

# CIVIL RECORDS REQUEST 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 Civil Records Request 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.

## SUBPOENA COMPLIANCE TEAM

Upon receipt of payment, U.S. Cellular will provide timely and accurate responses to all civil requests from private attorneys. Our Subpoena Compliance team:

- Serves as primary point of contact for private attorney records requests.
- Processes all legal demands confidentially and in compliance with applicable laws and company policies.

## CONTACT

<b>Hours of Operation</b>	<ul style="list-style-type: none"><li>• Monday – Friday, 8:00AM – 5:00PM (CST)</li></ul>
<b>Telephone</b>	800-333-4847
<b>Fax</b>	866-669-0894
<b>Email</b>	<a href="mailto:subpoenacompliance@uscellular.com">subpoenacompliance@uscellular.com</a>



## AVAILABLE RECORDS

Type	Description	Retention Period
Bill Reprint	Copy of bill (Call Detail Records only available if customer requested such detail).	Approximately seven years.
Call Detail Records	<ul style="list-style-type: none"> <li>• Specific to a subscriber</li> <li>• Outgoing &amp; incoming phone numbers.</li> <li>• Date &amp; time of calls or text messages.</li> <li>• Location</li> </ul>	One rolling calendar year.
Interaction History	Account notes	Approximately seven years.
Payment History	<ul style="list-style-type: none"> <li>• Amount</li> <li>• Date</li> <li>• Tender-type</li> </ul>	One rolling calendar year.
SMS Content	The message's content.	Approximately three to five days from when the message was sent.
Subscriber Information	<ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> <li>• Date of Birth</li> <li>• Email Address</li> <li>• Social security number</li> <li>• Account Subscriptions &amp; Contacts</li> <li>• Equipment type</li> <li>• Device Identifiers</li> <li>• Activation date</li> </ul>	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](mailto: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, ect.

## RECORD FORMAT & DELIVERY



*This document is for informational purposes only. U.S. Cellular reserves the right to add, change, or delete any information contained in this document at any time and without notice.*

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 lawfirm.

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

## FEES

Service	Cost
Bill Reprint	<ul style="list-style-type: none"> <li>• First five are \$5.00 per telephone number requested.</li> <li>• Subsequent bills are \$10.00 per telephone number requested.</li> </ul>
Call Detail Records	\$50 per month/subscriber
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