

## **NuVox Subpoena Policy**

### **General**

NuVox's Privacy Policy provides that we will not release account information or information sufficient to identify a subscriber except under certain specific circumstances. This Privacy Policy can be found here <http://www.nuvox.com/Legal/privacyPolicy.htm>.

The Stored Communications Act ("Act") prohibits NuVox from releasing the content of email communications or email heading information. Thus, it is NuVox's policy, consistent with the Act, not to release any email communications or email heading information in response to a civil subpoena, including a subpoena from a government entity in a civil proceeding.

If you seek account information or information sufficient to identify a subscriber in connection with a civil or criminal matter or email content/heading information in a criminal proceeding, you must serve NuVox with a valid subpoena at the address or facsimile number below and agree to compensate NuVox for our subpoena response services according to the terms. NuVox reserves the right, but is not required, to refuse any civil subpoena request for information due to countervailing privacy concerns, such as requests for credit card or bank information.

### **Service of Subpoenas**

All Subpoenas should be directed to the Custodian of Records listed below.

Custodian of Records  
Attn: Jennifer Plante  
NuVox (f/k/a NewSouth Communications and FDN Communications)  
Two N. Main Street  
Greenville, SC 29601  
(864) 672-5313

If you wish to serve NuVox with a civil subpoena and are located outside the State of South Carolina but within a state in which NuVox operates, please serve a copy of your subpoena to our designated agent in your State. A list of Registered Agent mailing addresses is located at the bottom of this document. If you are located outside a state in which NuVox operates, you must domesticate your subpoena in South Carolina.

### **Notice to Subscribers and Response Time**

NuVox may choose, but is not required, to notify its subscribers that it has received a civil subpoena requesting such subscriber's information. NuVox will not disclose to a subscriber that information has been sought in a criminal proceeding.

In non-emergency circumstances, NuVox will generally not produce the subpoenaed subscriber's identity information until approximately two (2) weeks after receipt of the subpoena, unless legally required to do so. Please note that requests for call record detail may take up to three (3) weeks.

### **Fees for Subpoena Compliance**

NuVox charges the following rates for compliance with subpoenas.

\$75.00 per hour for research (a quarter hour minimum)

\$22.00 per Overnight Delivery  
 \$4.00 per CD-ROM  
 \$0.25 cents per copy

NuVox will invoice the person or entity submitting the subpoena following receipt and the subpoena proponent must make payment within thirty (30) days from the date of invoice. Checks should be made payable to NuVox. Remittance Address is as follows:

Office of General Counsel  
 NuVox  
 Two N. Main Street  
 Greenville, SC 29601

<b><u>Corporation Service Company</u></b>					
<b><u>Agent Name</u></b>	<b><u>Street</u></b>	<b><u>Suite</u></b>	<b><u>City</u></b>	<b><u>State</u></b>	<b><u>Zip</u></b>
United States Corporation Company	150 S. Perry Street		Montgomery	AL	36104
Corporation Service Company	300 S. Spring Street	900	Little Rock	AR	72201
Corporation Service Company	1201 Hays Street		Tallahassee	FL	32301
Corporation Service Company	40 Technology Pkwy, S.	300	Norcross	GA	30092
US Corporation Company of Illinois	33 North LaSalle Street		Chicago	IL	60602
Corporation Service Company	251 East Ohio Street	500	Indianapolis	IN	46204
Corporation Service Company	200 SW 30th Street		Topeka	KS	66611
CSC Lawyers Incorporating Service Co.	421 West Main Street		Frankfort	KY	40301
Corporation Service Company	320 Somerulos Street		Baton Rouge	LA	70802
CSC Lawyers Incorporating Service Co.	221 Bolivar Street		Jefferson City	MO	65101
Corporation Service Company	506 S. President Street		Jackson	MS	39201
Corporation Service Company	327 Hillsborough Street		Raleigh	NC	27603
CSC Lawyers Incorporating Service Co.	50 West Broad Street	1800	Columbus	OH	43215
Corporation Service Company	115 SW 89th Street		Oklahoma City	OK	73139
Corporation Service Company	2908 Poston Avenue		Nashville	TN	37203