

# NON-GOVERNMENT (LAW FIRM) RECORDS REQUEST RESOURCE GUIDE

## OVERVIEW

UScellular is the fourth-largest wireless carrier in the United States. For more information about our companies Legal Compliance process visit [www.uscellular.com/legal/lea](http://www.uscellular.com/legal/lea).

UScellular's Non-Government Records Request Resource Guide describes:

- The responsibilities of UScellular's Subpoena Compliance team in response to records requests received from non-Government entities.
- Available records and retention-periods.
- How-to request records from UScellular.
- Fees.

## SUBPOENA COMPLIANCE TEAM

After receipt of payment, UScellular will provide timely and accurate responses to 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

Hours of Operation	• Monday – Friday, 8:00AM – 5:00PM (CST)
Telephone	800-333-4847
Email	<a href="mailto:SubpoenaCompliance@uscellular.com">SubpoenaCompliance@uscellular.com</a>



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## AVAILABLE RECORDS

Type	Description	Retention Period
Bill Reprint	Copy of billing statement call/sms detail. After 12 months, Bill is only remaining usage record. Not available for prepaid targets.	Approximately seven years.
Network 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> <li>• CDMA Voice/VoLTE/VoWiFi/Messaging</li> </ul>	One rolling calendar year.
Interaction History	Billing Account notes	Approximately seven years.
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> <li>• Payment History</li> </ul>	Approximately seven years.

*\*WE WILL NOT HONOR PRESERVATIONS REQUESTS FROM ANY NON-GOVERNMENT ENTITIES. USCELLULAR WILL PRESERVE RECORDS ONLY AT THE REQUEST OF LAW ENFORCEMENT.\**

## HOW TO REQUEST RECORDS

To obtain records from UScellular, submit the appropriate legal authorization to the Subpoena Compliance Department via Email.

Email [subpoenacompliance@uscellular.com](mailto:subpoenacompliance@uscellular.com)



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## RECORD FORMAT & DELIVERY

Upon submission, identify the preferred method of delivery. UScellular 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> </ul>	<p><b>Delivered via:</b></p> <p>Email w/ Encrypted Attached files</p>

Records Type	File Naming Convention
CDMA Voice	[USCC Case ID]_CXM_HDA_cdmavoice_[Target Number]_[From Date]_[To Date]_[Timezone].csv
VoLTE Voice	[USCC Case ID]_CXM_HDA_volte_[Target Number]_[From Date]_[To Date]_[Timezone].csv
VoWIFI Voice	[USCC Case ID]_CXM_HDA_vowifi_[Target Number]_[From Date]_[To Date]_[Timezone].csv
Messaging	[USCC Case ID]_CXM_HDA_messaging_[Target Number]_[From Date]_[To Date]_[Timezone].csv
SMS Content	[USCC Case ID]_[Target Number]_[From Date]_[To Date]_[date file created]_[Timezone]_[4 digit unique identifier].xls
Subscriber Info	[USCC Case ID]_[Target Number]_subinfo.xls
Bill Reprint	[USCC Case ID]

## FEES

Service	Cost
<p>Bill Reprint</p> <p>Example 1: One target telephone number for 5 day Date range = \$60.00                      Example 2: One target telephone number for 13 month Date range = \$180.00                      Example 3: Two target telephone numbers for 6 month Date range = \$120.00</p>	<p>\$60.00 per 6-month tiered pricing increment, per target telephone number:</p> <ul style="list-style-type: none"> <li>• 0 - 6 Months = \$60.00</li> <li>• 6 - 12 Months = \$120.00</li> <li>• 12 - 18 Months = \$180.00</li> <li>• 18 - 24 Months = \$240.00</li> <li>• 24 - 30 Months = \$300.00</li> <li>• 30 - 36 Months = \$360.00</li> </ul>
Network Call Detail Records	\$60.00 per target telephone number per month



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Interaction History or Subscriber Information	\$60.00 per target telephone number
Text Message Content	\$60.00 per target telephone number
Certification of Authenticity	<p>\$25.00 per Legal Demand</p> <ul style="list-style-type: none"> <li>All fulfilled requests will include Certification letter and thus will carry this fee.</li> </ul>
Trial Appearance	<p>\$250.00 Minimum</p> <ul style="list-style-type: none"> <li>Cancellations subject to the minimum fee</li> <li>Commitments that exceed 1 day are subject to additional \$250.00 per day fee.</li> </ul>
Expedited Services	\$125.00 per request