



## Subpoena Response Fee Policy and Schedule

*These fees effective November 1, 2007*

**Cost Reimbursement (18 U.S.C. § 2706):** To defer the cost of compliance, payment of the following fees is required for all subpoena, court order and warrant requests (federal, state and local), except for: (1) child pornography or abduction investigations; and (2) Subscriber telephone toll record and listing requests that are not voluminous in nature.<sup>1</sup>

\$30.00/hr per account for single subscriber information\*

\$40.00/hr for subscriber information concerning two (2) or more accounts\*

\$10.00/ erroneous phone subscriber requests (non-TerraCom, Inc. numbers)

\$50.00/hr for preservation or expedited handling, if available, for either single or multiple subscriber requests\*

\$0.25/Page for photocopies and facsimiles exceeding ten pages

\$25.00 Minimum for overnight delivery service

\*minimum half (.5) hour fee applicable

Please make checks payable to **TerraCom, Inc.** and mail to:

TerraCom, Inc.

Attn: Subpoena Compliance/Accounting

401 E Memorial Road

Suite 400

Oklahoma City, OK 73114

**Acceptance of service by facsimile or email is conditional upon payment of charges. If a requesting party wishes to set up an account for receipt of invoices, please send an email to [rmedlin@yourtel.com](mailto:rmedlin@yourtel.com) with the words “Subpoena Invoice Set-up” in the subject line. TerraCom, Inc. reserves the right to hold records until payment is received, and to require payment in advance where appropriate.**

All such requests will be handled in the order received, subject to pending expedited requests. Requesting parties will be notified if hourly charges apply, and can receive a non-binding estimate of time required for completion.

**Time for Response:** Due to the volume of subpoena requests received by TerraCom, Inc., basic subscriber responsive information is generally provided within twenty-four (24) to seventy-two (72) business hours. Requests that include a request for call detail information will generally receive a response within five (5) to seven (7) business days but can take up to fourteen (14) days. Expedited responses to requests that include call detail information, if available resources permit, will generally be provided within three (3) business days.

<sup>1</sup> Examples of information requests that TerraCom considers as “Voluminous in Nature” include (but are not limited to) subpoenas requesting subscriber information about three (3) or more telephone numbers, are asking for call detail records of any kind, and information about an IP address. TerraCom, Inc. reserves the right to designate a request as “Voluminous in Nature” at its’ discretion, and will inform the requesting party of such designation.