

Communications Assistance for Law Enforcement

Overview

Loop Telecom Pennsylvania LLC (“Loop”) is committed to providing support to local, state, and federal law enforcement agencies. In accordance with Federal Communications Commission (“FCC”) rules including the Communications Assistance for Law Enforcement Act, Loop will provide assistance as needed, while protecting customer privacy in accordance with our posted privacy policies and applicable law.

Requests submitted to Loop will be reviewed and managed on a case-by-case basis. Only lawful requests or those supported by a corresponding court order will be honored. Loop will only provide the information requested and the information that is permitted by law. Law enforcement agencies should include a non-disclosure statement should the request not be conveyed to the customer if so desired.

Information Available

- IP Addresses: Loop can confirm the assignment of an IP address when the IP address, date, and time can be provided. Logs are only maintained for a limited period of time. Most customers are assigned dynamic IP addresses so IP address assignment can change at any time.
- Phone Service: Loop can provide detailed call records and support CALEA surveillance, along with trace requests. Loop can confirm whether specific phone numbers have been serviced by Loop and the timeframe service has been provided.

For the phone service and IP addresses, Loop can confirm the location the service was provided, along with other records maintained regarding the service.

Types of Legal Requests

Loop will accept and process the following types of legal requests:

- Consent from Customer: If the entity has obtained consent from the customer.
- Subpoena: Issued by a law enforcement official or government entity, information limited by 18 U.S.C. 2703(c)(2)(A)-(F).
- Court Orders: Signed by a judge, required for wiretap, traps, traces, etc.
- Warrants: Issued by a law enforcement official or government entity showing “probable cause”, records released in accordance with state law.
- Child Exploitation Investigations: Information as required by 18 U.S.C. 2258A.
- FISA: U.S.C. 2511 and 50 U.S.C. 1801-2511 from an authorized FBI employee.
- Pen Register/Trap and race Devices: In accordance with 18 U.S.C. 3123.

- Wiretaps: In accordance with 18 U.S.C. 2511.
- National Security Requests: As submitted through the FBI.
- Civil Suits and Inquiries: requires judge-signed court orders.

All requests must be approved by a member of the executive management team (General Manager or CEO) or a company officer.

Request Process

Requests can be initiated by phone, e-mail, or mail. When there is an emergency with potential danger to life or injury, Loop will make every effort to expedite supplying of the information requested. Urgent matters should be initiated by phone. Standard requests will be processed within 3-5 business days.

Phone: 570-290-8911

Email: engineering@loopinternet.com

By mail: Loop Internet, Attn: Legal Requests, 104 Wyoming Avenue, Scranton, PA 18503

Requests should include information to identify the customer including name, address, phone number, IP address, etc. Requests should be submitted along with supporting legal documentation, and an outline of what information is needed, and the date it is needed by.

Loop does not have access to full payment account information.

Loop will only reserve records for 90 days unless an extension of the retention period is requested prior to the expiration of each 90-day period.

Administrative Costs

Loop may at its discretion seek reimbursement for the costs associated with requests as allowed by law. Should Loop determine a cost will be incurred, Loop will seek agreement prior to providing the requests data, when possible, unless there is an emergency. Most requests do not result in administrative charges unless the request is burdensome on Loop's resources, or results in a direct cost to Loop.