

U.S. Cellular's Transparency Report for 2019

This Table provides specific information about the number of civil actions and law enforcement requests we received from attorneys and federal, state or local law enforcement in the United States during 2019. We are required by law to comply with lawful requests, such as subpoenas, court orders, search warrants, and wiretaps as identified below. The information in this Table covers demands for customer data regarding U.S. Cellular's wireless services.

Legal Demands for Customer Information				
	Total	Complied	Rejected/Legally Deficient	Rejected/Information Not Available
Subpoenas	3573	3568	4	1
Court Orders				
General Orders/Grand Jury	511	511	0	0
Pen Registers	223	223	0	0
Wiretap Orders	14	14	0	0
Search Warrants	1097	1095	2	0
Emergency Requests/E911*	4098	4097	1	0

* **E911** is an exigent request by law enforcement in life or death situations. Law enforcement is required to complete an Exigent Form at which time the information is provided immediately. E911 requests are often subscriber information or phone location (PING). U.S. Cellular distinguishes between E911 requests and non-emergency tracking requests both in the time period in which it responds and the method for obtaining information. With an emergency request, law enforcement must complete the Exigent Form prior to receiving the requested information, usually subscriber information or the location of the device through the PING. With a non-emergency request, law enforcement must submit a court order to receive the cell tower data which will provide information regarding calls made by the devices that communicated with the cell tower during a specific period.

National Security Demands*	
National Security Letters and FISA** Orders	January – December 2018
<ul style="list-style-type: none"> • Total Received • Number of Customer Accounts 	<ul style="list-style-type: none"> • 0 – 99 • 0 – 99

*See 50 USCA §1874 (2015).

** Foreign Intelligence Surveillance Act (“FISA”), 50 USCA §§ 1801 *et seq.*

In 2019, U.S. Cellular received a total of **9,516** legal demands for customer information and in 2018, received **9,373** for those same requests. These demands were received in the form of subpoenas, court orders and search warrants. Also included in the total were requests U.S. Cellular received for subscriber names, numbers, billing records, geolocation information (PING), cell tower records, text message content, pen registers and wiretaps. U.S. Cellular also received a number of exigent requests (hereinafter “E911”) from law enforcement. These E911 requests most often seek subscriber information or phone location by having U.S. Cellular “ping” (PING) the device to determine which cell tower the device is communicating with at that time.

U.S. Cellular provides a General Information sheet to law enforcement and attorneys about its Subpoena Compliance program. It explains how to submit requests, the guidelines for E911 requests, and information regarding the legal documentation needed to procure specific information. The General Information sheet also includes the rates U.S. Cellular charges for services. As noted in the General Information sheet, requests can be denied for several reasons, including U.S. Cellular not being the carrier for the phone number provided, the number being ported to a different carrier, or the legal document not being completed properly or otherwise inadequate to support the request.

National Security Demands. In 2018, U.S. Cellular received between 0 and 99 of National Security Letters (NSLs) from the Federal Bureau of Investigation (FBI) and Foreign Intelligence Surveillance Act (FISA) Orders from the FISA Court.

The Table below explains the legal standard required to obtain each type of information.

Type of Information	Legal Standard
Geolocation of Device	Emergency Request – Exigent Circumstances Letter Non-Emergency Request – Search Warrant or Court Order to obtain Cell Tower records.
Call Detail Records (pen register and trap and trace)	Title III Court Order, FISA Order
Text messaging content	Search Warrant, Court Order
Voicemail	Search Warrant, Court Order; but U.S. Cellular is unable to provide information
Cell Tower dumps	Search Warrant, Court Order
Wiretapping	Title III Court Order, FISA Order
Subscriber Information	Subpoena, Court Order
Data requests	Subpoena, Court Order