



## **Customer, Subpoena, Court Order, or Civil Investigative Demand (CID) Requests**

In order to ensure timely processing of subpoena, court order, or CID requests, **please mail or hand deliver a hard copy of all requests to:**

First Communications, LLC  
Attn: Legal & Regulatory Department  
3340 West Market Street  
Akron, OH 44333

**Customer Requests:** Customers may request their call detail information. However, due to CPNI Rules, the Customer must provide such request on company letterhead, with the specific dates/times and/or number(s) to be included in the search, and the request **MUST** be signed by the person of record. The request can be emailed, faxed or mailed to Business Customer Care – [businesscustomercare@firstcomm.com](mailto:businesscustomercare@firstcomm.com).

The following conditions apply for subpoenas and customer requests:

**Subpoenas, Court Orders, or CID requests submitted by law firms or local law enforcement:** Please be advised that First Communications requires a hard copy of all subpoenas, court orders, or CIDs not submitted by federal law enforcement or other federal government agencies before responsive information will be furnished to the requesting agency or party. If your circumstances require expedited service or you would like a faster processing time, you may send a copy of the subpoena/court order via facsimile to 866-540-8518 or email to [legal@firstcomm.com](mailto:legal@firstcomm.com) for immediate processing, however, no records will be produced until we receive the original, hard copy, subpoena/court order.

**Federal Law Enforcement or Government Agency Requests:** If you are law enforcement or other government agency, you may submit your subpoena/court order/CID via facsimile to 866-540-8518 or email to [legal@firstcomm.com](mailto:legal@firstcomm.com). If this is an expedited request, please be sure to include such request on the document and/or in the facsimile or email.

**General Response Time:** For routine subscriber record requests, please allow up to 10 business days to respond from the date a subpoena is received. Additional time may be needed for requests requiring extensive call detail records, multiple subscribers or non-routine records. Please note that fine tuning the length of time needed for call detail record searches to the smallest window possible can help us to provide the most on point results in the shortest amount of time.

**Release of Information:** Due to FCC regulated CPNI (Customer Proprietary Network Information) laws and the sensitive nature of our customer's information, any individual or entity requesting records needed to comply with law enforcement activity or other legal matters must provide a proper subpoena or court order. Subpoenas citing improper information or individuals seeking information not contained in the original request, and without the submission of a subsequent subpoena or court order, will not be supplied.

**Questions:** Any additional questions regarding subpoena or court order requests can be directed to Madison Wolbert at 330-835-2459.