

WINDSTREAM SERVICES, LLC FEE SCHEDULE FOR SERVICES BY LESC

Billing may be subject to adjustment based on applicable laws. Rates are subject to change. **All fees are subject to Windstream's Voluminous & Burdensome Policy**

Document Production General Fee Schedule- Criminal

Subscriber	No charge (except when Voluminous -See Policy*)
Call detail/tolls/bill copies	No charge (except when Voluminous -See Policy*)
Payment history	No charge

Document Production General Fee schedule – Civil

Admin Fee (ALL Civil cases will be charged this fee whether there is information to release. This will cover the initial investigation and setting up the case)	\$50.00
Subscriber Information (Basic)	\$10.00/subscriber
Subscriber Information (IP)	\$15.00/subscriber
IP Address Log per username	\$17.00 for the first 3 months, then \$17.00 per month for sequential months
Bill Images per invoice – Call Detail Records kept during normal course of business: billing records (411, collect, toll, etc.)	\$10.00 for the first 3 months, then \$10.00 per month for sequential months
Call Detail Records Inbound/Outbound or both/AMA– Information NOT included on a bill: local incoming and outgoing	\$25.00 per month per target

Document Production General Fee Schedule – Miscellaneous Fees

Voluminous & Burdensome Requests	See Policy Below*
Check copy or credit card number (when available)	\$35.00 per copy
Printed Responses	\$25.00
Expedited or Large Mail/Shipping Fees	Actual Cost + \$25.00
Overnight Delivery	Agency to provide Fed Ex Account #
Data put on CD, vs email or fax	\$10.00 per disc
Preservation of Records, per account	Individual case basis for Voluminous and Burdensome request*
Hourly Staff time, for greater than 1 hr.	Individual case basis for Voluminous and Burdensome request* \$50.00 per hour for request that require more than one (1) hour to process.
Expert Testimony -Civil	\$125.00 per hr @8hrs minimum, travel and related expenses

***Voluminous and Burdensome Request**

Windstream bills law enforcement and other government agencies, and civil litigants for “voluminous and burdensome” requests for customer records or other information served on Windstream and its subsidiaries in the form of court orders, warrants, subpoenas, or associated customer consent. Criteria considered when determining whether a request may be voluminous and burdensome include, but are not limited to, the following:

- A legal request for 15 numbers or more requesting subscriber/billing/credit/features, or 30 numbers or more requesting subscriber information.
- The response to a legal request amount to 100 pages or more of print or electronic copy; or
- The legal request requires one (1) or more hours to process in a civil case.
- **Voluminous and burdensome charges may apply to a single legal request or multiple legal requests from the same agency associated with the same case or cause number, as determined by Windstream Services, LLC.**

All civil costs billed are due and payable prior to the delivery of documents to the requesting party.

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Electronic Surveillance Fee Schedule

Cost for the implementation of a Court Ordered - Pen Register/Trap and Trace &/or Wiretap/FISA requiring deployment of an intercept device are as follows:

Windstream Services, LLC Surveillance Fees

Type of request	Fee
NSL	No charge
CALEA Full Contact: FISA, Title III, Title 50, Pen/Trap & Trace — New order	\$50.00 administrative fee Residential \$1,000.00 for the length of order per target Business \$1,500.00 for the length of order per target
CALEA Full Contact: FISA, Title III, Title 50, Pen/Trap & Trace - Renewal	\$750.00 for renewal period for both Residential/Business per target
Per Court Order Requests for Information	Subject to the General Fee Schedule only if the surveillance order was served on another carrier
Call Detail records (AMA) released in response to an ongoing Surveillance Court order: Per week for one time per week	\$150.00 per week for one time per week delivery of incoming and outgoing call detail records for the duration of the original order and any extension of the original order.
Call Detail records (AMA) released in response to an ongoing Court order: More	Additional \$50.00 per delivery
Troubleshooting (per hour – charged in 15-minute increments)	\$50.00

- Requesting Law Enforcement Agencies must complete a [CALEA Electronic Surveillance Certification Form](#) providing detailed billing information and point of contact. The CALEA Certification form can be found on Windstream’s Law Enforcement Support Center Resource page.
- Billing will occur at the completion of the interception period. If this period exceeds ninety (90 days) billing will occur in 90 Day intervals.

Any questions about the fee schedule please contact the Law Enforcement Support Center directly at 501-748-9450 or via email LEA@windstream.com.