- Sprint.

Subpoena Compliance

LAW ENFORCEMENT Quick Reference Handbook





INTRODUCTION

This handbook has been created to assist law enforcement agencies in their understanding of processes and procedures implemented by Sprint for the compliance of legal demands. The handbook will include contact information, billing information, service of legal demands on Sprint, types of legal demands required and miscellaneous general information for your future reference.

With the rapid deployment of new technologies and service areas and the continued growth of our customer base, Sprint looks forward to fostering and maintaining good relationships with law enforcement agencies nationwide. Your comments and suggestions for improvements are appreciated.

LEGAL DEMANDS FOR CUSTOMER INFORMATION

All legal demands for subpoenas, summonses, court orders and/or search warrants for the following Sprint Legal Entities should be directed to one of the following recognized legal entities. <u>Please DO NOT direct your subpoena to "Sprint Corporate Security."</u> This is not a recognized legal name.

Sprint PCS......Wireless Sprint Spectrum, L.P.

Sprint Long Distance

Sprint Communications Company, L.P.

Sprint Local Service Western Operations....Landline

United Telephone Company of Kansas Sprint Minnesota, Inc. Sprint Missouri, Inc. d/b/a Sprint United Telephone Company of Texas, Inc. d/b/a Sprint Central Telephone Company of the West Central Telephone Company of Nevada d/b/a Sprint of Nevada United Telephone Company of Northwest d/b/a Sprint

Sprint Mid-Atlantic Telecom, Inc.....Landline

Central Telephone Company of Virginia Central Telephone Company

North Central Region.....Landline

United Telephone Company of Indiana, Inc. United Telephone Company of Pennsylvania Peoples Telephone Company Blacktown Telephone Company United Telephone Company of New Jersey Hillsborough and Montgomery Tel. Co. Carolina Telephone and Telegraph Company United Telephone-Southeast, Inc.

United Telephone Company of Ohio Columbia Telephone Company Satillo Telephone Company New Jersey Telephone Company West Jersey Telephone Company United–Sussex Telephone Company, Inc.

Florida.....Landline

Sprint Southern Operations Sprint-Florida, Inc. United Telephone Company of Florida Central Telephone Company of Florida

Sprint Corporate Security KSOPHM0216-Subpoena Compliance 6480 Sprint Parkway Overland Park, KS 66251 Attn: Melanie Zimmer

Main Subpoena Hotline: 913-315-0660 Restricted Access Fax: 913-315-0736 Information Requested:

✓ Transactional✓ Records:

- Subscriber's name and address
- Subscriber's call detail information (this will include local and toll for PCS only)
- Subscriber's telephone number, account number, electronic serial number
- ∠ Length of Service
- The types of features utilized by subscriber
- Mobile number(s) that dialed a certain phone number (reverse digit search)
- Note: cell site and location may <u>NOT</u> be provided without an appropriate court order (see below)

Sen Register and Trap and Trace:

- Originating number of incoming calls to a customer
- Numbers dialed by a customer
- Note: cell site and location may <u>NOT</u> be provided without an appropriate court order (see below

Legal Demand Required:

- Administrative
 Subpoena 18USC
 §2703(c)(1)(C)
- ∠ Trial Subpoena
 ∠ 18USC§2703(c)(1)(
 C)
- ✓ Grand Jury
 Subpoena
 ✓ 18USC
- §2701(c)(1)(C)
- Search Warrant
- Court Order singed by a Judge/Magistrate
- ∠ 18USC§2703(c)(1)(B)(i
 i)
- Proof of Customer Consent
- ∠ 18USC§2703(c)(1)(B)(i ii)
- Trap and Trace Order
- ∠ 18 USC§3123(a)
- 🖉 Pen Register Order
- ∠ 18 USC§3123(a)
- Emergency Certification followed by court order within 48 hours
- ∠ 18 USC§3125
- Proof of Customer Consent
- ∠ 18 USC§3121(b)(3)

Disclosure:

- ∠ The carrier <u>may not</u>
- Disclose to the customer the government inquiry if (i) the subpoena contains a direction not to disclose and the subpoena is so ordered by a judge or (ii) if the search warrant or court order contains direction not to disclose.
- ∠ 18 USC§2705(b)
- The carrier is free to disclose absent such an order but special consideration should be given to circumstances where the subpoena contains a request not to disclose and a certification that disclosure would jeopardize a criminal investigation.
- The carrier <u>may not</u> notify the customer of the existence of a pen register or trap and trace order.
 18 USC§3123(d)

Information Requested:

- ∠ CELL SITE OR LOCATION **INFORMATION**
- \swarrow Location of originating cell site
- ∠ Location of receiving cell site
- through cell sites

CALL CONTENT:

- ∠ Wiretaps
- ∠ Voice mail

Legal Demand Required:

- \swarrow "Specified and Articulable Facts" order
- ≤ 18 USC§2703(d)
- Search Warrant Ś
- z 18 USC§2703(c)(1)(B)(i
- ∠ Proof of Customer Consent
- 18 K USC§2703(c)(1)(B)(i ii)
- ∠ Eavesdropping Warrant
- ∠ 18 USC§2510(1) and (12); 18 USC§2518
- ∠ Emergency certification followed by eavesdropping warrant within 48 hours
- ∠ 18 USC§2518(7)

ELECTRONICALL Y STORED COMMUNICATION

- 🖉 E-Mail
- ∠ Paging Records \land Alpha Numeric
- Paging Records (Real Time Paging)
- ✓ Search Warrant if stored 180 days or less in an electronic communications system
- ∠ 18 USC§2703(a) and (b)
- \swarrow If stored for more than 180 days, or if stored in a remote computing service, a subpoena, court order, search warrant or proof of consent

Disclosure:

 \swarrow The carrier may not notify the customer of the government inquiry if the search warrant or court order contains a direction not to disclose

∠ 18 USC§2705(b)

 \swarrow The carrier is forbidden from disclosing z 18

USC§2511(2)(a)(ii)

- ✓ If a search warrant or court order contains a direction to the carrier not to disclose, the carrier may not do so.
- ≤ 18 USC§2705(b) ✓ If the government seeks a communication that is stored in an electronic communications system for more than 180 days or is stored in a remote computing service it is required to give notice to the subscriber before the date of production. The carrier should consider a policy or requiring proof of notice, a court order or certification before releasing documents.

≤ 18 USC§2703(b); 2705

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SAMPLE VERBIAGE (General Records Requested)

Subscriber Information:

Subscriber information for telephone number xxx-xxx for the time period of _____.

Subscriber Information for Joe Smith, ss#, last know address of 555 Elm Street, OP KS 66666 for the time period of ____-

____·

Call Detail/Toll Information:

Call Detail/Toll information for telephone number xxx-xxxxxxx for any and all bills or invoices covering the time period of <u>(June 02 through August 02)</u>.

*NOTE: Requesting your information in this way instead of specific dates will dramatically reduce your wait time on compliance. Incoming/Outgoing calls are available for a period of 45 rolling days historically.

Subscriber Information and Toll or Call Detail/CDR:

Subscriber Information and toll records (CDR) for telephone number xxx-xxx for any and all bills or invoices covering the time period of the time period of <u>(June 02</u> <u>through August 02)</u>.

Terminating Numbers Search (\$50):

Any telephone numbers listed as dialing xxx-xxx for the time period of ______. To include subscriber information for any numbers found as a result of said search.

*NOTE: This type of record request is maintained for a period of 45 rolling days historically.

*If you request outside the above general requests, and you require guidance on how to request the records, please contact a subpoena representative at 800/877-7330 opt.

WebSite for Line Range Identification



To look up line ranges for identification:

(This website is updated every 30 days)

- 1. Go to your web browser and pull up <u>www.nanpa.com</u>
- 2. Click on Central Office Codes (Prefixes)
- 3. Choose your region depending on state
- 4. Go to Utilized codes. (*This is a winzip file. You will be prompted to unzip the file.*)
- 5. The file that is opened is a wordpad file. You should scroll down to the state and then the NPA-NXX you are looking for. The carrier should be identified.

800 Number Carrier ID

800 Resport (SMS 800 Support Line for 800;877;888 & 899) 888-767-3300 Opt. 1

Identifying WebSite for NPA-NXX (area code & prefix)



- 1. Go to your web browser and pull up <u>www.primeris.com</u>
- 2. Click on fone finder
- 3. Enter the area code, then the prefix and click "search by number"
- 4. The system will identify the carrier.....



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Identifying ISP Information



- 1. Go to your web browser and pull up <u>www.arin.net/whois/</u>
- 2. Enter the IP address, then click "submit"

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CHARGES:

Charges for certain types of criminal requests and all civil requests. These charges are considered a cost recovery, charges are as follows:

Sprint Spectrum, L.P. <u>COURT ORDERS:</u>

To inquire about Electronic Surveillance Fee's, please contact the security and compliance support team/electronic surveillance @ 888-877-7330

Pen Register/Trap & Trace Title III Voice Mail duplication

TERMINAL NUMBERS SEARCH:

\$50.00 Per Number (Reverse Digit Search – wireless records only) the most previous 90 days available.

ACCOUNT RE-ACTIVATION:

Often LEA sends wiretaps or pen registers for accounts that become de-activated or "Hotlined" by fraud or collections, these accounts can be re-activated for:

\$300.00 processing fee +

Difference in account balance between end of surveillance period and internal account take down.

Note: Due to automated system features and the number of people involved in collections and fraud management, Sprint Spectrum cannot guarantee an account will remain active after a request to re-activate is made.

General Charges

CIVIL REQUESTS:

Minimum \$50.00 administrative processing fee.

EXPERT WITNESS FEE'S:

\$100.00 Per hour

IMMEDIATE RESPONSE REQUEST:

\$50.00 Per Request (This option will deliver response to subpoena immediately ~ within 8 hours of request receipt. Any request approved for IRR must be paid for before processing begins. It will be taken out of the normal course of business and given priority. Usually returned within one to 4 hours.)

LAS VEGAS

LV SUBSCRIBER REQUEST:

Pursuant to **NRS 704.202 (2)** Investigation by law enforcement agency: Disclosure of name and address of person listed in records of customers. (2) The public utility may charge a reasonable fee for any administrative expense related to the disclosure.

Charges: \$1.00 per number requested.

LV WIRETAPS AND PEN REGISTERS:

\$ 352.00 per number per request (initial installation)
\$ 67.00 Per number per request (extensions and/or renewalls)

Local Charges

CPU USAGE:

\$ 25.00 flat fee with additional \$3.00 per minute CPU time

GLOSSARY OF TERMS:

1. Airtime:

Airtime is the actual time a customer uses a Sprint PCS phone for either incoming/outgoing calls or wireless web service.

2. LCA:

Local Calling area defines which outgoing calls are local and which are long distance.

3. HSA:

Home Service area is the area in which a customer is charged the airtime rate for placing and receiving calls. Sprint PCS uses NHSA (National Home Service Area) for all accounts.

4. CDMA:

Code Division Multiple Access, digital network that SPCS operates off of.

- 5. ANALOG:
- *6. CDR:*

Call Detail Records are generated by customer traffic later used to bill the customer for service.

7. NPA/NXX:

NPA: Numbering Plan area, aka...area code NXX: Network Numbering Exchange, aka...previx.

8. LINE RANGE:

A line range is a series of NPA-NXX's that are used by local exchange carrier's to identify the numbers that are serviced by each company.

9. MIN:

Mobile Identification Number, telephone number.

10. CLONING:

A cloned phone is defined as a legitimate mobile identification number (MIN) and electronic serial number (ESN) which is programmed into an impostor's mobile phone. This allows unauthorized calling to occur without the knowledge of the legitimate subscriber.

11. ESN:

Electronic Serial Number, is imbedded into the handset. The ESN can never be changed. CDMA Market.

12. IMSI:

International Mobile Subscriber Identifier. A 15 digit number for a subscriber account stored in the SIM that is unique worldwide. GSM Network.

13. SIM:

A "smart card" containing non-volatile read-write memory. Placed in the mobile equipment for the duration of a call, or longer. This care contains the IMSI, PIN, secret code KI, current or last registered VLR address, and can also store short messages received by the user. The care is given to the user during subscription sign-up, at which time the IMSI and corresponding MSISDN(s) are entered into the home carrier's HLR.

14. GSM:

Global System for Mobile Communications.

- 15. LAN: Local Area Network
- 16. CSA: Communications Service Area
- *SID/BID:*SID: System Identification NumberBID: Billing Identification Number
- 18. DPSR: Data Processing Service Request
 19. NMA:
- Network Monitoring Analysis
- 20. CLEC: Competitive Local Exchange Carrier
- 21. CRB: Customer Record Billing
- 22. ANI: Automated Number Identification
- 23. CIS Customer Information System
- 24. ACCESS CHARGE A fee charged subscribers or other telephone companies by a local exchange carrier for the use of its local exchange networks.
- 25. ANALOG SIGNAL A signaling method that uses continuous changes in the amplitude or frequency of a radio transmission to convey information.
- 26. BANDWIDTH The capacity of a telecom line to carry signals. The necessary bandwidth is the amount of spectrum required to transmit the signal without distortion or loss of information. FCC rules require suppression of the signal outside the band to prevent interference.
- 27. **BROADBAND** Broadband is a descriptive term for evolving digital technologies that provide consumers a signal switched facility offering integrated access to voice, high-speed data service, video-demand services, and interactive delivery services.

- 28. CALLING PARTY PAYS A billing method in which a wireless phone caller pays only for making calls and not for receiving them. The standard American billing system requires wireless phone customers to pay for all calls made and received on a wireless phone.
- 29. CELLULAR TECHNOLOGY This term, often used for all wireless phones regardless of the technology they use, derives from cellular base stations that receive and transmit calls. Both cellular and PCS phones use cellular technology.
- 30. CLOSED CAPTIONING A service for persons with hearing disabilities that translates television program dialog into written words on the television screen.
- 31. COMMERCIAL LEASED ACCESS Manner through which independent video producers can access cable capacity for a fee.
- 32. COMMON CARRIER In the telecommunications arena, the term used to describe a telephone company.
- 33. COMMUNICATIONS ASSISTANT A person who facilitates telephone conversation between text telephone users, users of sign language or individuals with speech disabilities through a Telecommunications Relay Service (TRS). This service allows a person with hearing or speech disabilities to communicate with anyone else via telephone at no additional cost.
- 34. COMMUNITY ANTENNA TELEVISION (CATV) A service through which subscribers pay to have local television stations and additional programs brought into their homes from an antenna via a coaxial cable.
- 35. CRAMMING A practice in which customers are billed for enhanced features such as voice mail, caller-ID and call-waiting that they have not ordered.
- 36. DIAL AROUND Long distance services that require consumers to dial a long-distance provider's access code (or "10-10" number) before dialing a long-distance number to bypass or "dial around" the consumer's chosen long-distance carrier in order to get a better rate.
- 37. DIGITAL TELEVISION (DTV) A new technology for transmitting and receiving broadcast television signals. DTV provides clearer resolution and improved sound quality.
- 38. DIRECT BROADCAST SATELLITE (DBS/DISH) A highpowered satellite that transmits or retransmits signals which are intended for direct reception by the public. The signal is transmitted to a small earth station or dish (usually the size of an 18-inch pizza pan) mounted on homes or other buildings.
- 39. *E-MAIL* Also called electronic mail, refers to messages sent over the Internet. *E-mail can be sent and received via newer types of wireless phones, but you generally need to have a specific e-mail account.*

- 40. ENHANCED SERVICE PROVIDERS A for-profit business that offers to transmit voice and data messages and simultaneously adds value to the messages it transmits. Examples include telephone answering services, alarm/security companies and transaction processing companies.
- 41. EN BANC An informal meeting held by the Commission to hear presentations on specific topics by diverse parties. The Commissioners, or other officials, question presenters and use their comments in considering FCC rules and policies on the subject matter under consideration.
- 42. FREQUENCY MODULATION (FM) A signaling method that varies the carrier frequency in proportion to the amplitude of the modulating signal.
- 43. GLOBAL POSITIONING SYSTEM (GPS) A US satellite system that lets those on the ground, on the water or in the air determine their position with extreme accuracy using GPS receivers.
- 44. HIGH DEFINITION TELEVISION (HDTV) An improved television system which provides approximately twice the vertical and horizontal resolution of existing television standards. It also provides audio quality approaching that of compact discs.
- 45. INTERACTIVE VIDEO DATA SERVICE (IVDS) A communication system, operating over a short distance, that allows nearly instantaneous two-way responses by using a hand-held device at a fixed location. Viewer participation in game shows, distance learning and e-mail on computer networks are examples.
- 46. INSTRUCTIONAL TELEVISION FIXED SERVICE (ITFS) -A service provided by one or more fixed microwave stations operated by an educational organization and used to transmit instructional information to fixed locations.
- 47. LANDLINE Traditional wired phone service.
- 48. LAND MOBILE SERVICE A public or private radio service providing two-way communication, paging and radio signaling on land.
- 49. LOW POWER FM RADIO (LPFM) A broadcast service that permits the licensing of 50-100 watt FM radio stations within a service radius of up to 3.5 miles and 1-10 watt FM radio stations within a service radius of 1 to 2 miles.
- 50. LOW POWER TELEVISION (LPTV) A broadcast service that permits program origination, subscription service or both via low powered television translators. LPTV service includes the existing translator service and operates on a secondary basis to regular television stations. Transmitter output is limited to 1,000 watts for normal VHF stations and 100 watts when a VHF operation is on an allocated channel.

- 51. *MUST-CARRY (Retransmission) A 1992 Cable Act term requiring a cable system to carry signals of both commercial and noncommercial television broadcast stations that are "local" to the area served by the cable system.*
- 52. NETWORK Any connection of two or more computers that enables them to communicate. Networks may include transmission devices, servers, cables, routers and satellites. The phone network is the total infrastructure for transmitting phone messages.
- 53. NUMBER PORTABILITY A term used to describe the capability of individuals, businesses and organizations to retain their existing telephone number(s) and the same quality of service when switching to a new local service provider.
- 54. *OPEN VIDEO SYSTEMS* An alternative method to provide cable-like video service to subscribers.
- 55. OPERATOR SERVICE PROVIDER (OSP) A common carrier that provides services from public phones, including payphones and those in hotels/motels.
- 56. PAGING SYSTEM A one-way mobile radio service where a user carries a small, lightweight miniature radio receiver capable of responding to coded signals. These devices, called "pagers," emit an audible signal, vibrate or do both when activated by an incoming message.
- 57. PERSONAL COMMUNICATIONS SERVICE (PCS) Any of several types of wireless, voice and/or data communications systems, typically incorporating digital technology. PCS licenses are most often used to provide services similar to advanced cellular mobile or paging services. However, PCS can also be used to provide other wireless communications services, including services that allow people to place and receive communications while away from their home or office, as well as wireless communications to homes, office buildings and other fixed locations.
- 58. PRESCRIBED INTEREXCHANGE CHARGE (PICC) The charge the local exchange company assesses the long distance company when a consumer picks it as his or her long distance carrier.
- 59. ROAMING The use of a wireless phone outside of the "home" service area defined by a service provider. Higher per-minute rates are usually charged for calls made or received while roaming. Long distance rates and a daily access fee may also apply.
- 60. SATELLITE A radio relay station that orbits the earth. A complete satellite communications system also includes earth stations that communicate with each other via the satellite. The satellite receives a signal transmitted by an originating earth station and retransmits that signal to the destination earth station(s). Satellites are used to transmit telephone, television and data signals originated by common carriers, broadcasters and distributors of cable TV program material.

- 61. SATELLITE MASTER ANTENNA TELEVISION (SMATV) A satellite dish system used to deliver signals to multiple dwelling units (e.g., apartment buildings and trailer parks).
- 62. SCANNER A radio receiver that moves across a wide range of radio frequencies and allows audiences to listen to any of the frequencies.
- 63. SERVICE PLAN The rate plan you select when choosing a wireless phone service. A service plan typically consists of a monthly base rate for access to the system and a fixed amount of minutes per month.
- 64. SERVICE PROVIDER A telecommunications provider that owns circuit switching equipment.
- 65. SLAMMING The term used to describe what occurs when a customer's long distance service is switched from one long distance company to another without the customer's permission. Such unauthorized switching violates FCC rules.
- 66. SPECTRUM The range of electromagnetic radio frequencies used in the transmission of sound, data and television.
- 67. SUBSCRIBER LINE CHARGE (SLC) A monthly fee paid by telephone subscribers that is used to compensate the local telephone company for part of the cost of installation and maintenance of the telephone wire, poles and other facilities that link your home to the telephone network. These wires, poles and other facilities are referred to as the "local loop." The SLC is one component of access charges.
- 68. **TARIFF** The documents filed by a carrier describing their services and the payments to be charged for such services.
- 69. TELEPHONE RELAY SERVICE (TRS) A free service that enables persons with TTYs, individuals who use sign language and people who have speech disabilities to use telephone services by having a third party transmit and translate the call.
- 70. **TELEPHONY** The word used to describe the science of transmitting voice over a telecommunications network.
- 71. *TTY* A type of machine that allows people with hearing or speech disabilities to communicate over the phone using a keyboard and a viewing screen. It is sometimes called a TDD.
- 72. UNBUNDLING The term used to describe the access provided by local exchange carriers so that other service providers can buy or lease portions of its network elements, such as interconnection loops, to serve subscribers.
- 73. UNIVERSAL SERVICE The financial mechanism which helps compensate telephone companies or other communications entities for providing access to telecommunications services at reasonable and affordable rates throughout the country, including rural, insular and high costs areas, and to public institutions. Companies, not consumers, are required by law to contribute

to this fund. The law does not prohibit companies from passing this charge on to customers.

- 74. VERY HIGH FREQUENCY (VHF) The part of the radio spectrum from 30 to 300 megahertz, which includes TV Channels 2-13, the FM broadcast band and some marine, aviation and land mobile services.
- 75. VIDEO DESCRIPTION An audio narration for television viewers who are blind or visually disabled, which consists of verbal descriptions of key visual elements in a television program, such as settings and actions not reflected in dialog. Narrations are inserted into the program's natural pauses, and are typically provided through the Secondary Audio Programming channel.

Sprint PCS

Subscriber Information:

Name, address, SS#, Drivers License #, dates of service and ESN (Electronic Serial Number)

Call Detail Information:

January 2000 to present;

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- Incoming/Outgoing available for most recent 45 day time period – can be put onto diskette in a .csv file;
 - 10 months available on bill images can be put onto diskette in an image viewer format.

Cell Site Information:

Cell Site information identifies the actual tower address calls are being received and placed through within the Sprint PCS CDMA Network. These tower sites are within a 1 to 3 mile approximate radius of the handset and triangulated by sectors. This information can be put on a diskette in a .csv file. (this information is released pursuant to search warrant signed my a magistrate or court order)

Terminal # Search:

All Sprint PCS numbers and any affiliate/ roaming partner's numbers on our network calling LEA target numbers. This report is available for the most recent 60 day period and can be put on a diskette in a .csv file. (charge \$50.00 per target on subpoena)

Other Requests:

- ~ Payment Search;
- ~ Account Feature Search;
- ~ Address Search

Sprint Local Service

Subscriber Information:

Name, address and dates of service

Bill Images:

Bill images are available for approximately seven years. Information includes, name address billing and physical address and any long distance charges incurred on the account (regardless of the long distance carrier being Sprint).

Sprint Long Distance Service

(Earthlink, Sprint Long Distance Calling Cards)

Subscriber Information:

Name, address and dates of service

Bill Images:

Bill images are available for approximately seven years. Information includes, name address billing and physical address and any long distance charges incurred on the account.

Your Sprint E-Compliance product is designed to provide you with a means of receiving the requested information in an extremely secure electronic format that is also easy to use!

This FAQ document is separated into 4 sections:

- Process Questions (i.e. how do I get an e-compliance account?)
- Sprint Unpacker hardware/network requirements (i.e. what does Sprint Unpacker require to run on my computer?)
- Sprint Unpacker Installation Issues (i.e. how do I install Sprint Unpacker?)
- Sprint Unpacker Errors (i.e. What do I do with an error message?)

E-Compliance Process Questions

"How do I sign up for the Sprint E-Compliance product?

You must contact the Sprint Security and Compliance Support Team by calling 1-888-877-7330, opt. 2. Then request to speak to a representative about E-Compliance.

"What is the sign up process?

You will be required to fill out an application. Once the application has been completed and returned to Sprint, either by fax or mail, your application will be processed (this could take up to five business days).

"How can I pay for administrative fees?

The fee for E-Compliance set up is \$60.00. This fee will be billed upon your first compliance request. Keep in mind due to billing watermarks for bank purposes the bill will not be email to you with your first request. The bill will follow by mail.

"How long will it take before I can start using it?

Once your application has been processed and all information contained in the application has been confirmed you should be able to start receiving documents via E-Compliance within 5 regular business days.

"How do I determine who my organization's primary E-Compliance contact

will be?

When you determine who the primary E-Compliance contact will be you should consider who processes information and documents received by your agency/organization pursuant to subpoena. We request that you have one email address per organization. Therefore, the E-Compliance contact will be responsible for disseminating all documents released via E-Compliance to other members of the agency/organization.

"How do I add, change or remove my E-Compliance contacts for my organization?

Updating, changing or removing your e-contacts should be done in writing. For security purposes you may be required to provide logins and passwords required for E-Compliance document retrieval. In addition, we may request your badge number or credentials for further verification.

"What is the responsibility of my organization's E-Compliance primary contact? Secondary contacts?

The responsibility of the organizations primary e-contact is to extract and disseminate all data transferred to your agency/organization as part of Sprint E-Compliance. The primary contact will also contact Sprint if there are problems in data transmission or extraction for troubleshooting that may not be covered as part of the attached FAQ. The secondary contacts should be responsible for the above as a back up.

"What kind of support can I expect from Sprint?

Sprint is not responsible for law enforcement computing environments and will not be involved in any troubleshooting for those environments. However, Sprint will provide troubleshooting for error messages derived from the E-Compliance set up process or the E-Compliance document extraction process.

Sprint Unpacker Hardware/Network Requirements

In order for the Sprint E-Compliance solution to work, you will need the following:

HARDWARE REQUIREMENTS

- 1) Local administrative rights to PC (*required for decryption install only)
- 2) You must be using Windows Operating System (95 or above)
- 3) Pentium III with 128 Mb RAM
- 4) 100 MB available on hard drive minimum
 NOTE: this is estimated for your decrypted file storage only. The Sprint data files are
 compressed and when decrypted, could expand in size by over 400%
- 5) You must have Internet Explorer 5.5 or above with 128 bit Cipher strength
- 6) Decrypted Attachments will be in the following formats:

Adobe Acrobat Reader v.4 or above MS Office applications (Excel & Word 97 or above) Other formats: tif, jpeg, txt, csv

NOTE: It will be the Sprint E-Compliance customer's responsibility to provide the software necessary to open these documents.

- 7) email client capable of receiving attachments.
- 8)

NOTE: Sprint will not send any data files to public email systems such as HotMail, AOL, **Section** Netscape, etc. You will need to have your own email system.

NETWORK REQUIREMENTS

- 1) You must be connected to the internet to decrypt your email.
- 2) Your network firewalls or other perimeter network device will need to allow traffic from your computer to communicate on port 443.

Sprint Unpacker Installation Questions

The Sprint Unpacker installation process was designed for minimal user interaction. Just click on the installer program and it will automatically install itself with no need to for you to know anything about your computer. Even with this simplified process, there are still some installation problems you might encounter:

What do I do when I get a message that says:

"You do not have enough access rights to register this application. Please contact your system administrator to resolve this issue!"?

<u>Cause:</u> Your Sprint Unpacker program will automatically register (or announce) itself to your Windows computer. Sprint Unpacker uses the permissions you have on the computer where the Sprint Unpacker application is being installed. If you do not have the proper permissions, this error will occur.

<u>Action:</u> You will need to contact your system administrator or computer support person to provide you the proper permissions. Sprint Unpacker requires local administrator rights for installation.

"The Unpacker has been registered successfully! Please reboot the system before using the application."?

<u>Cause:</u> This appears after a successful installation.

Action: For Win95/98 & NT, a reboot may be required for the key Icon to appear for SPR files. The application will work even without the reboot.

Sprint Unpacker Errors

In an effort to assist you in any Sprint Unpacker problems, please review the list of error messages that are possible while using our product. In most cases, you will be able to solve the problem by a few easy tasks. If not, you can contact Sprint at 1-800-877-7330. Select the Subpoena Compliance option.

"The System failed to unpack the data from the file! This may be due to an invalid User Id/Password or a corrupted data file."

<u>Cause:</u> There are several possibilities:

- 1. You are using an login ID and/or password that is either invalid or old.
- 2. You could be attempting a data file that was not created by Sprint
- 3. The Sprint data file that was sent to you is corrupt.

<u>Action:</u> First, confirm that the login ID and password you are using is current and valid. Also, compare the date you received your password with the date you received your data file. If you have recently changed your password, it will only work on data files that have been sent to you after your password change. Any data files that were previously sent to you by Sprint will use your old password.

Version 3.1

"You need SprintViewer ver xx to unpack the selected file. Please contact Sprint to receive an updated version of the software!"

Cause: The Sprint data file version is different from the Sprint Unpacker version.

Action: Get a new version of the Sprint Unpacker by contacting Sprint at 1-800-877-7330. Select the Subpoena Compliance option. Please note that any old encrypted Sprint data files may no longer be compatible with the new Unpacker. To be safe, it is always recommended that all data files are decrypted immediately upon receipt.

"The selected file is invalid. Please choose a valid document!"

<u>Cause:</u> A data file was selected that did not have the required ".spr" file name extension. <u>Action:</u> Re-validate the file you are selecting is from Sprint. If so, make sure it has ".spr" as its file name extension.

✓ "The results in the file has been successfully saved to:"

Cause: The Sprint data file was successfully decrypted.

<u>Action:</u> By default, the Sprint Unpacker saves your decrypted data in a folder located on your local computer's hard drive in a path: "C:\SPRDATA*case number*" where "*case number*" is the Sprint's tracking number for your requested data. It's format is CCYY-xxxxxxx (CCYY = century + year). When you acknowledge this message, Sprint Unpacker will automatically open your windows file browser to where your decrypted file was saved.

✓ "The System failed to unpack the data from the file! The Disk is full"

<u>Cause:</u> There is no disk space available on your local hard drive and/or network storage device. The Sprint Unpacker uses your machine's local hard drive (in the C:\temp directory) as it decrypts and decompresses the data file you received. To perform that function, you will need sufficient disk space on your local machine. Finally, the decrypted and decompressed data file will then be moved to the destination you specified. If that location does not have enough disk space, you will also receive this error message.

<u>Action:</u> Make sure you have enough disk space available. Sometimes, the Sprint data file has been compressed by over 400%!

"Please select a file to unpack before proceeding!"

<u>Cause:</u> You have not specified a Sprint data file for the Sprint Unpacker. Action: Select a valid Sprint data file. Remember, it needs to contain the ".spr" file name extension.

"The Selected file does not exist!" or "Input file not found"

<u>Cause</u>: There could be a couple of reasons

- 1) You have typed in a data file that cannot be found on your computer or other device.
- 2) Some email software will delete its email attachments after you open an attachment using the Sprint Unpacker - from within your email application and then close the Sprint data file email while you still have the Sprint Unpacker open and yet to decrypt the Sprint data file.
- <u>Action:</u> For the first problem, verify the actual location and then retype. It is always best to use the file locater button on the Sprint Unpacker.

To resolve the second problem, you will need to first close your Sprint Unpacker application, reopen your Sprint data file email and **EITHER**:

A) Save the Sprint data file attachment to you computer's hard drive (or network storage device); then go find that file you just saved and open it with Sprint Unpacker from there.

NOTE: This option is preferred by Sprint.

OR

B) Open the Sprint data file attachment again using the Sprint Unpacker and do not close your email until you have completed your decryption process.

"Please enter your User ID before proceeding!"

<u>Cause:</u> You did not supply your User (or Login) ID prior to clicking on the "Extract" button. <u>Action:</u> Type in your User ID. If you do not know it, you will need to contact your organization's E-Compliance authorized contact. Sprint will only validate User ID's and passwords with an authorized contact.

"Please enter your password before proceeding!"

<u>Cause:</u> You did not supply your password prior to clicking on the "Extract" button.

<u>Action</u>: Type in your password. If you do not know it, you will need to contact your organization's E-Compliance authorized contact. Sprint will only validate User ID's and passwords with an authorized contact.

✓ "Please enter your Name before proceeding!"

<u>Cause:</u> You did not supply your full name prior to clicking on the "Extract" button. <u>Action:</u> Type in your full name. This information will be proof of receipt for you if needed later.

E "Please enter Name of your organization before proceeding!"

<u>Cause:</u> You did not supply the full name of your organization prior to clicking on the "Extract" button. <u>Action:</u> Type in the full name of your organization.

∠ "This application requires access to internet. Please make your system online & try again!"

<u>Cause:</u> When you attempt to decrypt and unpack the Sprint data file you received, Sprint Unpacker attempts to access a specific computer on a secured connection over the internet (on port 443). It has been detected that your machine does not have a proper IP address necessary to connect to the internet or it cannot connect to the internet regardless.

Action: Contact your local computer specialist to assist you in getting connected to the internet.

S "The Application failed to retrieve the unpack key from the server!

The Server returned the following message: Invalid Login ID/Password"

Cause: Your Login ID and/or Password are incorrect.

<u>Action:</u> First, confirm that the login ID and password you are using is current and valid. To do so, you may need to contact your organization's E-Compliance authorized contact.

Also, compare the date you received your password with the date you received your data file. If you have recently changed your password, it will only work on data files that have been sent to you after your password change. Any data files that were previously sent to you by Sprint will use your old password.

"The Application failed to retrieve the unpack key from the server! The Server returned the following message: Invalid Message format"

- <u>Cause:</u> The Communication between the client & server is encrypted. This message appears when an invalid stream of data is passed to the server. <u>It is most likely a hacking attempt.</u>
- Action: Contact your system administrator and Sprint immediately. Sprint can be contacted on 1-800-877-7330. Select the option for Subpoena Compliance.

- "The Application failed to retrieve the unpack key from the server! The Server returned the following message: The Retry limit has been exceeded. Please contact corporate security to receive a new batch of data."
 - <u>Cause:</u> Due to security design, the Sprint Unpacker will no longer function once there have been 3 invalid login attempts.
 - Action: Contact Sprint at 1-800-877-7330. Select the option for Subpoena Compliance.
- "The Application failed to retrieve the unpack key from the server!
 The Server returned the following message: The Decryption key has expired. Please contact corporate security to receive a new batch of data."
 - <u>Cause:</u> Due to security design, the data file sent to you has a validity time limit of 10 days from the date the email was sent. You will receive this error if you attempt to decrypt your data file after the 10th day.
 - Action: Contact Sprint at 1-800-877-7330. Select the option for Subpoena Compliance to have your data re-packaged and re-sent to you.

Call Jill Sparks for an application 913-315-7717