

LAW ENFORCEMENT RESOURCE GUIDE

OVERVIEW

U.S. Cellular is the fourth-largest wireless carrier in the United States. For more information about our company, please visit <https://www.uscellular.com>.

U.S. Cellular's Law Enforcement Resource Guide describes:

- The responsibilities of U.S. Cellular's Subpoena Compliance team.
- Available records and retention-periods.
- How-to request records from U.S. Cellular.
- Fees.
- U.S. Cellular's Exigent Request process.

SUBPOENA COMPLIANCE TEAM

U.S. Cellular will provide timely and accurate responses to all lawful requests from law enforcement. Our Subpoena Compliance team:

- Provides timely and accurate responses to all lawful requests from law enforcement.
- Serves as law enforcement's primary point of contact.
- Processes all court orders, search warrants, subpoenas and Exigent Requests, confidentially and in compliance with applicable laws and company policies.

CONTACT

Hours of Operation	<ul style="list-style-type: none">• Monday – Friday, 8:00AM – 5:00PM (CST)• Exigent requests are accepted 24/7
Telephone	800-333-4847
Fax	866-669-0894
Email	subpoenacompliance@uscellular.com



AVAILABLE RECORDS

Type	Description	Retention Period
Bill Reprint	Copy of bill (CDRs only available if customer requested such detail).	Approximately seven years.
Call Detail Records	<ul style="list-style-type: none"> • Specific to a subscriber • Outgoing & incoming phone numbers. • Date & time of calls or text messages. • Location • CDMA Voice / VoLTE / SMS / Data 	One rolling calendar year.
Radio Records (Trucall)	<ul style="list-style-type: none"> • Specific to a subscriber • Date & Time of recurring network connections • CDMA & LTE • Location <ul style="list-style-type: none"> ○ Tower, Sector Azimuth ○ Distance to tower ○ Geo-location Lat/Long 	One rolling calendar year.
Cell Tower Information ('Tower Dump')	<ul style="list-style-type: none"> • All Date/Time of voice call traffic outgoing & incoming phone numbers. 	One rolling calendar year.
Interaction History	Account notes.	Approximately seven years.
Location PING – Exigent Request	<ul style="list-style-type: none"> • Estimated device Lat/Long. • Tower, Sector & Radius. 	<p>Current.</p> <p><i>* Call required for each PING update. USCC does not have automated PING delivery capabilities</i></p>
Payment History	<ul style="list-style-type: none"> • Amount • Date • Tender-type 	One rolling calendar year.
SMS Content	The message's content.	Approximately three to five days from when the message was sent.
Store Surveillance Video	Surveillance video from a company-owned retail store.	Up-to ninety days.
Subscriber Information	<ul style="list-style-type: none"> • Name • Address • Date of Birth • Email Address • Social security number • Account Subscriptions & Contacts • Equipment type • Device Identifiers • Activation date 	Approximately seven years.

HOW TO REQUEST RECORDS

To obtain records from U.S. Cellular, submit the appropriate legal authorization to the Subpoena Compliance Department.

- Email subpoenacompliance@uscellular.com
- Fax 866-669-0894 (DECOMMISSION PENDING – end-of-life date update coming soon)
 - Please use fax as a last option because it prevents autoreply capability to confirm receipt and may compromise our ability to respond and require re-submission due to incomplete fax transmission, image quality (illegible), sideways/upside-down, etc.

Information	Legal Authorization	Statutory Provision
<ul style="list-style-type: none"> • Bill Reprint • Call Detail Records without Location • Cell Tower Information (Dump) • Interaction History • Payment History • Subscriber information 	<ol style="list-style-type: none"> 1. Court order under 2703(d) 2. National Security Letter 3. Search warrant 4. Subpoena 	<ul style="list-style-type: none"> • 18 U.S.C. § 2703(c)(2) • 18 U.S.C. § 2709(b)
<ul style="list-style-type: none"> • Call Detail Records with Location • Radio Records (Truecall) 	Search warrant	Article IV of the Constitution
SMS Content	<ol style="list-style-type: none"> 1. Court order under 2703(d) 2. Search warrant 	<ul style="list-style-type: none"> • 18 U.S.C. § 2703(a) • 18 U.S.C. § 2703(b)
Wire Tap/Title III	<ol style="list-style-type: none"> 1. Wiretap Court order 2. FISA court order 3. FISA emergency order 4. FISA Attorney General request 	<ul style="list-style-type: none"> • 18 U.S.C. §§ 2510-2522 • 50 U.S.C. §§ 1802 & 1805
Pen Register/Trap & Trace/PRTT	<ol style="list-style-type: none"> 1. Pen register or trap & trace Court order 2. FISA court order 	<ul style="list-style-type: none"> • 18 U.S.C. § 3123 • 50 U.S.C. § 1805(i)
Emergency Pen Register or Wire Tap	<ol style="list-style-type: none"> 1. Law enforcement submits Exigent PEN Request. 2. Law enforcement submits appropriate supporting documentation within 48 hours. 	18 U.S.C. § 3125
Preservation of Records for 90 Days	Law enforcement submits a written request.	18 U.S.C. § 2703 (f)
Store Surveillance Video	Law enforcement submits a written request.	n/a



Upon submission, identify the preferred method of delivery. U.S. Cellular will not send electronic records to a personal email address. The requestor must provide an email address which corresponds with the requestor's agency.

Method of Delivery	
Electronic Records	
<ul style="list-style-type: none">• PDF (Bill Reprints)• Excel csv (CDR's / Radio)• Excel xlxs (Subscriber info / Tower Dump)• Word (SMS content)	<p><i>Delivered via:</i></p> <p>Email w/ Encrypted Attached files</p>

Service	Cost	
Bill Reprint	<ul style="list-style-type: none"> • First five are \$5.00 per telephone number requested. • Subsequent bills are \$10.00 per telephone number requested. 	
Call Detail Records & Radio (with or without location)	\$50 per month/subscriber	
Cell Tower Information (Dump)	\$50.00 per tower	
Interaction History Payment History Subscriber Information	\$5 per subscriber	
Text Message Content	\$25.00 per request/subscriber	
Expert Testimony	\$50.00 per hour	
Expedited Services	\$100 per request/subscriber	
Location – Exigent Request	<ul style="list-style-type: none"> • First 3 requests are free • \$25.00 per subsequent request 	
Pen Register/Trap & Trace/Wire Tap/Title III	Set-Up Fee	Daily Fee
	\$250 per subscriber	\$25 per subscriber

1. An Exigent Request will only be fulfilled when a properly-completed form is submitted.
 - a. The form must be completed in its entirety.
 - b. Must clearly include the requesting agency's name and contact info.
 - c. Must be signed by an authorized representative of the requesting agency.
 - d. U.S. Cellular will not accept another carrier's Exigent Request form.

2. A PSAP/LEA may request:
 - a. Subscriber information.
 - b. Location.
 - i. The PSAP/LEA should indicate if the subscriber has an LTE connected wearable device.
 - c. The most recent 24 hours of call detail records / Radio.

3. Exigent Request forms are valid for 24 hours.
 - a. A PSAP/LEA may request up-to-date information within the 24 hour period.



Exigent Circumstances Form

Telephone: 800-333-4847 Fax: 866-669-0894

Email: SubpoenaCompliance@uscellular.com

(Please call after submitting form)

1. REQUESTOR:

Law Enforcement Agency:

Address / City/ State/ Zip:

Requested By (Printed Name):

Contact #:

Fax:

Email:

2. REQUESTED INFORMATION:

Target Wireless Number:

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Check Information needed:

- Subscriber – Name, Address, & Alternate Phone #
- Usage - Last 24 Hours of call/SMS history
- Location PING

Reason:

3. AFFIRMATION:

Based upon the reason cited above, and/or a 911 distress call for assistance for the above-listed wireless telephone number on _____, 20__ at _____ A.M/P.M., I affirm that one or more individual(s) are believed to face immediate danger of death or serious physical injury, and the above specified information is needed to render assistance to the individual(s).

4. ATTESTATION:

I hereby attest that the information provided above is, to the best of my knowledge, truthful and accurate and that: (a) an emergency situation exists that involves (i) immediate danger of death or serious physical injury to a person, (ii) conspiratorial activities threatening the national security interest, or (iii) conspiratorial activities characteristic of organized crime, that requires a wire, oral, or electronic communication to be intercepted before an order authorizing such interception can, with due diligence, be obtained, and there are grounds upon which an order could be entered to authorize such interception.

Date:

Signature:



This document is for submissions of authorized lawful information requests only. Unauthorized submissions are subject to punishment to the full extent of the law.



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