THE SUBSENTIO WIRE

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THE LATEST NEWS, VIEWS, & ANNOUNCEMENTS

INSIDE

Salt Typhoon Updates
As the Salt Typhoon hack continues to dominate our industry, we evaluate current reporting and news to keep you up-to-date on cybersecurity best practices and initiatives.

The Interview
Our greatest asset are the people who have dedicated their careers to the mission. We interview Audrey Hovermale who recently returned to Subsentio as a Trust & Safety Team Lead.

Corporate News
In this edition, we also celebrate several new hires and promotions within our operational teams. We anticipate additional new hires in the coming months as we continue to grow to meet our clients' needs.

CEO Persepective: 2025 C.A.S.T. Awards

-By Steve Bock, Chairman & CEO and C.A.S.T. Chairperson

The 2025 C.A.S.T. Awards ceremony will be particularly special this year as we are celebrating 28 years of giving awards to Colorado State Troopers who go above and beyond the call of duty.

The inspiration for C.A.S.T. came from Honorary Colonel Stephen Straight who felt compelled to recognize Law Enforcement Officers while attending a party in Aspen, Colorado. He noticed that guests felt uncomfortable interacting with off duty officers who were attending the party, so Stephen decided to humanize the persona of officers by highlighting the sacrifices that they and their loved ones make to keep us safe.

This year's recipients include Corporal Tye Simcox who has previously received a C.A.S.T. award. This time it's for an event where Trooper Simcox received a Purple Heart Award and a Valor Award as well from the Colorado State Patrol. Corporal John Ziadeh and Trooper James Bockhold are also recipients of a Valor award for a separate incident to go with their C.A.S.T. award.

Several Troopers who are receiving C.A.S.T. Awards also received Lifesaving Awards from the Colorado State Patrol including Trooper Omar Ibara, Trooper Gregory Stern, Trooper Raymond Crossno, Captain Michael Honn, and Trooper Jonathan Kay. Comments from Emergency Response Staff and ICU nurses all agreed that lives were saved by the efforts of these troopers.

Saving lives is the mission that all Colorado State Troopers sign up for. Since "Together We're Saving Lives" is our mission at Subsentio, I could not be prouder as a citizen of Colorado to recognize all of this year's recipients with a C.A.S.T. Award for a job well done.

Salt Typhoon News Round-up and Security Best Practices

-By John Scaggs, President & COO

We have been monitoring the digital landscape to compile a list of security practices and a roundup of recent news. Like in "The Lone Ranger," we keep our ear to the railroad track for you. The Salt Typhoon intrusion continues to make headlines, particularly in cyber-focused publications, though it has also appeared in mainstream media.

The hack is described as the most extensive known telecommunications penetration ever, both in size and duration before detection. It was discovered when Microsoft flagged unusual internet traffic patterns. Reports of the intrusion began surfacing seven months ago, primarily affecting telecommunications in the United States.

As we consult with our clients, we are asked about steps to reduce the risk of advanced persistent threats. Here are the top ten steps to consider:

1. Apply security patches routinely and consistently.
2. Implement zero trust architecture.
3. Segment your network.
4. Apply continuous monitoring and threat detection.
5. Deploy robust endpoint security solutions.
6. Conduct regular risk assessments.
7. Provide employee training and awareness.
8. Secure software development practices.
9. Establish an incident response plan.
10. Collaborate with security experts before a crisis starts.

Below is a summary of recent headlines:
AT&T and Verizon Statements: Both companies released statements in mid-April, declaring their networks secure amid the cyberattack. They outlined a narrower focus by the Chinese state-sponsored group, targeting specific individuals and foreign intelligence interests. Verizon stated it has not detected ongoing activity.

White House Disclosure: The White House revealed a ninth company had been identified as penetrated, though the company has not been disclosed. T-Mobile indicated it was not the hacked party.

Primary Means of Intrusion: A known Cisco router vulnerability was exploited. Cisco had provided a patch months earlier, but affected companies did not apply it. CISA urged vigilance in keeping network infrastructure and OS systems up to date. There is also a risk that email systems were used to access sensitive data.

Chinese Admission: In a stunning reversal, the Chinese all but admitted to the attack involving Volt Typhoon. Unlike telecom, their focus is on critical infrastructure using system tools rather than malware. The absence of routine vigorous denial surprised U.S. officials in a clandestine December 2024 meeting.

Global Impact: At least 35 nations use China-based networks for transporting user traffic, including Japan, Saudi Arabia, and New Zealand. Unraveling connections to these companies is challenging.

CALEA Services Growth: The compound annual growth rate of CALEA services is around 25% over the next 10 years. With this growth, some are calling for increased security to prevent the "backdoor" access exploited by Salt Typhoon hackers.

As the U.S. administration changed, the new team suspended the FCC Notice of Proposed Rulemaking (NPRM) and took a different approach by establishing a council on national security to combat China, like CISA.

Keep an eye out for updates here in the Wire. We are also open to conversations on either the business or technical level. Contact us at security@subsentio.com.

Interview with Audrey Hovermale, T&S Team Lead

-By Tamara Moorman, Commercial Manager

Audrey Hovermale's Biography

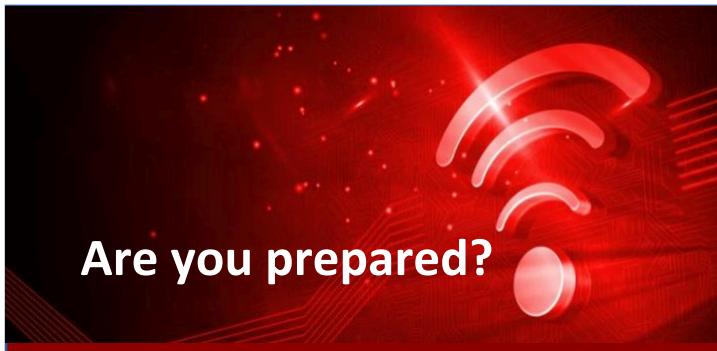
With a passion for criminal justice ignited during high school, Audrey Hovermale earned a bachelor's degree in criminal justice from Virginia Commonwealth University. Her early career experiences included internships at a private law firm and Henrico Corrections. After a transformative year at The National Center for Missing and Exploited Children (NCMEC), Audrey returned to Subsentio as a Trust & Safety Team Lead.

Tamara: Tell us a little about your background. What was your education and early career experience?

Audrey: My interest in Criminal Justice began in high school when I enrolled at New Horizons Regional Education Center, where I studied the subject and quickly discovered a deep passion for it. I then sought higher education at the Virginia Commonwealth University where I earned my bachelor's degree in criminal justice with a minor in psychology. During my time as a student, I completed two internships—one at a private law firm and another with Henrico Corrections, where I worked specifically in Pretrial and Posttrial Probation. I carried all these experiences with me where I started as a Legal Compliance Analyst for Subsentio in 2022. I made the decision to leave Subsentio and spent a year at The National Center for Missing and Exploited Children (NCMEC) and am excited and honored to say I am back making a similar impact in Trust and Safety domestically and internationally!

Tamara: Could you elaborate on your work at the National Center for Missing & Exploited Children?

Audrey: I could talk about my time at NCMEC forever—it was truly formative for me. I was incredibly fortunate to have a supervisor who believed in me and gave me opportunities to work on a wide range of projects across different teams. One of the most meaningful projects I was involved in focused on identifying and addressing a rising trend that was affecting vulnerable populations online. I supported the development of the initiative by analyzing data points, tracking patterns, and helping establish both the project and the specialized team behind it. Due to the sensitive nature of the issue, I can't share specifics, but the experience had a lasting impact on me—both personally and professionally. It reinforced the importance of proactive collaboration, discretion, and innovation in responding to emerging online threats.



In the months following the Salt Typhoon hack, several government agencies issued recommendations to CSPs to maintain their equipment. We echo their recommendations as a reliable method to prevent intrusions.

If you have any questions, please contact us at security@subsentio.com.

Interview with Audrey Hovermale, Continued

-By Tamara Moorman, Commercial Manager

Audrey: Later, I was selected to transition from the Domestic to the International side of the CyberTipline. That move completely shifted my perspective—it showed me how child exploitation can transcend borders in an instant and introduced me to the world of child safety at a global level. The role helped me grow quickly, and I was honored to help train and onboard the new hire group. My time at NCMEC was a challenging and rewarding experience that deepened my skills and shaped my commitment to this kind of work.

Tamara: What lead to your decision to return to Subsentio?

Audrey: After gaining valuable experience at NCMEC, I've developed new skills and perspectives that I believe have—and will continue to—contribute meaningfully to Subsentio's goals. The opportunities here align closely with my career aspirations, and I'm genuinely excited about the potential for continued mutual growth. Additionally, I deeply admire the leadership within our team and feel truly honored to work under such inspiring and capable women. The team welcomed me back with open arms and I am extremely grateful for the team's continued trust in me!

Tamara: What can you tell us about your work at Subsentio?

Audrey: Much like my experience at NCMEC, the work I do at Subsentio—alongside the Trust and Safety team—has a real, meaningful impact with every case we handle and every interaction we make. In my role, I operate at the intersection of Trust & Safety and Legal Compliance, responding to legal requests, and ensuring that our responses are in full alignment with CALEA technical standards and internal protocols.

This includes reviewing legal documentation, responding to legal requests in an accurate and timely manner, and ensuring compliance with privacy laws. It's a highly specialized space that demands not just legal knowledge and precision, but also empathy, discretion, and sound judgment. I'm proud to be part of work that helps protect individuals while reinforcing our organization's commitment to integrity and responsibility.

Tamara: What do you hope to accomplish at Subsentio?

Audrey: At Subsentio, I hope to grow both personally and professionally while contributing to the company's mission of providing reliable and secure legal compliance. I'm especially looking forward to collaborating with our Court Orders Team, learning from experienced colleagues, and making a meaningful impact through my work.

Long term, I want to continue building expertise in Trust and Safety and take on new challenges that support both my personal growth and Subsentio's success.

CORPORATE NEWS

Subsentio is Growing!

We are pleased to announce a new member of our Lawful Intercept team, **Darin Busby**. Darin has an extensive background in CALEA with over twenty years of experience supporting the FBI.

We also welcome Ashton Winey, Lauren Sestak, and Sarah Waldon to our Trust & Safety team.

We are proud of our growing team dedicated to our shared mission!