid requirement for such arrangements.

6.4 **Numbers Identified Pursuant to an Intercept Arrangement with Another Provider:** unless circumstances involve an urgent need for information about one such number, Submitting Agencies should *only* submit requests for information about numbers identified in a present Intercept Arrangement on another service provider’s network on an *aggregated* daily basis (not more frequently than one submission per day identifying all numbers for which information is sought).

6.5 **Dedicated Contact Email Address:** If, after reviewing this Sec. 6, you believe an Intercept Arrangement on our network is necessary, then email LegalCallRecords@Inteliquent.com to request a call from the Legal Department. Do *NOT* submit the Intercept Arrangement to this email address.
7. CPNI STATEMENT

In compliance with the FCC Orders concerning Customer Proprietary Network Information (“CPNI”) and the company’s CPNI Policy, customer information cannot be released without a valid subpoena, summon, court order, civil investigative demand, agency order, search warrant or other formal demand from an agency authorized to request such information.

8. CONTACT INFORMATION FOR LEGAL DEMANDS AND EXIGENT CIRCUMSTANCES

8.1 Dedicated Email Address for Routine Legal Demands: In the interest of the timely, orderly processing of all Legal Demands, Inteliquent requires Submitting Agencies to submit the same via the dedicated email address legal@inteliquent.com. Email submission to legal@inteliquent.com consistent with these Guidelines ensures the immediate, centralized receipt of valid Legal Demands, protects the contents of the same from non-disclosure (processing queue accessible only by legal department), and facilitates the efficient processing of all such matters.

8.2 Other Email Addresses / Fax Numbers: INTELQUENT DOES NOT CONSENT TO THE SUBMISSION OF ANY LEGAL DEMAND TO ANY FACSIMILE NUMBER OR TO OTHER EMAIL ADDRESSES. Do not submit Legal Demands to any other email addresses, including without limitation, redundantly with submissions to legal@inteliquent.com. A Submitting Agency that submits a Legal Demand to any facsimile number or other email address assumes all risks, as per Sec. 3.3.

8.3 Standard Office Hours Contacts; Physical Address: Legal Department contacts are available during office hours (8:00 am to 5:00 pm Central) via email at SubpoenaStatus@inteliquent.com or via telephone at 872-275-2029. Please email only to correct, supplement, or withdraw a submitted Legal Demand or to inquire about status (inquire only where a response is past due, noting our case no. and due date in email subject line; earlier inquiries will not receive a response). Do not request number verification / confirmation (see Sec. 8.5). Please see 5.5 and 6.5 concerning CDR requests and Intercept Arrangements.

Submitting Agencies that are unable to submit Legal Demands via email (or which must also transmit via US Mail – see Sec. 8.4 also) must serve such matters upon Inteliquent at the following physical address, or upon a registered agent of Inteliquent:

Onvoy, LLC d/b/a Inteliquent
550 West Adams Street, 9th Floor
Chicago, IL 60661

8.4 Redundant Submissions via Email and US Mail: For jurisdictions requiring US Mail service, Submitting Agencies should first submit their Legal Demand via email (per Sec. 4.1 and 8.1), await receipt of our processing system’s auto-reply (which will identify our case number), and then print a copy of that email to include in with the Legal Demand copy that is sent via US Mail.

Submit a Legal Demand only once to Legal@inteliquent.com. Do not submit the same matter more than once or in installments (e.g., submitting 1 email for Legal Demand, 1 email for Cover Page, and 1 email for a non-disclosure order = 3 new cases in our system – one for each new email). All documents for a Legal Demand must be in 1 case only, sent via 1 email. Please retain the acknowledgment email sent by our system, which identifies our case number (necessary to reference if you need to call us).

8.5 Verification Requests / Confirmation Requests: We cannot respond to requests for verification or confirmation that a number belongs to Inteliquent. Do not present such requests by phone (including to our NOC) or via email (including to legal@inteliquent.com). We will close cases generated in our system by such email requests to legal@inteliquent.com (no response will be sent). (see “FAQ” no. 5 on page 7 for more information).

8.6 Exigent Circumstances Requests: a Submitting Agency (including an emergency call center for purposes of this “Exigent Circumstances” section) must certify to Inteliquent the nature of an emergency that represents an immediate danger of death or serious physical injury, for which they lack sufficient time to obtain a subpoena, summons, court order, civil investigative demand, search warrant or production order for purposes of obtaining customer related information concerning a telephone number in service with Inteliquent (“Exigent Circumstance Request”). Exigent Circumstance Requests are submitted only via the following:


Inteliquent cannot perform a “GPS Ping” on a number. Please do not submit such requests. Please instead request customer information by use of the web page form at the above address.

For exigent matters concerning 559 or 661 area code calling numbers, please refer to Sec. 4.2 and supply such details.

Inteliquent’s response to any Exigent Circumstances Request is entirely conditioned upon the agency’s subsequent provision of a subpoena, summons, court order, civil investigative demand or search warrant to Inteliquent for any information provided as soon as circumstances permit the agency to obtain the same thereafter. By submitting an Exigent Circumstances Request to Inteliquent, the agent certifies to Inteliquent: (a) the information provided is true and correct; (b) the existence of Exigent Circumstances; (c) the Submitting Agency will provide a Legal Demand to Inteliquent as soon as circumstances permit; and (d) the agent has the authority to make the Exigent Circumstances Request on behalf of the agency and further, to commit the agency to subsequently obtain and provide the corresponding Legal Demand.
LEGAL COMPLIANCE FAQs

1. **Is there a fee for providing a response to a Legal Demand?**

   Typically, Inteliquent will not charge a fee for Legal Demands that seek only customer information about a routine quantity of target numbers. Fees may apply for Legal Demands that are determined by Inteliquent to be seeking information about a voluminous quantity of target numbers, including for individual Legal Demands which amount to a voluminous quantity in the aggregate (e.g., where a Submitting Agency submits a series of requests, for each of which, a fee would otherwise not apply) or which involve exceptional costs to be incurred by Inteliquent for retrieval and restoration of archived records.

   Where Inteliquent receives a Legal Demand for a voluminous quantity of target numbers or exceptional costs are otherwise anticipated, the Submitting Agency will be advised of Inteliquent’s determination and presented with cost and time estimate for production of the requested information. The Submitting Agency must then provide written authorization for the same before the requested information will be researched, compiled, and produced by Inteliquent.

2. **Do you notify your customer upon receipt of a Legal Demand?**

   As noted above, we primarily provide wholesale telecommunications services only to Provider Customers (see Sec. 1). Accordingly, we generally do not notify our Provider Customers of receipt of Legal Demands from Submitting Agencies. Customers may be provided notice, however, of the receipt of a subpoena in a civil litigation matter. As provided above, parties to civil litigation matters must serve civil subpoenas consistent with our separate Civil Subpoena Policy.

3. **If my Legal Demand is defective, will you still accept it for processing?**

   No. Inteliquent generally cannot accept any secondary document to resolve defects or inconsistencies within the provisions of any Legal Demand received, including without limitation, the absence of a necessary signature, an erroneously stated target number, one or more missing pages, or the submission of the matter only after the compliance date provided for in the Legal Demand. Inteliquent must receive a Legal Demand that is complete, timely submitted, and which creates a legal obligation for Inteliquent to produce the information specified in the Legal Demand (and any exhibits and/or attachments which are clearly referenced in and are part of the Legal Demand), including citation to authority for the Legal Demand.

   Any Legal Demand received only after the compliance date established in the same will be presumed void, and the Submitting Agency will be requested to affirm in writing to Inteliquent that a provision of law requires the Legal Demand to nevertheless be regarded as valid (despite untimely service of the same), and a legal requirement for Inteliquent’s response. Such writing must also establish a reasonable interval for Inteliquent’s compliance response (such interval being comparable to the original interval between issuance of the Legal Demand and the compliance date established therein).

4. **Do you accept Legal Demands directed to Vitelity Communications, LLC; Vitelity, LLC; VCLS, LLC; Infotelecom, LLC; 360networks (USA), Inc.; or Zayo Group, LLC.**

   No. We will not respond to any Legal Demand directed to any of the above-named companies. We will only respond to Legal Demands directed to one of the companies listed in Sec. 1.3 of these guidelines.
5. I know that Inteliquent mainly provides wholesale telecommunications services and that numbers frequently move between service providers. Is a Legal Demand really required, and can you at least tell me in advance if the number is with your company?

A Legal Demand is required. While Inteliquent’s customers are typically Provider Customers, Inteliquent must nevertheless observe CPNI requirements (please see our “CPNI Statement” – Sec. 7). It is understood that Submitting Agencies only want to submit Legal Demands to the service provider who possesses the information desired. However, Inteliquent must process Legal Demands as a priority and consistent with compliance intervals specified for the same. Moreover, Inteliquent must expect that all Submitting Agencies adequately investigate matters and utilize their resources to identify Inteliquent as the relevant service provider for a target number.

Accordingly, Inteliquent cannot accommodate requests to verify a telephone number either by telephone call or by message to any email address (see also Sec. 8.5). We recognize that this may represent some inconvenience; however, given the volume of Legal Demands we receive as a wholesale service provider, we cannot escalate such inquiries above the processing of pending Legal Demands.

6. My agency only wants to request the disruption of service for one or more numbers, not information. What do we need to do?

Disruption requests must refer to a statutory or other basis supporting the request; clearly identify the target number(s) (including specifying date(s), time(s), and applicable time zone); summarize use of the target number(s) that is the basis for the request; and either produce documentary evidence of such use or sufficient details that enable Inteliquent to verify such use or otherwise recreate use consistent with the summary provided.

7. My agency only wants to request the preservation of records held by your company at this time. What do we need to do?

A Preservation Request to Inteliquent will not be beneficial to your agency – you will not want our records or their preservation. Instead, you will want to promptly issue your Legal Demand (see Sec. 1.1) to Inteliquent to request only the identity of our customer for your target number. Inteliquent’s customers are typically Provider Customers (see Sec. 1.4). Through such Provider Customers, your agency can pursue the end user subscriber information sought by your agency (as a wholesale service provider, Inteliquent generally has no relationship with or information about the end user subscribers of our Provider Customers, and further, is not a primary source of CDRs). Inteliquent can provide no information in response to a Preservation request.

Accordingly, a Submitting Agency should not delay issuance of a Legal Demand seeking customer identifying information from Inteliquent. In response, Inteliquent will identify our Provider Customer(s) for the target number(s) and supply contact information for the same. The Submitting Agency can then issue a preservation request to the Provider Customer to ensure the preservation of end user subscriber information and/or CDRs sought by your agency for the interim.

8. Do you accept Canadian Legal Demands?

Onvoy, LLC is a registered reseller in Canada. As such we do accept Canadian Legal Demands, submitted in English in accordance with the guidelines set forth above. Please note that Onvoy, LLC DOES NOT HAVE premises in Canada. All Legal Demands must be served via our dedicated email address – legal@inteliquent.com.