

CENTURYLINK FEE SCHEDULE*
LAW ENFORCEMENT SUPPORT GROUP

Effective for all requests received by LES on or after **March 14, 2018**

Court Orders – Trap & Trace, Pen Register &/or Wiretap	
Implementation Fee	\$300.00
Per Day Charge	\$10.00
Call Line Identification Switch (CLIDS)	\$20.00
Renewal	\$20.00
Cancellation	\$40.00
Target Number Change	\$20.00
Troubleshooting (per hour – charged in 15 minute increments)	\$60.00

Subpoenas – Civil	
Administrative Fee	\$50.00
Subscriber Info (Basic)	\$5.00/subscriber
Subscriber Info (IP)	\$10.00/subscriber
IP Address log per user name	\$17.00 per each 3 months
Toll/Bill Reprints (per number) – Call Detail Records kept during normal course of business: billing records (411, collect, toll, etc.)	\$10.00 for 1 st 3 months then \$10.00/month
Call Detail Records/AMA – information NOT included on a bill: local incoming and outgoing, LD incoming, and information from Unlimited LD plan (TSO and AMA)	\$85.00/number** **Voluminous and Burdensome rates may apply to requests for more than 7 days of data

Subpoenas – Law Enforcement Agencies	
Call Detail Records/AMA	\$85.00/number**

Customer Requested	
Hold & Trace Fee (30 Day)	\$46.00
Hold & Trace Renewal Fee (30 Day)	\$20.00
Hold & Trace Fee (1 Year)	\$108.00
Hold & Trace Renewal Fee (1 Year)	\$41.00
IP Address log per user name	\$17.00 per each 3 months
Outgoing Call Detail Records/AMA	\$85.00/number**

Miscellaneous Fees	
Voluminous & Burdensome Requests	See Policy below
Printed Responses	\$0.50/page > 25 pages
Expedited or Large Mail/Shipping Fees	\$15.00 minimum or actual cost if > \$15.00
CD Fee	\$10.00

*All fees are subject to CenturyLink’s Voluminous & Burdensome Policy

VOLUMINOUS AND BURDENSOME REQUESTS - FEES

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

- A subpoena for 15 numbers or more requesting subscriber/billing/credit/features, or 30 numbers or more requesting subscriber information;
- The response to a subpoena amounts to 100 pages or more of print or electronic copy; or
- The subpoena requires three (3) or more hours to process.

Reasonable reimbursement costs for assembling and providing such information may include, but are not limited to, the following:

- Reasonable clerical costs incurred in investigating and producing available records, to be billed at the rate of \$5.00 per subscriber request; \$10.00 for the first three months of Billing/Toll requests plus \$10.00 per additional month; and \$60.00 per hour for requests that require more than three (3) hours to process.
- \$0.50 per page for standard reproduction of documents greater than 25 pages;
- Actual costs for the reproduction of documents requiring special processing made in response to a subpoena;
- Standardized costs associated with compiling switch data (“AMA data” or Call Detail Records) and creating records based upon that data, calculated at a rate of \$85.00 for each telephone number. **Due to technical and support costs, Legacy Qwest Call Detail Record searches will incur additional charges after the first 7 days requested.**
- Please see the complete Fee Schedule for additional fees that may be imposed.

Any reasonable costs billed are due and payable prior to the delivery of documents to the requesting party.

Voluminous & burdensome charges may apply to a single subpoena or multiple subpoenas from the same agency associated with the same case or cause number, as determined by CenturyLink.