



Subscriber Information Request Procedure

When an employees receives a verbal or written request to produce subscriber information, call records (CDR) or real time call information the request should immediately be directed to the proper individual or department.

Any and all requests for information must be made in writing, either at the time of the request or at a reasonable time thereafter.

Written requests (Subpoena, Court Orders, Subscriber Request) are to be immediately sent to:

Call Center Subpoena Processing: **Phone: (216) 525-1118**
(8AM - 5PM EST) **Fax: (216) 525-1170**
Email: subpoena@revol.com

For Emergency or after hour requests please sent them to:

NOC: **Phone: (216) 525-1212**
(5PM -8AM EST) **Fax: (216) 525-1111 and**
 (216) 525-1170

Emergency Procedures

A 911 dispatcher can request emergency information not available through E911 Phase I or Phase II over the phone.

- o The verbal request must be followed-up by a written request.**
- o The written request can be faxed according to the schedule above.**

Local, State and Federal **Law Enforcement** may make an emergency request in writing followed by a formal subpoena. You should always first ask them to obtain a subpoena; If they insist it is an emergency;

- o Ask them to fax you a request in writing that includes their name, any badge# or identifying information and a contact number. They must also agree to follow-up with a subpoena within 24 hours (unless weekend).
- o Call back the number to confirm receipt of the fax (you are actually verifying that they are actually who they say they are) and provide information.
- o Track for receipt of subpoena within 24 hours.

PLEASE NOTE THAT THAT REQUESTS SENT TO THE CALL CENTER ARE PROCESSED ONLY DURING REGULAR BUSINESS HOURS.



Non-Emergency Procedures

Subscribers can request that a copy of their records be sent to a third party, including, but not limited to law enforcement.

- The request must be made in writing
- The request must identify the recipient of the information
- The request must be signed by the subscriber
- The request must contain identifying information such as account #; account address, birth date, social security number...
- The request should be faxed to (216) 525-1170

Law Enforcement can request subscriber records through a valid subpoena sent to the Revol address or sent electronically to:

Call Center Subpoena Processing:
(8AM - 5PM EST)

Phone: (216) 525-1118
Fax: (216) 525-1170
Email: subpoena@revol.com

According to 47 U.S.C. 222 (The Telecommunications Act of 1996), only under the direction of the subscriber or the authority of the law can we release subscriber information or call records.

If you have questions or concerns, please contact the following:

- **Legal Assistant: (216) 525-1207**
- **E911 Coordinator: (216) 525-1204**
- **Manager of Fixed Network Eng: (216) 573-7030**