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Subpoena Compliance

For questions and/or information regarding One Communications Subpoena Compliance for Choice One Communications, Conversent Communications, CTC Communications, US Xchange, Lightship Telecom, Connecticut Telephone & Communications Services Inc. and Connecticut Broadband LLC, please refer to the contact information provided below:

**One Communications
Regulatory Compliance**

Attn: LEA Liaison
5 Wall Street
Burlington, MA 01803
EFax Number: (585) 598-2897
Email: subpoena@onecommunications.com

[Click here](#) to download a copy of the One Communications Subpoena Fee Schedule (pdf).

[Click here](#) to download a copy of the One Communications Subpoena Fee Invoice FAQ Sheet (pdf).

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Subpoena Response Fee Schedule
These fees go into effect March 23, 2009

Cost Reimbursement (18 U.S.C. § 2706): To defer the cost of compliance, payment of the following minimum fees is required for all subpoena, court order and warrant requests (federal, state and local), except for: (1) child pornography or abduction investigations; and (2) Subscriber telephone toll record and listing requests that are not voluminous in nature.¹

\$40.00 per account for subscriber information,

\$25.00 for subscriber information concerning each additional person or account

\$80.00/Hr. for Call Detail Requests, IP address research, and voluminous subscriber information requests exceeding the Minimum² (\$40.00 minimum)

\$50.00 for preservation or expedited handling, if available

\$0.25/Page For photocopies and facsimiles exceeding ten pages

\$25.00 Minimum for overnight delivery service

Please make checks payable to **One Communications** and mail to:

One Communications
Attn: Subpoena Compliance / LEA Liaison
5 Wall Street
Burlington, MA 01803

¹ Examples of information requests that One Communications considers as “voluminous in nature” include (but are not limited to) subpoenas requesting subscriber information about ten (10) or more telephone numbers, are asking for call detail records of any kind, and information about an IP address. One Communications reserves the right to designate a request as “voluminous in nature” at its’ discretion, and will inform the requesting party of such designation.

² The \$40.00 minimum for Call Detail records and IP Addresses applies regardless of whether Records are available, produced, and within the scope of the subpoena.



Subpoena Response Fee Schedule
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Acceptance of service by facsimile or email is conditional upon payment of charges. If a requesting party wishes to set up an account for receipt of invoices, please send an email to subpoena@onecommunications.com with the words "notice" in the subject line. One Communications reserves the right to hold records until payment is received, and to require payment in advance where appropriate.

All such requests will be handled in the order received, subject to pending expedited requests. Requesting parties will be notified if hourly charges apply, and can receive a non-binding estimate of time required for completion. Separate charges apply for orders requiring interception of communications.

Time for Response: Due to the volume of subpoena requests received by One Communications, responsive information is generally provided within *ten (10) business days*. Call record detail requests should be limited to the narrowest period of time possible, or a significantly longer time may be required to respond. Expedited response for information other than call records, if available resources permit, will generally be provided within three (3) business days.



To: All Law Enforcement Agencies
From: Richard Wheeler, Esq. (RWheeler@Onecommunications.com)
Director of Regulatory Compliance
In re: One Communications Subpoena Compliance Fee Policy FAQ's
Date: March 23, 2009

One Communications launched its' new subpoena compliance fees on or about September 1, 2007. We are providing this FAQ sheet to clarify certain procedures related to the company's cost reimbursement.

1) **Where should we send subpoenas?**

We are still getting subpoenas sent to many different places. In order to ensure timely processing of your requests, all subpoenas for One Communications and its' legacy companies (Choice One Communications, Conversent Communications, CTC Communications, US Xchange, Lightship Telecom, Connecticut Telephone & Communications Services Inc, Connecticut Broadband LLC and New England Voice and Data), should be sent to:

One Communications Regulatory Compliance
Attn: LEA Liaison Kirill Kantorovich
5 Wall Street, Burlington, MA 01803
Phone Number (781) 362 – 5709 • EFax Number: (585) 598-2897
Email: subpoena@onecommunications.com

2) **Can we pay using Credit Cards or ACH?**

Yes. One Communications is able to process payments using ACH and credit card. If you would like to set up this, please contact us and we will make the necessary arrangements. If payment is made via ACH, when such payment is made, please email Shawn Guan at sguan@onecommunications.com with the amount and the One Communications Internal Control Number so we may properly apply.

3) **Why did I not receive an invoice with my subpoena response?**

One Communications does not charge a fee for non-voluminous subpoena requests, and we will not create an invoice for which no money is owed.

4) **What is a “Non-Voluminous” Request?**

A non-voluminous request is defined as asking for subscriber information for one or two telephone numbers. If we receive multiple subpoenas from the same law enforcement agency at one time on the same day, we may treat such a request as voluminous. We encourage law enforcement to keep their requests for information as low as possible, but understand that circumstances do not always allow that to happen. Requests for IP address information, call detail records, and subscriber information for three (3) or more numbers are considered “voluminous”.

5) **Why is there a fee for Non-One Communications numbers?**

One Communications expends time and resources responding to subpoenas. We encourage law enforcement to make sure that they are sending subpoenas to the right location. If you are not sure if you are sending a subpoena to the right telecommunications carrier, please call us to check; there will be no fee for such a request. In some instances, a telephone number may belong to a One Communications wholesaler (a customer who resells the service to the end user) – there will be no charge if a number belongs to a One Communications wholesaler.

