



NOTICE TO PARTIES SERVING SUBPOENAS, SEARCH WARRANTS, TRAP AND TRACE ORDERS, COURT ORDERS OR OTHER REQUESTS ON ZIPLY FIBER

The following contact information may be used by Law Enforcement Agencies to reach ZiPLY Fiber regarding any Subpoenas, Search Warrants, Court Orders, or other similar requests. This includes Service of Process by Law Enforcement Agencies of Subpoenas, Warrants and Court Orders, and inquiries as to the status of pending requests. This information applies to all ZiPLY Fiber companies: Northwest Fiber, LLC; Citizens Telecommunications of Idaho, LLC; Citizens Telecommunications of Montana, LLC; Citizens Telecommunications of Oregon, LLC; Frontier Communications Northwest, LLC.

legal-request@wholesail.com

Fax: 425-962-4254

Telephone for Law Enforcement Emergencies Only: (800) 800-5347

ZiPLY Fiber's physical address for service is:

Northwest Fiber, LLC
135 Lake Street S Suite 155
Kirkland, WA 98033
Attn: Legal Department
legal@ziply.com

Physical service may be made on Corporation Service Company (CSC) the Northwest Fiber, LLC registered agent. Contact information is available at the secretary of state's office for the states in which we conduct business. We do not accept service at any of our local offices.

Service via Fax is preferred for all law enforcement requests.

Time for Response

Requests are handled in the order received, subject to other pending expedited requests. Responsive information is generally provided within 10 business days.

Toll and call record detail requests should be limited to the narrowest period of time possible or a significantly longer time may be required to respond. Expedited response for information other than call records, if available resources permit, will generally be provided within three business days.

Please be specific when requesting IP information: include IP address, port numbers protocols, specific date(s), time(s) and time zone(s) for each IP (from your source, not assumed). Include all your contact information in your request (telephone, fax and email address).

Status Requests and Questions

For security reasons, all questions and status requests should be directed to the contacts described in this notice.

To prevent delays in response to your request and those of others, please do not ask for the

status of a request for 10 business days for subscriber information, three days for expedited requests and 30 days for call records. You may then provide a copy of your original subpoena with your request for the status.

Law Enforcement Only

For emergency IP or telephone records related requests during non-business hours, contact us at 800-800-5347. Emergency requests must be followed up with a subpoena or other court order

Records Retention

The following retention policies generally apply to frequently sought records:

IP Assignment Logs: Up to 6 months

Subscriber Information: 3 years

Call records: 18 months (36 in certain states)

Preservation Requests: 90 days