



**Subpoena Compliance
Law Enforcement Hotline: (858) 882-9301**

Legal Process for:

Cricket Communications, Inc. or on behalf of Leap Wireless International, Inc., Chase Communications, LCW Wireless, LLC, or ANB (Alaska Native Broadband I License, LLC) should be directed to or in care of:

**Custodian of Records
Cricket Communications, Inc.
10307 Pacific Center Court
San Diego, CA 92121-2779**

Submission options:

Pen register/trap & trace or Wiretap, email or scan (.pdf or .tif) to:

**Intercept@cricketcommunications.com
(follow with mailed hard copy of order)**

General subpoenas, orders, or search warrants, email or scan (.pdf or .tif) to:

Compliance@cricketcommunications.com

If no email, request may be faxed to:

(858) 882-9237.

No need to personally serve or mail (except as above). Response time is approximately 2-3 weeks. A fee may be assessed for production of requested information. (Include return email address for response if available).

**EXPEDITE FEES: (These are in addition to any charges for production of records)
AUTHORIZATION FOR THE SPECIFIC EXPEDITE SERVICE DESIRED MUST BE INDICATED PROMINENTLY ON THE FAX COVER SHEET – For example, “One business day expedite authorized”**

FEES: One Cricket Business Day turnaround: \$100/request 2-3 Cricket Business Days turnaround: \$50/request One Cricket Business Week turnaround: \$25/request. REQUESTS WILL BE COMPLETED BY 5:30 PM Pacific Time ON THE FINAL DAY OF THE EXPEDITED TURN-AROUND TIME (for example, a one day expedite request received Monday morning will be completed by 5:30 pm Pacific Time Tuesday evening). REQUESTS RECEIVED AFTER 5:30 PM Pacific Time of a Cricket business day WILL BE ENTERED AS BEING RECEIVED AT 7:00 AM Pacific Time ON THE NEXT BUSINESS DAY (for example, a one day expedite request received at 6 pm Pacific Time on Monday evening will be completed by 5:30 pm Pacific Time Wednesday evening).

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL TO WHOM IT IS ADDRESSED AND CONTAINS INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately. Thank you!



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PRICE LIST:

COSTS FOR PRODUCTION OF RECORDS OR SERVICE RENDERED:

1. Subscriber Information (no other requests):
10 or more within one subpoena/order/search warrant or in one packet:
\$5 per name/number lookup
2. Subscriber Information (in combination with any other request for which a charge is made):
\$5 per name/number lookup
3. Call Detail Records:
Less than 2 months of records: \$50 per phone number/name
2 months or more of records: \$100 per phone number/name
4. Pen Register/Trap and Trace or Wire Tap/Title III:
\$2,200 per number per order (renewals or extensions are separate orders)
Exception: For an emergency Pen Register/Trap and Trace for 48 hours or less, the cost is \$500 per number.
Exception: If an active Pen Register/Trap and Trace is converted to a Wire Tap during the pendency of the order, there is no additional charge

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IMPORTANT NOTES TO REMEMBER :

- ✓ Cricket does not offer Call Forwarding to another phone number (except for the City of Chattanooga or one of two monthly plans).
- ✓ Call detail data is stored for 6 months, then it is permanently purged.
- ✓ There are no records kept of Text Message content unless sent through our website (only stored for approximately 3 months but must be identified by a request for Text Message data first).
- ✓ Voicemails are only kept for 7 days, unless deleted sooner. Even if someone goes into the voicemail and keeps pushing Save New, the maximum number of days the message can be kept is 14 days. Please mark a request for voicemails as VOICEMAILS: TIME SENSITIVE on the fax cover sheet or on an electronic transmission.
- ✓ Cell tower (location) info relating to particular calls must be requested with a judge’s signature (Subpoena signed by Judge, Court Order or Search Warrant).
- ✓ Roaming: One line of data will show the call to the access number (8006934513), and the next line will show the actual number called.
- ✓ Three-way Calling: If the subscriber is the one contacting the other parties to join them in, the other numbers will show as outgoing calls from the subscriber; if the subscriber is joined into the conversation by someone else, the numbers other than the original caller will not show on the records (our records show only the incoming call to the subscriber).

TERMS/DEFINITIONS:

PHONE RECORDS/BILLING RECORDS: Subscriber information only.

TOLL RECORDS (retained for 18 months): Records of billed calls ONLY (including outgoing long-distance, roaming charges, outgoing JUMP calls, ringtone charges, etc.). (JUMP calls are prepaid outgoing calls.)

CALL DETAIL RECORDS (retained for 6 months): Includes all incoming and outgoing local and long distance calls.

Why the distinction between Toll Records and Call Detail Records? Because Cricket Communications bills customers at a flat rate for local calls. The FCC and case law has defined “Toll Records” as records of individual calls kept in the normal course of business for billing purposes. Since Cricket customers have unlimited local calls, this means that local calls do not fit this definition. Some plans also have flat-rate unlimited long-distance calls, so those are not toll records.

Then how should I ask for records that will give me all incoming and outgoing Cricket calls, including local calls, if it is within the period of time the data would still be stored?

Example: Call Detail Records [or all incoming and outgoing calls] for phone XXX-XXX-XXXX from 5/01/xx-5/10/xx.

Any further questions can be answered by calling 858-882-9301; press option 5, and leave a message for a return call, stating your question/problem, so the message can be directed to the proper person.