

LAW ENFORCEMENT AND REGULATORY AGENCY SUPPORT GUIDELINES

SUMMARY OF GUIDELINES

- **INFORMATION REQUEST:** as defined on page 2, this is a valid, formal legal demand such as a subpoena, summons, court order, civil investigative demand, agency order, search warrant or production order issued by a federal, state or local law authority seeking customer-related information concerning telephone numbers in service with Inteliquent. A request on agency letterhead or via agency email **does not** meet this definition and **will not be processed**. Address all Information Requests to Onvoy, LLC d/b/a Inteliquent.
- *CONFIRMATION OF NUMBERS:** We cannot respond (email or phone) to confirm a number is ours. See “FAQ” – p. 7, item #5.
- *COVER PAGE REQUIREMENT:** this form (posted with these guidelines on our site) must accompany each Information Request. We will not process matters submitted via email without a **fully completed** cover page. See “NECESSARY DETAILS” - p. 3.
- *EMAIL ADDRESS FOR SERVICE:** Submit all Information Requests to legal@inteliquent.com, which by auto reply will assign our case number (if not received in 10 min., check junk mail/network spam filter and call us – do **not** resend). Use our Chicago office address where a physical address is required. See “METHODS OF TRANSMISSION” on p. 2 and “CONTACT INFO.” on p. 5.
- *EMAIL ONLY / NEVER FAX:** Only submit Information Requests via legal@inteliquent.com - See “CONTACT INFO.” on p. 5.
- *SUBPOENA REQUIREMENT:** Even though we generally only provide wholesale services, an Information Request (defined above) is ALWAYS required — we must observe CPNI requirements. Only request customer information by submitting a valid Information Request, and do not request number confirmation — see “APPLICABILITY” on p. 2 (par. 2) and “CPNI STATEMENT” on p. 4.
- *EXIGENT CIRCUMSTANCES:** Submit all Exigent Circumstance Requests (defined in “EXIGENT” - p. 5) ONLY using our web-based form (monitored 24/7): <https://www.inteliquent.com/contact-legal/contact-for-exigent-circumstances>. Submission to any email address will **only delay** response. Please **do not** call without first gathering and submitting the information required for the form.
- *URGENT REQUESTS:** For a NON-exigent matter requiring a response within 3 business days of our receipt, please see p. 3, item #4 under “NECESSARY DETAILS - Generally.” Never designate as “urgent” as a matter of course, and **only** do so as invited.
- *ONE INFORMATION REQUEST PER EMAIL:** An Information Request may cover multiple target numbers (if all are supplied in the Cover Page); however, only one (1) Information Request may be attached to an email. To submit multiple Information Requests, attach each Information Request to a separate email. See p. 3, item #3 under “NECESSARY DETAILS - Generally”.
- *PRESERVATION REQUESTS:** In most cases, we do not have the information for which preservation is sought. Promptly send an Information Request to us so that we can direct you to the party to whom you may request preservation — see FAQ – p. 7, item #7.
- *CALL DETAIL RECORDS:** Typically, CDRs must be pursued via our wholesale customer(s). We cannot forward a subpoena addressed to Inteliquent. To the extent we have CDRs (we typically only have a fraction of traffic for a number), they are archived as of 60 days. Legacy data may be unavailable. See “CALL DETAIL RECORDS” - p. 4. If, **after reviewing** these guidelines, you believe Inteliquent is the appropriate source for seeking CDRs, please first contact Penny Stanley or Scott Kellogg for assistance.
- *PEN REGISTERS / INTERCEPT:** As a wholesale provider, Inteliquent is generally not an optimal point for such arrangements (i.e., we typically do not carry all traffic relating to a number across our network; you will want your probe established with our wholesale customer instead). See “PEN REGISTER” – p. 4. If, after reviewing these guidelines, you believe that Inteliquent is the appropriate location for your register/intercept, please first contact Penny Stanley or Scott Kellogg for assistance.
- *RESPONSE TIME EXPECTATION:** see “TIMING CONSIDERATIONS” – p. 2.
- *NUMBERS IDENTIFIED BY PEN REGISTER:** Unless circumstances are urgent, **only** transmit on an aggregated basis (not more frequently than once per day) requests along with orders under which numbers were identified. See “PEN REGISTER” - p. 4.
- *CANADIAN REQUESTS:** Inteliquent honors Canadian production orders and does not require an MLAT. Inteliquent does not, however, have premises in Canada — email transmission is required. See FAQ – p. 7, item #8.
- *CIVIL SUBPOENAS:** subpoenas issued in matters of civil litigation in which Inteliquent is a non-party must be served **only** consistent with our separate Civil Subpoena Policy, which also provides for methods of service, applicable fees, and necessity of a protective order where seeking call detail records (CPNI). See “Civil Subpoena Policy” at <https://www.inteliquent.com/law-enforcement-support>.
- *IP ADDRESSES:** As a wholesale service provider, we do not have information concerning end users (the calling or called parties who are subscribers to our wholesale customers). Accordingly, details about IP address, or end user name or service/billing email address are neither useful details to us nor information we can produce. See also “UNNECESSARY DETAILS” – p. 3.

LAW ENFORCEMENT AND REGULATORY AGENCY SUPPORT GUIDELINES FOR INFORMATION REQUESTS TO INTELIQENT

APPLICABILITY OF GUIDELINES: These guidelines are intended **only** to facilitate the timely, orderly receipt and 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 (“**Information Requests**”) and **Exigent Circumstance Requests** (as hereinafter defined on page 4 and for which an Information Request must be transmitted as soon as circumstances permit after Inteliquent’s response) seeking customer-related information concerning telephone numbers in service with Inteliquent (as hereinafter defined). A valid Information Request will cite to appropriate authority, and be entirely complete, legible, and timely served. **By transmitting an Information Request via email or an Exigent Circumstances Request via Inteliquent’s website as invited by these guidelines, a Submitting Agency acknowledges the applicability of the same, which establish certain necessary details (page 3) and conditions for Inteliquent’s acceptance and processing.** For Information Requests transmitted inconsistent with specified conditions and detail requirements, a Submitting Agency may be advised to conform the same to these guidelines via supplemental submission (including, of a Cover Page – see “NECESSARY DETAILS” – page 3), enabling processing. Submitting Agencies unable to comply with requirements and conditions for email submission must instead serve Information Requests at the physical address specified in “CONTACT INFORMATION...” (see page 5), or upon Inteliquent’s registered agent. Observance of these guidelines will avoid the delayed receipt and/or processing, or non-receipt by the following entities (collectively, “**Inteliquent**”):

- **Onvoy, LLC d/b/a Inteliquent – all subpoenas should be issued to Onvoy, parent company of the following companies.
- **Inteliquent, Inc. f/k/a Neutral Tandem, Inc.
- **Neutral Tandem state-specific operating subsidiaries (e.g., Neutral Tandem-Illinois, LLC)
- **Broadvox, LLC
- **Layered Communications, LLC
- **Voyant Communications, LLC
- **ANPI Business, LLC d/b/a Voyant Communications, LLC
- **Vitelity, a division of ANPI Business, LLC

Inteliquent primarily provides **wholesale telecommunications services** to other telecommunications carriers, resellers, and service providers (“**Provider Customers**”). Accordingly, Inteliquent generally will not have information concerning end users of telephone numbers (calling or called parties who are subscribers of our Provider Customers). Further, Inteliquent’s response to an Information Request seeking customer information will typically be limited to identification of the relevant Provider Customer(s) and their contact information. End user subscriber information must then be pursued by the Submitting Agency through the Provider Customer(s) so identified. In observance of customer proprietary network information (“CPNI”) obligations (see “CPNI STATEMENT” [page 4]), Inteliquent can generally **only provide information about a Provider Customer in response to an Information Request**. As a wholesale service provider, Inteliquent is generally not a primary source of CDR. See “CALL DETAIL RECORDS” - page 4.

CIVIL LITIGATION PARTIES MUST SERVE SUBPOENAS PER OUR SEPARATE CIVIL SUBPOENA POLICY. INTELIQENT DOES NOT CONSENT TO SERVICE OF CIVIL SUBPOENAS PURSUANT TO THESE GUIDELINES.

TIMING CONSIDERATIONS: While prompt submission at issuance and allowance of a reasonable compliance interval are expected, it is understood that certain matters will require expedited handling. Although processing times will vary generally and further relative to the nature of certain Information Requests (e.g., voluminous requests), Inteliquent will typically respond to Information Requests submitted **consistent** with these guidelines within **seven to ten business days**.

While a Submitting Agency will receive a prompt automated email response from our system (assigning our case number), preliminary review may only occur several business days later. Accordingly, where a compliance date is **three business days or less after the date of submission**, include the compliance date (and/or other reference – e.g., “URGENT” or “EXPEDITE”) **in the subject line** of the submitting email to call attention to the same and facilitate timely processing. See “NECESSARY DETAILS - Generally” - page 3.

METHODS OF TRANSMISSION: In the interest of timely, orderly processing, Inteliquent invites Submitting Agencies to transmit Information Requests **via our dedicated email address** (see “NECESSARY DETAILS...” [page 3] and “CONTACT INFORMATION...” [page 5]). Email submission ensures the immediate, centralized receipt (into a queue accessible by legal department personnel only) and processing of complete, legible Information Requests. Inteliquent **does not consent** to the transmission of Information Requests **via facsimile or as otherwise inconsistent with these guidelines**. A Submitting Agency transmitting to any facsimile number **assumes the risks** of disclosure, incomplete transmission, delayed receipt and processing, non-receipt, and non-processing.

Please see “CONTACT INFORMATION...” (page 4) for submission of matters by agencies that cannot utilize email or otherwise conform their Information Request to the requirements and conditions of these guidelines.

Please see “EXIGENT CIRCUMSTANCE REQUESTS” under “CONTACT INFORMATION...” (page 4) concerning the submission of matters involving an immediate danger of death or serious physical injury (submit via Inteliquent’s dedicated website).

NECESSARY DETAILS FOR INFORMATION REQUESTS AND SUBMITTING EMAILS

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

1. **COVER PAGE:** a completed Cover Page (posted at <https://www.inteliquent.com/law-enforcement-support>) must accompany all Information Request submissions. The Cover Page collects key details necessary for orderly intake and efficient processing and tracking. Please **download** the current form, **populate** all fields, **save** the populated form, and **attach** it to the submitting email as a separate file (**do NOT scan the completed form or consolidate it with the Information Request file**).
2. **EMAIL SUBJECT LINE:** specify here: (a) Submitting Agency reference number (e.g., case, file, docket, or tracking number) and (b) for matters requiring a response within **three business days or less after submission**, the compliance due date and/or other statement (e.g., “URGENT” or “EXPEDITED PROCESSING REQUIRED”) to call attention to the same.
3. **SINGLE TRANSMISSION:** each email will transmit only one Information Request. Multiple Information Requests should **not be combined** into one PDF file **or attached** to a single email. See item #5 concerning multiple target numbers.
4. **COMPLIANCE DATE:** clearly specify the compliance date (as stated in the Information Request or per applicable law, where unstated) in the subject line or body of a submitting email. For a date that is **three business days or less after submission**, call attention by including the date (and/or other reference – e.g., “URGENT” or “EXPEDITED”) **in the email subject line**. For submitting emails that do not specify a compliance date, a default date of 20 business days after receipt in our system.
5. **TARGET INTERVAL:** see “NECESSARY DETAILS – Target Numbers with Area Codes Other Than 559 and 661” (below).
6. **TARGET NUMBERS:** the Cover Page (see item #1) for each Information Request must list all target numbers in the format of XXX-XXX-XXXX (**omitting** parentheses, periods, and other marks, and **utilizing hyphens only**). Doing so will limit the risk of transposed or erroneous digits and help to ensure timely processing and orderly tracking. Multiple target number requests (including a series of requests from an agency) absent a completed Cover Page cannot be processed.
7. **“REPLY TO” EMAIL ADDRESS:** where the sender of a submitting email is not the Submitting Agency’s intended recipient for our response, **include the recipient’s email address** as a “CC” on the email (or otherwise designate it in the submitting email and on the Cover Page – see item #1). This reduces risks of illegible, transposed, or mistyped characters.
8. **ENGLISH REQUIREMENT:** all Information Requests transmitted via email to Inteliquent must be in English. Inteliquent does not consent to the email transmission of Information Requests composed in other languages.

NECESSARY DETAILS – Only for: (a) “Spoofed” Calls or (b) Area Code 559 or 661 Target Numbers: the following details must be summarized on a **per call basis** for each target call, and can be provided in the Information Request, as an exhibit to the Information Request, in the body of the submitting email, or where indicated on the 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).
4. duration of each call, if available

NECESSARY DETAILS – Target Numbers with Area Codes Other Than 559 and 661: number portability results in the routine movement of telephone numbers between providers. Accordingly, a date range must be stated for all target numbers with area codes **other than** 559 and 661. For Information Requests absent specification, Inteliquent assumes that the date range is from the date of issuance through the compliance date and will respond only with the CURRENT Provider Customer’s name and contact information.

For Information Requests 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**”), **the Cover Page must affirmatively state that the target number requested:** (a) was captured as a number that was either called by or calling to the number for which the Intercept Arrangement exists; (b) such call(s) occurred during the interval specified in the court order or warrant (copy required, including relevant extension(s)); and (c) specify the court order or warrant provisions which require Inteliquent to provide information concerning the number(s). Please see also “PEN REGISTER...” on page 4 concerning aggregating numbers.

UNNECESSARY DETAILS – End User Names and Addresses (Service, Billing, Email or I.P. Addresses): Inteliquent generally will not have information concerning end users of telephone numbers (the calling or called parties who are subscribers to our wholesale Provider Customers). Accordingly, the provision of details about the name of the party who is an end user, their service address or billing address, or their email address or I.P. address will be unhelpful for purposes of our research. Inteliquent will be generally unable to reply to an Information Request that provides such 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.

CALL DETAIL RECORDS / TRACEBACK REQUESTS

As a provider of wholesale services, Inteliquent generally is not a primary source of call detail records (“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, any target number CDRs in Inteliquent’s possession will represent, at best, only a fraction of the entire universe of calls involving such number, and moreover, will be duplicative of CDRs maintained by a Provider Customer (who should possess CDRs for **all calls** initiated and received by a target number utilized by the end user subscriber).

While Inteliquent’s CDRs for a particular number may represent a fraction of all calls involving that number, the voluminous amount of all traffic carried for all numbers serviced by Inteliquent necessitates our prompt archiving of all CDRs. Archiving occurs generally in aggregate for intervals of one month for all traffic in such (CDRs are **not stored** on a number-specific or Provider Customer-specific basis). The process for retrieval and restoration of archived CDRs is time-consuming, will result in certain costs being incurred by Inteliquent, and is likely to yield only partial results (records duplicative of those in the complete records of our Provider Customers).

Accordingly, a Submitting Agency should only secondarily seek CDRs from Inteliquent (i.e., first submitting only an Information Request to in order to identify our Provider Customer, then pursuing end user subscriber information and CDRs from that Provider Customer, and only thereafter, seeking CDRs from Inteliquent [e.g., for a period in which the Provider Customer lacks records]).

Back-tracing of spoofed traffic is one limited circumstance in which Inteliquent is a primary source of CDRs (where terminating carrier CDRs establish that Inteliquent delivered the traffic to them). A traceback request for a call within the prior 45 days must allow at least 5 business days for processing. Traceback requests for calls more than 45 days prior will typically require archive retrieval and must allow at least 15 business days for processing (a flat fee of \$50.00 will apply). Fees may also apply for voluminous requests.

PEN REGISTER, TRAP AND TRACE, AND WIRETAP / INTERCEPT ORDERS

Establishment of Intercept Arrangements on Inteliquent’s Network: 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, an agency will typically be best served to submit an Information Request to Inteliquent, in response to which, Inteliquent will identify the Provider Customer, and supply their contact information. The agency can then pursue the desired Intercept Arrangement with the Provider Customer.

In the limited circumstances in which Inteliquent is the appropriate point for an Intercept Arrangement, a trusted third-party vendor to Inteliquent will implement the same as ordered. **If, after reviewing these guidelines, you believe that Inteliquent is the appropriate location for your Intercept Arrangement, please contact Penny Stanley or Scott Kellogg before obtaining and transmitting your order.** (see “CONTACT INFORMATION” on page 5). A timely conversation will enable us to evaluate whether the desired Intercept Arrangement might be within the very limited circumstances in which Inteliquent would be an appropriate point, the applicability of fees for the establishment and maintenance of the Intercept Arrangement, and how to ensure our timely receipt and review of an order or warrant (as a time-sensitive matter, do **NOT** simply transmit an Intercept Arrangement order to legal@inteliquent.com – it may be 2-3 business days before a matter received at that address is even preliminarily reviewed), Efficient communications will save time and expense for all parties.

Upon receipt of an order directing Inteliquent to so establish an Intercept Arrangement and verification of the Submitting Agency’s understanding of the foregoing limitations of an Intercept Arrangement so established, Inteliquent will notify its third-party vendor, who will then contact the Submitting Agency directly to arrange for implementation of the Order. The third-party vendor is **NOT authorized** to accept service of an Information Request on behalf of Inteliquent. Rather, such orders must be submitted to Inteliquent as provided in “CONTACT INFORMATION...” (page 5). 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.

Numbers Identified in an Intercept Arrangement: unless circumstances involve an urgent need for information about one number, Submitting Agencies should **only** transmit requests for information about numbers identified in a present Intercept Arrangement on an aggregated daily basis (not more frequently than one transmission per day identifying all numbers for which information is sought).

CPNI STATEMENT

In compliance with the Federal Communications Commission 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.



CONTACT INFORMATION FOR INFORMATION REQUESTS AND EXIGENT CIRCUMSTANCES

ROUTINE MATTERS / STANDARD BUSINESS HOURS: In the interest of the timely, orderly processing of all Information Requests, Inteliquent requires Submitting Agencies to transmit 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 (into a queue accessible by all legal department personnel) of complete, legible Information Requests, facilitates the efficient processing of all such matters, and protects the contents of the same from non-disclosure beyond such noted personnel.

INTELIQUENT DOES NOT CONSENT TO THE TRANSMISSION OF ANY INFORMATION REQUEST TO ANY FACSIMILE NUMBER OR TO OTHER EMAIL ADDRESSES, INCLUDING WITHOUT LIMITATION, TO THE INDIVIDUAL EMAIL ADDRESSES IDENTIFIED IN THIS “CONTACT INFORMATION” SECTION. Do not submit Information Requests to any other email addresses, including without limitation, redundantly with submissions to legal@inteliquent.com. A Submitting Agency that transmits an Information Request to any facsimile number or other email address assumes the risks of disclosure, incomplete transmission, delayed receipt and processing, and non-receipt and non-processing altogether.

Inteliquent identifies the following contact persons for inquiries by Submitting Agencies during standard office hours (8:00 to 5:00 pm Central), as well as the following physical address for inclusion by Submitting Agencies on any Information Request. **A Submitting Agency seeking to verify that a number is with Inteliquent should not transmit or present such any such inquiries to the contact persons identified below, Inteliquent’s NOC or legal@inteliquent.com** (please refer to “FAQ” no. 5 on page 7 for more information).

Primary Contact: Penny Stanley
Phone: 720-590-7085
Email: penny.stanley@inteliquent.com

Secondary Contact: Scott Kellogg
Phone: 312-384-8086
Email: scott.kellogg@inteliquent.com

Kelley Tolck
Phone: 763.230.4026
kelley.tolck@inteliquent.com

Submitting Agencies that are unable to transmit Information Requests via email must instead serve such matters upon Inteliquent at the following physical address, or upon a registered agent of Inteliquent:

550 West Adams Street, 9th Floor
Chicago, IL 60661

EXIGENT CIRCUMSTANCE 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 to be submitted **only** via the following:

<http://www.inteliquent.com/contact-us/contact-legal>

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 “NECESSARY DETAILS...” (page 3).

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 an Information Request 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 Information Request.

LEGAL COMPLIANCE FAQs

1. Is there a fee for providing a response to an Information Request?

Typically, Inteliquent will not charge a fee for Information Requests that seek only customer information about a routine quantity of target numbers. Fees may apply for Information Requests that are determined by Inteliquent to be seeking information about a voluminous quantity of target numbers, including for individual Information Requests 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 an Information Request 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 an Information Request?

As noted above, we primarily provide **wholesale telecommunications services** only to Provider Customers (see "APPLICABILITY..." - Page 2). Accordingly, we generally do **not** notify our Provider Customers of receipt of Information Requests 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 Information Request 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 Information Request 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 Information Request. Inteliquent must receive an Information Request that is complete, timely submitted, and which creates a legal obligation for Inteliquent to produce the information specified in the Information Request (and any exhibits and/or attachments which are clearly referenced in and are part of the Information Request).

Any Information Request 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 Information Request 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 Information Request and the compliance date established therein).

4. Do you accept Information Requests 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 Information Request directed to any of the above-named companies. We will only respond to Information Requests directed to one of the companies listed on page 2 of these guidelines. Please contact Penny Stanley at penny.stanley@inteliquent.com for additional information.

5. I know that Inteliquent mainly provides wholesale telecommunications services and that numbers frequently move between service providers. Is an Information Request really required, and can you at least tell me in advance if the number is with your company?

Yes. An Information Request is required. While Inteliquent's customers are typically Provider Customers, Inteliquent must nevertheless observe CPNI requirements (please see our "CPNI Statement", above). It is understood that Submitting Agencies only want to submit Information Requests to the correct service provider who possesses the information desired. However, Inteliquent must process Information Requests 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 (telephone requests may be declined and no return call may occur in response to any requesting voicemail message left, including for calls placed to contact persons listed in these guidelines) or by message to any email address, including to legal@inteliquent.com as well as to contact persons listed in these guidelines. We recognize that this may represent some inconvenience; however, given the volume of Information Requests we receive as a wholesale service provider, we cannot escalate such inquiries above the processing of pending Information Requests.

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 is not necessary. Inteliquent's customers are typically Provider Customers. Such Provider Customers will be the parties from whom a Submitting Agency must ultimately obtain end user subscriber information (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 CDR). Accordingly, a Submitting Agency should not delay issuance of an Information Request seeking customer information from Inteliquent. In response, Inteliquent will identify our Provider Customer 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 CDR sought by your agency for the interim.

8. Do you accept Canadian Information Requests?

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