

Guidelines for Law Enforcement Requests

Silver Star Communications (“Silver Star”) provides the following guidance to law enforcement officials about the process for seeking records or information from Silver Star about its customers, processes or procedures.

What records does Silver Star store and maintain?

Silver Star is a communications company that operates various platforms to provide communications and related services to its customers. Silver Star is subject to various regulations related to the safeguard and security of its customer confidential information. That information is stored and maintained as described in Silver Star’s Privacy Policy, Terms of Service, and Broadband Internet Service Acceptable Use Policy. Notwithstanding anything in the aforementioned policies that may otherwise allow disclosure, the guidelines herein govern Silver Star’s response process to law enforcement requests for customer information.

What type of legal process does Silver Star require before producing user information?

Valid and sufficient legal process must occur before Silver Star will disclose customer information in response to law enforcement requests. *Silver Star will not provide any information without a valid subpoena, court order, or search warrant.* The exception to this guideline is that Silver Star may produce requested information without having received a subpoena or warrant in the event of emergency or exigent circumstance involving activity posing an immediate threat of death or serious bodily harm (see below), conditional upon receipt of a valid court order or search warrant within two business days of the emergency or exigent circumstance request. Law enforcement requests are accepted via email to legal.notices@silverstar.net, via personal service upon the corporation, or in limited circumstances via telefax to 307-883-2575. Acceptance of legal process does not waive any legal objections Silver Star may have and raise in response to the request.

What form of requests does Silver Star require, and how are requests processed?

Silver Star will not process overly broad, vague, or unduly burdensome requests. Please ensure that requests are narrowly tailored to a legitimate law enforcement need.

Silver Star will process law enforcement requests satisfying the applicable process above and which adhere to the following guidelines:

1. Typed;
2. Duly signed and stamped by the appropriate judicial official and/or law enforcement officer who is empowered by local law to represent the law enforcement unit making the request;
3. In compliance with local and United States law; and
4. Addressed directly to the designated operating company* and doing business as Silver Star Communications. Requests must contain the following detailed information:
 - All known email addresses, names, and aliases of data subject or all known physical address(es) and telephone number(s) or ip address(es) of the data subject;
 - Name, department, title, street address, telephone number and official government domain email address;
 - Clearly identify the investigation or specific event that took place that is the underlying basis for the request;

*Silver Star designated operated company corporate entities include:

- Silver Star Telephone Company, Inc. (Star Valley, WY geographic region)
- Columbine Telephone Company, Inc. (Teton and Swan Valleys, ID geographic regions)
- Millennium Networks, LLC (Star Valley, Teton Valley WY and Eastern Idaho geographic regions)
- Gold Star Communications, Inc. (mobile wireless services, Star Valley, WY geographic region)

- Specify date/time/location(s);
- The exact information requested, why it's being requested and how it pertains to the investigation; and
- The applicable act or law under which the law enforcement agency is requesting the data.

Customer information is disclosed to law enforcement upon determination we are required to do so by law, in Silver Star's sole discretion. In those instances, Silver Star will search for and disclose data that it is reasonably able to locate and retrieve.

How does Silver Star handle emergency requests?

Silver Star's process for evaluating requests on an emergency basis where there is an exigent circumstance that involves activity which poses an immediate threat of death or serious bodily harm, is as follows:

Requestors must email legal.notices@silverstar.net with subject line 'Emergency or Exigent Circumstance Disclosure Request' and describe in detail the nature of the emergency. Emergency requests are handled on a case by case basis. Only emergency requests received directly from law enforcement will be reviewed and responded to. Requests made by non-law enforcement officials will not be addressed.

How does Silver Star handle preservation requests?

Preservation requests by law enforcement will be processed under the same guidelines provided herein, with the exception that such requests may be made in email form to legal.notices@silverstar.net and specify in the subject line 'Information Preservation Request'. Silver Star will review and evaluate a preservation request and if information requested is available, hold such information for 90 days, following which the requesting law enforcement agency must submit a continuing request. Any information held under a preservation request will not be released to law enforcement unless and until a valid subpoena, summons or search warrant is received by Silver Star for such information.

Does Silver Star notify individuals of a law enforcement request for information relating to them?

Silver Star's policy is to provide notice to customers before producing their information in response to a criminal investigation by law enforcement unless (i) prohibited by law from doing so, (ii) there is reason to believe the subject's account information has been compromised such that the notice would go to the wrong person, or notice would otherwise be counterproductive or would create a safety risk, or (iii) it is an emergency request and prior notice would be impractical (in which case notice may be provided after the fact). Law enforcement officials who do not want their request disclosed should provide an appropriate court order or process establishing that notice is prohibited, or provide sufficient detail for Silver Star to determine whether a request falls into one of the exceptions above. Regulatory or other non-criminal requests for information are not within the scope of this policy.

How many law enforcement requests does Silver Star receive?

Silver Star takes seriously its commitment to the security of its customer confidential information; Silver Star also maintains its integrity as a corporate citizen and believes in transparent and honest communications with its customer base. Information about the types and volume of information requests Silver Star receives from law enforcement will be provided on request by; email legal.notices@silverstar.net with the subject line 'Annual Information Request Report' in the subject.

Additional questions?

Law enforcement officials with questions about these guidelines should email legal.notices@silverstar.net.