



## Information About Subsentio's Response and Mitigation Plan Regarding Coronavirus COVID-19 Outbreak

Dear Subsentio Customer and Partner,

The global spread of COVID-19 outbreak is affecting every one of us. At Subsentio, we value the health and safety of our employees and customers. In light of the ongoing outbreak, we are taking the necessary steps to ensure that we are doing our part of preventing the spread of this virus in our workplace and to help our customers maintain their subpoena and lawful intercept compliancy requirements as normal.

Subsentio, operates as a trusted third-party service bureau that helps telecommunication carriers and Internet providers meet their law enforcement assistance obligations along with providing law enforcement agencies compliant, accurate, and reliable data quickly. As part of our existing Business Continuity Plan (BCP) we are continually monitoring this outbreak's development and will evaluate all future scenarios and make necessary modification to maintain our exceptional level of support.

Here are just a few examples of the steps we have taken after assessing the guidance and directions of the U.S. government, the Centers for Disease Control and Prevention, the World Health Organization, and local government proclamations that will help us to mitigate and, in most cases, eliminating the impact that Coronavirus COVID-19 outbreak as it unfolds.

1. We have constructed our technology infrastructure to allows our workforce to work remote as mandated, without any service or support interruptions. Some of the supporting technologies include the following:
  - Cisco AnyConnect Secure Mobility Client required for remote users
  - Primary/Secondary Cisco Adaptive Security Appliances for VPN establishment and firewall support
  - SOC 2 type 2 Network Operation Center traversal
  - Expanded Network Management System (NMS) monitoring for bandwidth utilization
  - Company provided securely imaged computers and laptops
  - Secure layer access only (i.e., IPSec, X.509, and RSA) for support access or telecommuting.
2. In addition, our leadership and support teams are working diligently to assist our customers and partners during these challenging times with flexibility and availability regarding their support, inquiries request, and partnerships activity. Since its inception, Subsentio has always maintained a policy of assisting law enforcement with their investigations regardless of the financial situation

of our service provider clients. As such, we will never discontinue any lawful intercepts in the middle of an investigation even if our customers are unable to pay their service fees to Subsentio.

All of us at Subsentio are committed and willing to working closely with our customers and partners during this unprecedented time. Should you have any questions or concerns regarding our business continuity or support, please contact Subsentio's Chief Security Officer Todd McDermott at [todd.mcdermott@subsentio.com](mailto:todd.mcdermott@subsentio.com). We thank you for your continued partnership and wish you good health.

Sincerely,

Steve Bock  
President and Founder