

Subpoena, Call Trap and Trace Policy

The ComSpan Communications Privacy Policy provides that we will not release personally identifiable information, that is, information sufficient to identify a particular subscriber, including account and call record information, except under specific circumstances. The Privacy Policy provides in part as follows:

Occasionally, ComSpan Communications may be required by law enforcement or judicial authorities or other legal process to provide information collected from its customers and web visitors. We will disclose such information upon receipt of a court order or subpoena, or as otherwise provided by law.

If you seek the identity of or account information about a ComSpan Communications customer in connection with a criminal or civil legal or investigative matter, you must serve ComSpan Communications with a valid subpoena, court order, or other valid law enforcement directive, at the address below, either in person or via facsimile transmission. You must also agree to compensate ComSpan Communications for our subpoena response services according to the terms of this policy and/or any applicable rule or law..

Subject to the restrictions on disclosure of information to customers set forth above, ComSpan Communications must provide Call Trace and/or Trap & Trace upon request law enforcement agencies. The request must be in writing unless there is an emergency situation. An emergency situation is any situation wherein there is an imminent risk of substantial bodily harm, death, or abduction. If there is an emergency situation, ComSpan Communications may conduct the Call Trace or initiate the Trap & Trace procedures upon oral request, however, no records will be released prior to written confirmation verifying, to ComSpan Communications' satisfaction, the identity of the requestor as a law enforcement officer. Under no circumstances will ComSpan Communications release any records to anyone other than a law enforcement officer.

If a ComSpan Communications customer requests or activates (through special dialing code) a Call Trace, ComSpan Communications must conduct the Call Trace for the customer. The customer must immediately notify ComSpan Communications Customer Care that a Call Trace has been activated. However, ComSpan Communications will not release the results of a Call Trace or a Trap & Trace effort to its customer. ComSpan Communications must refer all information captured by a Call Trace or Trap & Trace to the appropriate law enforcement agency and direct the customer to work directly with the law enforcement agency.

IF YOU ARE A CUSTOMER WITH AN EMERGENCY, DO NOT CALL COMSPAN COMMUNICATIONS - CALL 911 IMMEDIATELY.

Service of Subpoenas and Other Legal or Law Enforcement Directives

All criminal or civil subpoenas served directly upon ComSpan Communications should be directed to the custodian of records listed below:

Custodian of Records
ComSpan Communications
1012 SE Oak Avenue – Ste 200
Roseburg, OR 97470
Facsimile: 541-229-2228

Notice to Subscribers

Unless prohibited by law, upon receipt of a valid civil subpoena, ComSpan Communications may notify the customer whose information is sought via facsimile or U.S. mail.

Fees for Subpoena Compliance

ComSpan Communications charges the following rates for compliance with civil subpoenas. We will invoice the person or entity submitting the subpoena following receipt. The subpoena proponent must make payment within 30 days from the date of receipt of our invoice. Checks should be made payable to ComSpan Communications. ComSpan Communications' subpoena compliance fees and charges are as follows:

- \$75.00 for response including research time
- \$0.25 cents per copy