



Onvoy Law Enforcement Support

The following applies to Subpoenas, Court Orders, Agency Orders or Search Warrants ("Information Requests") directed to Onvoy, LLC, Onvoy, LLC d/b/a Vitelity, Broadvox, LLC, Layered Communications, LLC or Voyant Communications, LLC.

Onvoy, LLC (Onvoy") is primarily a wholesale provider of telecommunications services to other telecommunications carriers, resellers and service providers. As a wholesale provider of services, Onvoy, LLC does not have information on file regarding end users of telephone numbers.

In most cases, the response to an Information Request concerning a telephone number assigned to Onvoy will include only the name and contact information of the wholesale customer to whom that telephone number is assigned. A separate request must be sent to that carrier, service provider or reseller to obtain subscriber or other information.

Onvoy's regular business hours are 8am to 5pm. During regular business hours, questions may be directed to:

Primary Contact: Penny Stanley
Phone: 720-347-5159
Email: penny.stanley@onvoy.com

Secondary Contact: Mary Buley
Phone: 763-230-4183
Email: mary.buley@onvoy.com

For assistance after hours, weekends or holidays, please contact Onvoy's Network Operations Center at 1-800-933-1224 Option 2. Please see Page 2 for Exigent Circumstances Information.

Please submit all Information Requests to:

Email: legal@onvoy.com
Fax: 763.230.4200

Service is accepted via Email, Fax or US Mail. The preferred method of service is via email.

The physical address for Information Requests is:

Subpoena Compliance
Onvoy, LLC
10300 6th Avenue N
Plymouth, MN 55441
Fax: 763-230-4200

CPNI Statement

In compliance with the Federal Communications Commission Order concerning Customer Proprietary Network Information ("CPNI") and the company's CPNI Policy, customer information cannot be released without a valid subpoena, court order, search warrant or other formal demand from an agency authorized to request such information.

Pen Register, Trap and Trace and Wire Tap Orders

Pen Register, Trap and Trace and Wire Tap Orders are implemented on behalf of Onvoy by a third party



provider. Upon receipt of a Pen Register, Trap and Trace or Wire Tap Order, Onvoy will notify the third party provider who will then contact law enforcement directly to arrange for implementation of the Order.

Legal Compliance FAQs

1. Does Onvoy charge a fee to respond to Information Requests?

No. Onvoy does not charge a fee to respond to Information Requests.

2. What is the process for an Exigent Circumstances request?

Exigent circumstances requests will be processed upon receipt of a completed Exigent Circumstances Request Form. The form is available on our website at www.onvoy.com or via this link:

<http://www.onvoy.com/legal/law-enforcement-support>

For after-hours emergency situations, please contact our Network Operation Center ("NOC") at 1-800-933-1224, Option 2. The NOC is able to process and respond to after-hours emergency requests.

Following the emergency disclosure, law enforcement agencies must follow-up with a valid subpoena, court order or search warrant formally requesting the disclosed information.

3. How will the response to the Information Request be provided to law enforcement?

Responses are provided via email. We request that all Information Requests specify an email address where the response may be sent.

4. Are there any additional requirements concerning civil subpoenas?

Upon receipt of a subpoena relating to a civil lawsuit, please be advised that prior to any response we will provide notice of the subpoena to our customer.