



# FAQ

ZCorum™

## Communications Assistance for Law Enforcement Act (CALEA)



### What is CALEA?

CALEA is the Communications Assistance for Law Enforcement Act. It requires that all broadband operators be ready and able to assist law enforcement in implementing a live intercept of a customer's communications when presented with a valid court order.

### What is the minimum in order to be compliant?

Minimum compliance means being able to execute ANY valid warrant for surveillance on ANY user on your network in a timely manner. Carriers must be able to provide both content of communication and communication-identifying information along with correlation of those elements. This must be accomplished while maintaining confidentiality, integrity and authentication of the communication-identifying information.

### How do I become compliant?

There are basically three options:

1. **Develop your own compliance solution for your network.** This can be complex and dependent on certain skill sets within your organization.
2. **Purchase mediation equipment from a vendor.** This is a bit easier, but you still need to maintain the equipment and staff in the event of a CALEA request. Also, a compliance hardware solution can be expensive and will need to be upgraded or replaced as your network grows.
3. **Purchase a CALEA Trusted Third Party (TTP) compliance service.** This is a cost-effective CALEA solution that significantly reduces the complexity and your responsibility, mitigating the difficulty risk associated with managing a comprehensive legal compliance program. Contact ZCorum to learn more about this option.

### What happens if we do not incorporate a solution?

You will be subject to fines of up to \$10,000 a day (until you come into compliance) from the Courts. You are also subject to fines from the FCC, as they have the enforcement responsibility for the CALEA mandate.

### What is a Trusted Third Party?

A Trusted Third Party (TTP) is an entity a carrier has allowed to implement their CALEA compliance program. The TTP can provision, implement, and maintain resources for the carrier. A TTP is recognized by the government as an entity that can act in behalf of the carrier to implement CALEA compliance while maintaining a certain level of indemnification.

### Is there a certification process to become a Trusted Third Party?

The relationship of Trusted Third Party is one that is established between the carrier and the company providing the TTP services. By identifying Trusted Third Party, your business gives the TTP that status which will allow them to operate in your name for certain aspects of your CALEA process. There is no authority certifying any company

### How will I know I need to notify you for an intercept?

You will receive a warrant from a law enforcement agency.

### **How will we notify you that we have received a warrant?**

You can reach network operations 24x7 by calling 866-621-0662 or by emailing [warrants@nex-tech.com](mailto:warrants@nex-tech.com).

### **Will our network ever be evaluated for compliance?**

There is no evaluation or certification for CALEA compliance. Lack of ability to fulfill the request demonstrates a lack of compliance. Likewise, the provider's ability to fulfill a warranted surveillance request demonstrates CALEA compliance. However, we recommend engaging together in a CALEA review every year or two to discuss changes in your network and to identify any obstacles that may complicate the intercept process.

### **Is there a CALEA certification?**

There is no evaluation or certification for CALEA compliance. The test rests in the provider's ability to fulfill a warranted surveillance request.

### **What Trusted Third Party services are provided?**

Validation of the warrant, and the secure data collection and delivery functions required for your CALEA compliance. You don't need to worry about the burden of capturing the intercept and delivering the information to the appropriate law enforcement agency. Ensuring compliance with the warrant still rests with your company.

### **Who can issue an intercept request?**

A warrant may originate from a number of entities that include local and state law enforcement agencies, federal law enforcement agencies, local and state prosecutors, the US Justice Department and other federal agencies. A valid warrant will have a judge's signature.

### **How do we validate those requests?**

Validating a warrant means being able to ascertain the signature is that of a judge in good standing. The Trusted Third Party service includes validating any warrants you receive.

### **Do I need to connect directly to the law enforcement agencies?**

The Trusted Third Party services include collecting the data from the intercept and transmitting it to the appropriate law enforcement agencies. You do not have to provide the means for law enforcement agencies to connect to your network.

### **Who will be contacted with warrants?**

As a carrier, you will be contacted. It is then your responsibility to contact the TTP Team to implement the intercept by calling 866-621-0662 or by emailing [warrants@nex-tech.com](mailto:warrants@nex-tech.com).

### **How available does the designated person who deals with warrants need to be?**

According to the law, a carrier can be served a warrant at any time. While it is extremely rare for a warrant to come in after business hours, it is possible. Carriers need to plan for that.

### **What if I get one in the middle of the night?**

You can contact the 24/7 NOC team by calling 866-621-0662 or by emailing [warrants@nex-tech.com](mailto:warrants@nex-tech.com).