Subsentio Technical Assistance Team Referral Guide

1 Historical Records Production

All requests for **non-emergency** and **emergency** historical records production pursuant to a subpoena, court order, search warrant, or other legal process should be addressed to the appropriate **communication service provider** and submitted by Law Enforcement through the Kodex Portal URL below.

All requests **must** identify the requesting agency, sender's name, address, email address, and telephone number.

Regular Business Contact Information	Emergency Contact Information
Main: 877-510-4357 (Opt. 2)	**Main**: 877-510-4357 (Opt. 1)
Fax: 703-953-3643	**Fax**: 703-953-3661
https://app.kodexglobal.com/signin	https://app.kodexglobal.com/signin

2 Lawful Intercept Technical Assistance

All requests for **non-emergency, emergency, and troubleshooting** issues regarding lawfully authorized intercepts pursuant to a court order or surveillance warrant or other legal process, should be addressed to the appropriate **communication service provider** and submitted by Law Enforcement through the Kodex Portal URL below.

All requests **must** identify the requesting agent's contact information so that Subsentio's Law Enforcement Request form can be returned and processed.

Regular Business Contact Information	Emergency Contact Information
Main: 877-510-4357 (Opt 5)	**Main**: 877-510-4357 (Opt 1)
Fax: 866-217-4097	
https://app.kodexglobal.com/signin	https://app.kodexglobal.com/signin