



WELO LAW ENFORCEMENT HANDBOOK

INTRODUCTION

welo will assist law enforcement agencies in their investigations while protecting customer privacy as required by law and applicable privacy policies. welo conforms to all applicable law when releasing customer information, including: The Cable Communications Policy Act of 1984 (47 U.S.C. § 551); The Electronic Communications Privacy Act (18 U.S.C. § 2510-2522, 2701-2712, 3121- 3127); and the Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information or CPNI). The most current versions of these statutes are available from the US Government website: <https://www.govinfo.gov/help/uscode>. welo endeavors to provide timely and accurate responses to all conforming law enforcement and legal requests. **Your request must include a non-disclosure statement directing welo not to disclose the request's existence to the customer** to prevent potential notification to a customer about the existence of the legal request.

This handbook is provided for informational purposes only. welo expressly reserves the right to add, change, or delete any information contained in this handbook at any time and without notice. Furthermore, welo reserves the right to respond or object to, or seek clarification of, any legal requests and treat legal requests for customer information in any manner consistent with applicable law.

CONTACT INFORMATION

welo responds to valid legal requests from state and federal government entities and law enforcement agencies for information and records relating to welo residential and commercial customers.

welo Internet Records

welo accepts service of valid legal requests for welo Internet records either directly or through its third-party processing party, Subsentio, at:

To welo:

Email: Subpoenas@joinwelo.com

Fax Number: (617) 687-7711 (available 24/7)

To Subsentio:

Email: rp@subsentio.com

Physical Address: P.O. BOX 690066, Quincy, Massachusetts 02269 Attn: Legal Department

Business Hours: 8:30 a.m. - 5:00 p.m. Eastern Time

After Business Hours - EMERGENCY ONLY Telephone Number: (866) 382-3087

Physical service may be made on the agent for service of process for welo, available from the secretary of state wherever we do business.

TYPES OF LEGAL REQUESTS

Generally, the following information, when available to welo, can be supplied in response to the types of requests listed below. Each request is evaluated and reviewed on a case-by-case basis in light of any special procedural or legal requirements and applicable laws. The following examples are for illustration only.

Grand Jury, Trial, or Statutorily Authorized Administrative Subpoena

Law enforcement agencies are eligible to receive customer identification without notice to the customer: -

- Customer's name;
- Customer's address;
- Length of service including start date;
- Customer's telephone number, instrument number or other customer number or identity, including a temporarily assigned network address;
- Customer's email account names;
- Means and source of payment for such service (including any credit card or bank account number); and -
In certain instances, email communications older than 180 days with notice.

Judicial Summons

Law enforcement agencies are eligible to receive customer identification including:

- Customer name;
- Customer address;
- Length of service including start date;

- Customer's telephone number, instrument number or other customer number or identity, including a temporarily assigned network address;
- Customer's email account name; and
- Means and source of payment for such service (including any credit card or bank account number).

Court Order

Law enforcement agencies can receive customer identification including:

- Customer name;
- Customer address;
- Length of service including start date;
- Customer's telephone number, instrument number or other customer name or identity, including a temporarily assigned network address;
- Customer's email account names;
- Means and source of payment for such service (including any credit card or bank account number); and
- The content of certain of the customer's email communications can be provided if stated within the order and with notice.

Search Warrant

Law enforcement agencies are eligible to obtain customer identification including:

- Customer's name;
- Customer's address;
- Length of service including start date;
- Customer's telephone number, instrument number or other customer number or identity, including a temporarily assigned network address;
- Customer's email account names;
- Means and source of payment for such service (including any credit card or bank account number); and
- The content of certain of the customer's email communication can be provided if stated within the order.

Consent from Customer

Law enforcement may obtain customer records upon showing that lawful consent was obtained from the customer.

Business Customers

In rare instances, due to our commercial agreement with our business customers, we are required to notify the customer before releasing any information. We will advise you of such before reaching out to the business customer obtaining your consent to do so or allowing you to withdraw the subpoena, warrant or court order.

Important Note on Email Communications:

In most instances, email communications in storage for 180 days or less may only be produced in response to a state or federal warrant and in such situations may be done so without notice to the customer. For email communications in storage for over 180 days, a warrant may also be used, and court orders and valid

statutorily authorized administrative subpoenas may be used, but use of these two alternative methods generally requires notice to the customer. Note, however, that welo generally does not store email communications for this period of time: See RETENTION POLICIES below.

Preservation Request/ Backup Preservation Request

Title 18 U.S.C §§ 2703 (f) and 2704 provide a mechanism for law enforcement agencies to require welo to preserve customer data until an appropriate legal order is obtained. No information can be released until welo receives a formal and valid legal request. The information will be retained for 90 days upon which, if no valid legal request is made, or no authorized 90 days extension is sought, the information will be permanently purged.

Pen Register/ Trap and Trace Device

Title 18 U.S.C. § 3123 provides a mechanism for authorizing and approving the installation and use of a pen register or a trap and trace device pursuant to court order. welo uses a third-party vendor, Subsenticio, to assist with the processing of all such orders. All orders must be coordinated prior to submission to welo.

Foreign Intelligent Surveillance Act of 1978 (FISA)

Title 50 U.S.C §§ 1801- 1862 and new §§ 105A and B. Submission to welo should be coordinated with the FBI field office in Boston, MA. A Special Agent will be tasked to hand deliver the request to welo. Such requests should be sent to the attention of the General Counsel. Upon receipt, welo will handle all documents with the appropriate care and security as required by law.

National Security Letter

All National Security Letters should be coordinated with the FBI field office in Boston, MA. A Special Agent will be tasked to hand deliver the request to welo. Such requests should be sent to the attention of the General Counsel Upon receipt, welo will handle all documents with the appropriate care and security as required by law. Attention must be paid to the various court proceedings in which the legal status of such request is at issue.

Child Exploitation

welo will make information available to the National Center for Missing and Exploited Children as required by 42 U.S.C § 13032.

***57 - Customer Originated Trace**

Customer Originated Trace - Provides the recipient of an obscene, harassing, or threatening call the ability to request an auto- trace of the last call received.

Emergency Disclosure

18 U.S.C § 2702 (b) (8) and § 2702 (c) (4) contain provisions for the expedited release of customer information in situations where there is an immediate danger of death or an immediate risk of serious physical injury. Law enforcement agencies must adequately complete the appropriate welo Emergency Situation Disclosure Request form (forms attached) and they will receive accelerated customer identification.

Whenever the Emergency Disclosure request is received by phone after business hours, we will request the requestor's name and operator ID or badge number and validate the requestor's identity by placing a call to a publicly validated telephone number of the appropriate law enforcement agency before proceeding with the release of customer information.

Civil Matters

Legal requests for records for a civil matter must be served through welo's registered agent, Corporation Service Company, in the relevant state. Generally, attorney-signed subpoenas are insufficient when seeking any customer information or records, and welo will require a judge-signed court order providing for notice to the customer and an opportunity to challenge any disclosure before releasing customer information in a civil matter.

INTERNET COMPLIANCE

welo has the ability to identify welo Internet customer accounts based on the following criteria:

- Internet Protocol (IP) addresses including date and time of incident;
- Customer name and address;
- Email account identifier; and
- Customer account number.

Typically, upon receipt of a properly and timely (within 6 months) submitted valid and statutorily authorized legal request, welo can supply the customer's name, address, telephone number, email accounts, welo customer account number and current account status.

For identification based upon an IP address:

Before sending a request, please confirm that the IP address is assigned to welo. This can be accomplished by visiting <https://whois.arin.net/ui/> or <https://www.ip2location.com/>. Please note that welo's residential customers are not assigned a static IP address, but rather are assigned a dynamic IP address that may change from one user session to another.

For identification based upon a person's name:

welo cannot identify a customer based upon a name alone. It is necessary to include the street address where it is believed the individual receives service. It may be possible in some cases to identify a customer based on name and a city and state (with no street address).

welo will only respond to a request for identification based on the name exactly as it is written on the request. For example, if the request asks for information relating to James Doe in Springfield and welo's records reveal a J. Doe and/or a Jim Doe in Springfield, welo will not have information responsive to the request or may require additional legal process to determine if it has responsive information. If initials or nickname are used you should add a request for those other versions of the name in your legal request.

For identification based upon a street address:

It is necessary to provide an entire street address. In the request please supply the house or apartment number, the street name, the city and the zip code of the location you have targeted. Over a length of time it is possible that welo has supplied service to multiple customers at the same address. Therefore, it is necessary to narrow a search for customer identify to a specific period of time.

For identification based upon a welo account number:

Please provide a complete account number. Legal request with incomplete account numbers will not result in successful identifications.

Internet Service Retention Policies IP Address Information

welo currently maintains Internet Protocol address log files for a period of at least six (6) months. If welo is asked to respond for information relating to an incident that occurred beyond this period, we may not have responsive information and may not be able to fulfill a legal request. welo can process and respond to preservation requests as outlined below in this Handbook.

welo LEA Emergency Request Authorization Form

(To be completed by Law Enforcement Only)

Please call (866) 382-3087 before faxing a signed copy of the Emergency Request Form to (617) 687-7711.

Identity of Requesting Party

LEA _____

Representative _____

Address _____

Phone _____ Cell _____

Fax _____ Email _____

Nature and Extent of

Emergency _____

Customer Information

Sought _____

Customer Identification (i.e. name , address, e mail, IP address, telephone number) _____

Interception of Communication Sought (if applicable)

Purpose of Interception _____

Type of Interception _____

Duration of Interception (Request over 48 hours cannot be honored without a court order)

Has court order been requested? _____ Name of Court _____

If not requested, when will it be requested? _____

Indemnification

The requesting party acknowledged that this request is made solely as a result of an imminent threat to life or of serious bodily harm and that the information shall not be obtained shared or disseminated for any unlawful or harmful purpose. Requesting party affirms the above information, represents he has the authority to execute this form and agrees to indemnify and hold welo, its subsidiaries, employees, and agents harmless for

any claim, demand, loss or injury, including attorneys' fees brought against welo by a third party, including the customer, as a result of welo's compliance with this request. The requesting party will forward a subpoena, court order or warrant to welo via email at Subpoenas@welo.com within 2 days of submitting an emergency request.

Law Enforcement Signature

Date

Please call (866) 382-3087 before faxing a signed copy of the Emergency Request Form to (617) 687-7711. Please also send a copy to Subpoenas@welo.com.

LETTER OF AUTHORIZATION FOR CALL TRACE

(To be completed by welo customer)

To Whom It May Concern:

By this letter I authorize welo to establish a call trap on telephone number () - for the purpose of determining the identity of the person or persons responsible for making nuisance, harassing, or threatening telephone calls to the above number.

I agree to prosecute the person or persons apprehended as a result of information obtained through the trap and trace procedures performed on my behalf.

I have filed a complaint with my local law enforcement agency and the following information is provided:

- a. Name of law enforcement agency: _____
- b. Address of law enforcement agency: _____
- c. Telephone number: _____
- d. Fax number: _____
- e. Case/ Complaint Number: _____
- f. Investigating Officer: _____
- g. Investigating Officer Email: _____

I understand that any information obtained as a result of the trap and trace will be provided only to the law enforcement agency named above.

Customer Signature: _____

Name: _____

Agency: _____

Date: _____