



LAW ENFORCEMENT AGENCY SUPPORT GUIDELINES

These guidelines apply to Information Requests directed to Inteliquent, Inc. (f/k/a Neutral Tandem, Inc.) and its operating subsidiaries (“Inteliquent”) by Law Enforcement Agencies only.

Please review these guidelines thoroughly and submit Information Requests only consistent with these guidelines. Submission of Information Requests in a manner inconsistent with these guidelines may result in delayed receipt or non-receipt of the Information Request by Inteliquent’s Legal Department, and in turn, delayed processing or non-processing, respectively.

Information Requests pertaining to state-specific operating subsidiaries of Inteliquent, Inc. (e.g., Neutral Tandem-California, LLC) may be directed to the subsidiary care of the parent company, Inteliquent, Inc.

CONTACT FOR INFORMATION REQUESTS

Law Enforcement Agencies will please direct all requests for customer, billing and other information relating to one or more telephone numbers in the form of a Subpoena, Court Order, Civil Investigative Demand, or Search Warrant issued by or for the benefit of their agency (collectively “Information Request(s)”) and all questions concerning the same as specified herein. **In the interest of orderly processing and the provision of timely responses in all matters, Inteliquent prefers to receive such Information Requests only via email (“Request via Email”) to the following:**

Scott Kellogg, Custodian of Records
Inteliquent, Inc.
550 West Adams St., 9th Floor
Chicago, IL 60661
Telephone: 312-384-8086
Email: skellogg@inteliquent.com

Please see “Necessary Details” sections on the next page concerning content of the Information Request and the Request via Email.

Inteliquent does not have a dedicated facsimile machine for receipt of Information Requests. Accordingly, Information Requests should be transmitted only via facsimile where email transmission is prohibited by law or agency procedures. Only in such circumstances, the Information Request should be transmitted via facsimile to 312-346-2601, and **only after sending an email** to advise of the impending fax transmission (to ensure actual receipt, and any necessary precautions for non-disclosure).

EXIGENT CIRCUMSTANCES & AFTER-HOURS EMERGENCY CIRCUMSTANCES

In lieu of submitting an Information Request, a Law Enforcement Agency declaring the existence of exigent circumstances must send an appropriate written statement certifying the nature of an emergency involving immediate danger of death or serious physical injury. The statement must: (a) be submitted on the requesting agency’s letterhead, (b) be signed by an appropriate authorized representative of the agency (clearly indicating the name, title, and contact number for the same), and (c) summarize the existence of an emergency that represents immediate danger of death or serious physical injury. Transmission of such a certification statement should **only occur via email**, and with a subject line that communicates the need for immediate attention to the exigent circumstances.

For **after-hours** exigent circumstances, please contact our 24-hour Network Operation Center (“NOC”) at 866-388-7258. An after-hours exigent circumstances statement should be transmitted to NOC@Inteliquent.com, with a copy to skellogg@inteliquent.com. All other exigent circumstances statements submitted **during business hours** should only be sent to skellogg@inteliquent.com.

As soon as circumstances permit following an exigent circumstance disclosure, the Law Enforcement Agency must provide a valid Information Request for the disclosed information.



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NECESSARY DETAILS – GENERALLY FOR TRANSMISSION OF REQUESTS VIA EMAIL

Please observe the following, which help to ensure the orderly, timely processing and tracking of all Information Requests. Failure to observe the same may impede Inteliquent's ability to timely respond to the Information Request:

1. **Email Subject Line**: specify the relevant case/file/docket number, subpoena number or other applicable tracking or reference number for the agency's Information Request in the subject line of a transmitting Request via Email.
2. **Individual Transmission**: only a single Information Request should be transmitted with **each** Request via Email. Multiple Information Requests should **not** be combined into a single PDF file. Instead, **separate emails** should be sent where more than one Information Request is to be transmitted, each Request via Email transmitting a single file that is one Information Request.
3. **Compliance Date**: the body of the Request via Email should **clearly state** the date provided in the Information Request for Inteliquent's compliance response (and where not so provided in the Information Request, the date required by applicable law).
4. **Multiple Target Numbers**: where an Information Request pertains to multiple target numbers, the body of the Request via Email should additionally **list all such numbers** in the format of XXX-XXX-XXXX. Please omit parentheses and include hyphens as noted. Doing so will limit the risk of transposed or erroneous digits and help to ensure timely processing and responses.
5. **Compliance Response Email Address**: where the sender of the Request via Email is not the party who is to be the recipient of Inteliquent's compliance response, please either "CC" the intended recipient on the transmitting Request via Email or else specify the intended recipient's email address in the body of the transmitting email. Again, doing so will help to ensure timely processing and limit the risk of transposed or erroneous characters.

NECESSARY DETAILS – TARGET NUMBERS WITH AREA CODE 559 or 661 ONLY:

For target numbers with an area code of 559 or 661, the following details must be provided on a **per call basis for each target call**, and can be provided in the Information Request, as a exhibit to the Information Request, or in the Request via Email transmitting the same:

1. The calling number
2. The called number, including any number(s) associated with that calling number that may have been involved in the call in the alternative (e.g., a toll-free number and the local number to which it points; a number that forwards to the number(s) that actually answered the call).
3. The date and time of **each call**, including the relevant time zone designation (e.g., Central Standard Time).
4. The duration of each call, if available

NECESSARY DETAILS – TARGET NUMBERS WITH OTHER AREA CODES:

Telephone number portability results in the movement of numbers routinely between carriers. Accordingly, for numbers in all other area codes, in addition to specifying the target number, at a minimum, please specify the relevant period for which information is sought. In the interest of timeliness, please also provide an email address to which a response can be provided.



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RESPONSES

Generally, Inteliquent does not provide service to end user customers. Rather, Inteliquent's customers typically are other service providers – wireline, wireless, VOIP, paging, text – who have the actual end user customers who make and receive calls. Accordingly, Inteliquent's response will typically inform the requesting party of the name and contact information of the wholesale customer to whom that telephone number is assigned (to whom the agency must subsequently issue a further request to obtain information about the end user customer).

Inteliquent understands the importance of a timely response to Information Requests and endeavors to provide the same. Some matters may take longer than others to research, however, and response times will fluctuate in general; however, a response typically occurs within 5 to 10 business days. Where a response is required within 10 business days of transmission, the Request via Email should specifically call attention to the same.

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.

CIVIL SUBPOENAS

These guidelines only apply to Information Requests issued by or for the benefit of Law Enforcement Agencies. Inteliquent **does not consent** to service of civil subpoenas via email or facsimile. Upon service of a subpoena relating to a civil lawsuit, please be advised that prior to any response we may notify our customer of the subpoena and provide the customer with an opportunity to formally file an objection to any disclosures.