



ZCorum™

Communications Assistance for Law Enforcement Act (CALEA) Compliance



Introduction



In 1995, Congress passed the Communications Assistance for Law Enforcement Act (CALEA) which forced telephone companies to redesign their network architecture making it easier for law enforcement to wiretap digital telephone calls. Ten years later, CALEA was expanded by the FCC to include Internet Service Providers and VoIP services. With this expansion the FCC declared that Broadband Internet Access Service Providers Are “Telecommunications Carriers” under CALEA. CALEA requires that all carriers of voice and data traffic modify their equipment, facilities and services to ensure that they comply with authorized electronic surveillance actions. These compliance requirements include wireless services, routing and soft switched services, and internet-based telecommunications present in applications used by telecommunication devices.

CALEA Compliance

Telecommunications carriers can comply with CALEA in the following ways:

- The service provider may develop its own technical solution and compliance program. This involves: Developing and maintaining the equipment necessary to capture and transmit the intercepted data in the required format; 2) Maintaining the staff and processes necessary to validate any lawful intercept requests received under CALEA, and; 3) Setting up and configuring the equipment to securely capture and transmit the intercepted information to the requesting Law Enforcement Agency (LEA).
- The service provider may choose to purchase a technical solution from a vendor (a probe or other form of mediation device) and develop and maintain their own compliance program. In this case they will: 1) Maintain their own staff and the processes necessary to validate any lawful intercept requests received under CALEA, and; 2) Set up and configure the purchased equipment to securely capture and transmit the intercepted information to the requesting LEA.
- The service provider may purchase a turn-key CALEA compliance program from a trusted third party (TTP). The TTP can provide the validation of any lawful intercept requests received under CALEA, and can provide and configure when needed the equipment necessary to securely capture and transmit the intercepted information to the requesting Law Enforcement Agency (LEA).



CALEA Challenges

Building and maintaining your own mediation infrastructure can be complex and costly. With a TTP, carriers can reduce the complexity and mitigate the risk associated with managing a comprehensive legal compliance program.

Using a TTP with experienced analysts and certified network engineers to assist or fully manage these mandated services, minimizes the capital expenditure for non-core, nonrevenue generating obligations imposed by law enforcement.



The Importance of Compliance



If a carrier violates a court order for lawful intercept because it lacks the required CALEA capabilities the court may fine the carrier up to \$10,000 per day for each day of non-compliance. In addition, the court may order the carrier to bring its network into compliance by a court-specified deadline.

At minimum, carriers must be able to execute ANY valid warrant for surveillance on ANY user on their network within a specified time frame. Providers should be prepared to supply both content of communication and communication-identifying information along with a correlation of those elements. Compliancy has to be a "best efforts" basis.

More Resources

CALEA Product Sheet

CALEA FAQ's



**4501 North Point Parkway,
Suite 125
Alpharetta, GA 30022
Toll Free: 1-800-909-9441
info@ZCorum.com**

We are a Trusted Third Party provider that will work with you to implement a cost-effective solution that simplifies the process and lessens the risk of your CALEA responsibilities not being properly managed. ZCorum's certified network engineers will be on hand to manage your CALEA compliance program from start to finish ensuring that all obligations imposed by law enforcement are met.

ZCorum provides broadband Internet and communication solutions to telcos, cable companies, utilities, and municipalities, assisting in all facets of broadband implementation, integration, engineering and consulting, network monitoring and diagnostics. ZCorum also offers wholesale, privatelabeled Internet services, including data and VoIP provisioning, email, Web hosting, and 24x7 support for end-users, enabling service providers to compete effectively in their local rural and suburban markets. ZCorum is headquartered in Alpharetta, GA.