

## LAW ENFORCEMENT RATES AND REGULATIONS

GCI has a policy of always working with Law Enforcement Agencies. In order for a smooth working relationship, GCI wishes to outline the following policy:

A law enforcement agency needs to provide GCI with a search warrant, subpoena or court order (herein the Request) for the requested records.

GCI will acknowledge (by phone) receipt of the Request within 2 business days. If the law enforcement agency does not receive acknowledgement of receipt within 2 business days, this indicates that GCI has not received the Request.

GCI will produce call records for the prior six months within one week of the request date. GCI will produce call records older than six months within one month of the request date. If GCI is unable to meet the timeframes stated in this policy, the requesting Agency will be notified of such delay in writing.

If the request is for customer information (name, address, social security number etc.) the request will be handled within 15 business days.

Rates:

Research	\$95 per hour*	\$23.75 per quarter hour
Research entails searching on-line or archived billing, customer record files, and accumulating and copying the requested information.		
Technical support	\$150 per hour*	\$37.50 per quarter hour
Technical support includes technician, engineering and/or supervisory support necessary to assist an agency in placing physical line monitoring devices or the interpretation of information supplied as a result of a Research Request.		

\* Minimum of an hour, per request.

Requests for information from Law Enforcement Agencies should be sent to:

GCI Records Custodian  
2550 Denali Street, Suite 1202  
Anchorage, AK 99503  
Phone: (907) 868-5484  
Fax: (907) 868-6919  
E-Mail: [gcirecordscustodian@gci.com](mailto:gcirecordscustodian@gci.com)

**EFFECTIVE: October 16, 2019**