



ABOUT

About Subsentio

Subsentio, Inc. is trusted by both the private and the public sectors to perform lawful intercept. Based in Centennial, Colorado the company has national, regional and rural service provider clients.

Subsentio provides Lawfully Authorized Electronic Surveillance (LAES) and compliance services to a diverse community of communications service providers. From national carriers to ultra-small rural providers, our clients serve millions of subscribers with a wide range of communications services. These services are often complex, multi-vendor environments encompassing differing phases of evolution and technological approaches.



SUBSENTIO,
The **CALEA** Compliance Company

SUBSENTIO HARBOR MASTER

The Cost of Self Compliance Requires Investment in Expertise

Is the Cost of Doing it Yourself Too Much?

It sounded easy at the time. Your switch manufacturer sold you their CALEA technical solution. You didn't think that it would be very difficult to manage the process with your current personnel. So, you bought it. You installed it. There wasn't much for you to maintain. Easy. But did you really install a complete technical solution? One that's available 24 x 7 to provide intercept capability? Does your network have the ability to transmit the collected data to the requesting law enforcement agency's monitoring center?

Now let's talk about personnel. When you receive a Court order, it needs to be reviewed for authenticity and correctness by an attorney. If a Court order isn't valid, i.e. filled out correctly and signed, it won't be admissible in a court of law. The Court order needs to be managed by personnel with security experience and preferably with security clearances. Specific information needs to be maintained for each lawful intercept. Then there needs to be personnel who are available 24x7 for both the receipt and management of a Court order. The order then needs to be transmitted to specified technicians who initiate, test, intercept and transmit the requested information to the requesting agency. Self-compliance requires technical, legal, regulatory and law enforcement expertise that most carriers simply don't have and can't afford.



The Cost of Self Compliance Requires Investment in Expertise

***the Communications Assistance
for Law Enforcement Act***

- This law mandates your compliance
- When you are compliant, you are in "Safe Harbor"
- Subsentio provides end-to-end management of the lawful intercept process
- Partnering with Subsentio indemnifies you against legal problems and civil penalties

Safe Harbor Certification includes:

- Electronic Surveillance manual
- Service provider authorization form
- Exigent request for LAES
- Compliance training
- Network drawings
- Acceptance testing
- System maintenance
- Escalation procedure

"Safe Harbor" indemnifies the provider from non-compliance penalties, and protects customer privacy.

SUBSENTIO HARBOR MASTER

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Harbor Master Services Manages the CALEA Process

Customers come to Subsentio to manage the CALEA process for them. They have already invested in their technical solution. For whatever reason, they don't want to invest in the manpower expertise required to manage the CALEA process. Harbor Master Services provides Surveillance on Demand services for those customers. At the present time, Subsentio provides management services to customers who have CALEA software solutions in their switches from the following manufacturers: ZTE, Alcatel Lucent, Nokia Siemens and Metaswitch. Harbor Master provides 5 Easy Steps to Safe Harbor.

Under "Safe Harbor," Subsentio provides end-to-end management of the lawful intercept process. Subsentio solutions are expertly installed and integrated with the carrier's network, rigorously tested, and continuously monitored and re-tested 24x7x365 to ensure "five 9s" performance.

- a. You receive a court order:** A Law Enforcement Agency (LEA) serves your company with a court order for a Legally Authorized electronic Surveillance (LAES)
- b. You Notify Subsentio:** You complete the Service Provider Authorization form and email it along with the Court order to courtorder@subsentio.com.
- c. Subsentio Review:** Subsentio reviews the Court order to validate its correctness, a case verification form is created to record all necessary information. Remember, the purpose of the Court order is to obtain evidence for use in court.
- d. Subsentio Surveillance:** Subsentio initiates the electronic intercept and begins comprehensive administrative tracking.
- e. Successful Compliance:** The Legally Authorized Electronic Surveillance is discontinued by notification from law enforcement or the legal authority expires.

