

## THE LATEST NEWS, VIEWS, & ANNOUNCEMENTS

### INSIDE

#### Silence to Surge

Small regional telecom providers, once confident in their compliance due to a lack of requests, are now facing a surge in demand driven by rising requests and evolving regulatory expectations. Those partnered with Subsentio have responded effectively, thanks to our proactive platform, expert support, and scalable solutions.

#### Global Connections

Telecom service providers expanding globally face increasing regulatory complexity, with laws around data privacy, lawful intercept, and cybersecurity creating operational challenges. Subsentio helps providers navigate these evolving requirements.

## CEO Perspective: The Future of Subsentio

-By Steve Bock, Founder & CEO

Subsentio reached a major milestone on June 30, 2025, when we closed on the most significant transaction in our 21-year history by becoming an Employee-Owned Stock Ownership Plan (ESOP). I couldn't be happier.

Over the years, I've known many founders who have sold their companies to strategic buyers or private equity firms and all of them asked for the same things at the negotiation table. A fair price, a good home for their employees, and a continuation of the vision and mission of the company. In my experience, most of those founders were happy with the financial portion of their deal, but despite all the promises that were made, employees got laid off and the culture was trashed because it became all about the money for the new owners.

When my wife and I formed Subsentio in 2004, we didn't start it to get rich. We started Subsentio because of the events surrounding 9/11. Our mission was to assist Law Enforcement with electronic

surveillance, and we've never wavered in that commitment. As the company grew, every employee bought into the vision of saving lives, we do that every day.

However, this did not come about without financial sacrifices on the part of the employees. Now that we're an ESOP, every employee will benefit financially as owners without having to invest any of their own money. Over time this plan will create generational wealth for them, and no one deserves it more. Our value in the marketplace isn't our technology; it's the vast experience and dedication to the mission of the best staff in the industry.

So, congratulations, Subsentio. By closing this deal, you now take on the responsibility of being good stewards for what the Lord has provided.

Now it's up to all of you to continue the legacy for the next generation, so they can carry on the mission of saving lives, seeking justice wherever it may lead, and making a positive impact in the world.

## Silence to Surge: The Industry Trends in Lawful Requests

-By Todd McDermott, Chief Security Officer

For years, small regional communication service providers operated with a sense of quiet confidence in their lawful order compliance as they have never received a request.

The U.S. courts reported a 9% increase in authorized wiretaps, and in 2025, these regional providers started receiving requests—first sporadically, then more frequently. The shift was noticeable, not just in volume but in urgency. The once-quiet corner of the organization responsible for compliance was now a critical touch-point in daily operations.

This could easily overwhelm a regional provider, but those that partnered with Subsentio were prepared. Our service has been quietly doing its job all along—maintaining readiness, ensuring compatibility, and keeping systems up to date. When the requests started coming in, our clients didn't need to scramble. They responded by engaging Subsentio.

Subsentio's intuitive interface, real-time dashboards, and expert support made it possible to handle each request. What could have been a disruptive experience became a demonstration of preparedness. Our 24x7 assistance and automated workflows ensured compliance without compromising operations.

This experience isn't unique. Across the industry, communication service providers are seeing a rise in lawful intercept and historical records requests. Whether driven by evolving regulations, increased investigative activity, or broader national security concerns, the landscape is shifting. For those who have not yet faced this reality, the message is clear: it is not a matter of if but when.

What sets Subsentio apart isn't just our technology—it's the depth of our service. Our services are designed to integrate seamlessly with a wide range of network architectures, from traditional telecom infrastructure to modern cloud-based environments. Our flexibility ensures that providers of all sizes and technical maturity levels can achieve compliance without costly overhauls or operational disruptions.



Subsentio's platform supports lawful intercept and records production in alignment with U.S. and international legal standards. It's built to scale, meaning whether a provider receives one request or thousands, our system and experienced staff can handle the load without compromising performance or security.

Most importantly, Subsentio doesn't just provide tools—we provide partnership. Every client has access to our dedicated team of compliance experts who are available around the clock. We don't just troubleshoot—we guide, educate, and support providers through every step of the compliance process.

When that first request came in, the provider's team wasn't left to figure it out alone. Subsentio's staff walked them through the process, clarified legal requirements, and ensured that the response was both timely and accurate. That level of hands-on guidance turned what could have been a stressful situation into a learning opportunity—and a confidence boost.

The expectation is that the trend of increasing lawful requests will continue. With Subsentio as a partner, providers can face the future knowing they're equipped to handle whatever comes next.

For service providers, the takeaway is simple: lawful intercept readiness and the ability to provide timely and accurate records is no longer optional. It's a core part of doing business in a connected world. With Subsentio, it's a challenge you don't have to face alone.

## Global Connections: Challenges in Telecom Expansion

-By Kelly Hartshorn, Director of Sales

In a world where digital connectivity transcends borders, regulatory compliance remains firmly rooted in national boundaries, posing significant challenges for telecom service providers as they expand into global markets. As service providers globalize, they must navigate a rapidly evolving and increasingly complex regulatory environment. Fortunately, partnering with Subsentio offers an array of support and assistance.

Global markets offer opportunities to tap into rising demand for mobile connectivity, broadband infrastructure, and digital services. Entering foreign jurisdictions, however, brings a host of regulatory challenges. Service providers must navigate varying laws around data privacy, lawful intercept, and infrastructure ownership, many of which differ significantly from U.S. standards. These complexities require careful planning, local expertise, and robust compliance frameworks to ensure operations remain lawful and secure across borders.

In the European Union, the General Data Protection Regulation imposes strict rules on data handling, requiring service providers to implement robust privacy controls and obtain explicit user consent for data collection. India and Brazil are also tightening rules around lawful intercept, requiring service providers to build surveillance capabilities into their networks and cooperate with local law enforcement. These complex requirements often create legal and operational friction when building international infrastructure. Navigating these diverse and evolving frameworks requires deep regulatory expertise and agile compliance strategies—areas where Subsentio's global lawful intercept services offers valuable assistance and support.

Meanwhile, global telecom players are entering the U.S. market, bringing innovative technologies and competitive pricing. The U.S. regulatory environment is becoming more stringent, however, especially in the wake of recent cybersecurity breaches involving foreign actors, such as Salt Typhoon.

In January 2025, the Federal Communications Commission issued a landmark Declaratory Ruling clarifying that Section 105 of CALEA requires service providers to secure their networks from unlawful access or interception of communications. This ruling extends CALEA obligations beyond traditional surveillance capabilities to include proactive cybersecurity measures.

In this complex regulatory climate, Subsentio provides essential services to help service providers meet their legal obligations. Whether operating in the United States and expanding internationally or operating abroad and expanding into the U.S. market, we offer global solutions for lawful intercept, data retention, and records productions.

Service providers that engage Subsentio will be better equipped to navigate this evolving landscape and deploy the necessary compliance solutions more rapidly and with greater cost efficiencies.

Although we live in a world where connectivity knows no borders, regulatory compliance does have borders, and service providers must meet the regulatory challenges as they expand their markets. Contact Subsentio at [sales@subsentio.com](mailto:sales@subsentio.com) for more information.



### Are you prepared?

Minnesota became the 18<sup>th</sup> state to enact comprehensive consumer privacy legislation. On July 31, 2025, the [Minnesota Consumer Data Privacy Act](#) (MCDPA) went into effect.

Contact us at [sales@subsentio.com](mailto:sales@subsentio.com) to stay up-to-date on all your compliance needs.