



SUBMISSION PROCESS: SUBPOENA, COURT ORDER, SEARCH WARRANT

* General Contact Information - Please email LegalRecordsRequests@point-broadband.com or call (844) 918-2126 for general information, or questions regarding the legal subpoena, order, or warrant process.

** Do not use the General Contact Information to report events presenting an immediate threat to life, physical harm, or serious bodily injury. See the procedure below for requests related to immediate threat to life, physical harm, or serious bodily injury. Reports submitted through/to the General Contact Information e-mail address or phone number may not receive an immediate response.*

Legal Response Guidelines – Point Broadband’s Legal Department responds to lawful requests for records ensuring that disclosed information remains in compliance with its Terms of Use and Privacy Policy, and as permitted by law.

Service of Process by Law Enforcement – Point Broadband accepts service of subpoenas, warrants, court orders, and other judicially authorized requests from law enforcement agencies by the following means, subject to payment of applicable costs below -

1. Electronic Mail to LegalRecordsRequests@point-broadband.com.
2. Mail or Physical service of process to:

Point Broadband
Attn: Legal Department
Chad Wachter, General Counsel
1791 O.G. Skinner Drive, Suite A
West Point, Georgia 31833

Point Broadband’s Legal Response Center is located at 1791 O.G. Skinner Drive, West Point, Georgia 31833 and is responsible for the production of Point Broadband records involving subscriber information.

Point Broadband **does not** accept service at any local office, facility, or fax number. Official service may also be made on the agent for service of process for Point Broadband available from the secretary of state wherever Point Broadband does business or on Point Broadband via National Registered Agents, Inc., 289 S. Culver St., Lawrenceville, Georgia, 30046-4805.

Service of Process for Civil or Private Party Request

Civil subpoenas or requests for information from private parties can be submitted by the following means, subject to payment of applicable costs below -

1. Electronic Mail to LegalRecordsRequests@point-broadband.com.
2. Mail or Physical service of process to:



Point Broadband
Attn: Legal Department
Chad Wachter, General Counsel
1791 O.G. Skinner Drive, Suite A
West Point, Georgia 31833

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Point Broadband's ability to respond to civil requests is limited by the privacy requirements of Section 631 of the Communications Act of 1934 - 47 U.S.C. § 551 - and all other applicable federal and state laws. A subscriber's written, signed, and notarized consent and/or proper judicial authorization may be required prior to making any request.

[Immediate Threat to Life, Physical Harm, or Serious Bodily Injury](#) – Contact Chad Wachter, General Counsel, at (706) 773-2663, cwachter@itchold.com or Andy Sivell, Vice President of Network Operations, at (706) 773-0705, ASivell@point-broadband.com. Alternatively, contact (844) 918-2126.

Cost Reimbursement

Point Broadband reserves the right to require payment in advance and to withhold delivery of information until payment is received and/or to file appropriate motions with the courts. Payment of the following minimum fees may be required for all subpoena, court order, and warrant requests:

- \$50.00 - Per lookup for basic information.
- \$25.00 - Per lookup for preservation of records.
- \$0.08/Page - For photocopies and facsimiles exceeding ten (10) pages.
- \$15.00 - Minimum for overnight delivery service.

Make checks payable to Point Broadband Fiber Holding, LLC and mail payment to Point Broadband, Attn: Legal Department – Chad Wachter, General Counsel, 1791 O.G. Skinner Drive, Suite A, West Point, Georgia 31833.

All requests will be handled in the order received, subject to pending emergency requests. Requesting parties will be provided an invoice at the time of disclosure. Additional charges may apply for (i) requests that are voluminous in nature, (ii) requests for information that are not retrievable in the ordinary course of business, (iii) Court Orders requiring the installation of pen register/trap and trace devices, and (iv) Court Orders requiring interception of communications.



Time for Response

Responsive information is generally provided within 30 calendar days. Expedited responses, if resources permit, will generally be provided within 10 business days.

Emergency responses are attempted to be made in real time. For emergencies please contact Chad Wachter, General Counsel, at (706) 773-2663, cwachter@itchold.com or Andy Sivell, Vice President of Network Operations, at (706) 773-0705, ASivell@point-broadband.com. Alternatively, contact (844) 918-2126.

Status Requests

To prevent delays, please do not request status of a previous submission for at least 15 business days from your request for subscriber information and 30 days for call records. Please email status request or other questions to LegalRecordsRequests@point-broadband.com.

Frequently Asked Questions

1. What does my request need to include? Law enforcement, government agencies, and the legal community serving legal process on Point Broadband must include the following information in their request before any information may be disclosed:
 - Addressed to the proper legal entity.
 - Process must be signed and dated.
 - Law enforcement officials who believe that notification would jeopardize an investigation must establish that notice is prohibited.
 - Specific method for return of records produced and email delivery address.
 - Include a copy of any prior request and our internal case number - if available - when serving a court order or a warrant that is a follow-up to a prior request.

2. What account information is needed for a request? Point Broadband will search for and disclose data that is specified in an appropriate form of legal process and which we are reasonably able to locate and retrieve.
 - Complete list of the targeted IP address information - specific date, time, time zone, and port number.
 - Complete street address information.
 - Subscriber name, address, phone number, account number, email accounts, usage records for outgoing calls, timeframes.

3. What about expert testimony? Point Broadband does not provide expert testimony support. If a special form of certification or records is required, please attach it to your records request.

4. What information is required for processing IP Address requests?
 - IP address.
 - Specific date, time, address, and time zone during which the IP was in use.
 - Port number.



If your request is missing this data, it will be returned with a request to submit additionally required information as needed.

5. What email content do you have? Point Broadband can only provide the content a customer has elected to store on Point Broadband's servers, if any. Once the customer has deleted email or removed it from their inbox, it is purged from the servers.
6. What information is required for processing phone requests?
 - Phone number.
 - The time period encompassing your request.
 - Subscriber information and/or call detail records (incoming and/or outgoing calls).
 - Requesting party's contact information, including telephone and fax numbers.
 - Proper and valid legal process.
7. What information is required for processing Video/Cable and other requests?
 - Address in question.
 - And/or an individual's name.
 - And/or account number.
 - Time period in question.
 - Call detail records/incoming and outgoing call logs

Call detail records are available to civil litigants only pursuant to a Court Order or a Subpoena accompanied by a customer authorization consent for.

Last Revised: November 21, 2019.