



SUBMISSION PROCESS: SUBPOENA, COURT ORDER, SEARCH WARRANT, & PRESERVATION REQUESTS

General Contact Information - Please email subpoena.request@clearwavefiber.com for general information, or questions regarding the legal subpoena, order, or warrant process.

** Do not use the General Contact Information to report events presenting an immediate threat to life, physical harm, or serious bodily injury. See the procedure below for requests related to immediate threat to life, physical harm, or serious bodily injury. Reports submitted through/to the General Contact Information e-mail address or phone number may not receive an immediate response.*

Legal Response Guidelines – Clearwave responds to lawful requests ensuring that disclosed information remains in compliance with its Terms of Use and Privacy Policy, and as permitted by law.

Service of Process by Law Enforcement – All law enforcement subpoenas, court orders, search warrants, preservation requests, emergency disclosure requests, and other judicially authorized requests from law enforcement agencies for Clearwave Fiber and Point Broadband operations should be submitted to subpoena.request@clearwavefiber.com. Clearwave's responding team may communicate directly with the requesting agency and will coordinate internal with the Legal Department for oversight and case tracking.

1. Electronic Mail to: subpoena.request@clearwavefiber.com.
2. Mail or Physical service of process to:

Clearwave
Attn: Legal Department
600 Fox Run Parkway
Opelika, Alabama 36801
CC: PO BOX 310
Opelika, AL 36801

Clearwave's Legal Department is located at 600 Fox Run Parkway, Opelika, Alabama 36801 and, in coordination with its NOC, produces Clearwave records involving subscriber information, as available.

Clearwave does not accept service at any local office, facility, or fax number. Official service may also be made on the agent for service of process for Clearwave available from the secretary of state wherever Clearwave does business or on Clearwave via URS Agents, Inc., 505 Owens Drive SE, Huntsville, Alabama 35801.

Service of Process for Civil or Private Party Request

Civil subpoenas or requests for information from private parties can be submitted by the following means, subject to payment of applicable costs below -

1. Electronic Mail to LegalRecordsRequests@point-broadband.com.
2. Mail or Physical service of process to:

Clearwave
Attn: Legal Department
600 Fox Run Parkway
Opelika, Alabama 36801
CC: PO BOX 310
Opelika, AL 36801

Clearwave's Legal Department is located at 600 Fox Run Parkway, Opelika, Alabama 36801 and, in coordination with its NOC, produces Clearwave records involving subscriber information, as available.

Clearwave does not accept service at any local office, facility, or fax number. Official service may also be made on the agent for service of process for Clearwave available from the secretary of state wherever Clearwave does business or on Clearwave Fiber via URS Agents, Inc., 505 Owens Drive SE, Huntsville, Alabama 35801.

Clearwave's ability to respond to civil requests is limited by the privacy requirements of Section 631 of the Communications Act of 1934 (47 U.S.C. § 551), the Stored Communications Act (18 U.S.C. §§ 2701-2712), and all other applicable federal and state laws. Disclosure of basic subscriber information generally requires a valid subpoena. Disclosure of transactional records (such as IP address logs and call detail records) requires a court order under 18 U.S.C. § 2703(d) or equivalent legal process. Disclosure of content (such as stored email) requires a search warrant supported by probable cause. A subscriber's written, signed, and notarized consent and/or proper judicial authorization may be required prior to any disclosure.

Immediate Threat to Life, Physical Harm, or Serious Bodily Injury – In emergency situations involving danger of death or serious physical injury to any person, Clearwave may disclose subscriber information and other non-content records to law enforcement without a court order pursuant to 18 U.S.C. § 2702(c)(4). To request emergency disclosure, law enforcement must provide a written statement describing the nature of the emergency and affirming a good-faith belief that an emergency exists. If such an emergency exists, CONTACT:

1. subpoena.request@clearwavefiber.com; and
2. Chuck Hurlbrink, Manager, NOC, at Chuck.Hurlbrink@clearwavefiber.com or (954) 709-0543; or
3. Ryan Hill, Director, NOC, at ryan.hill@clearwavefiber.com or (618) 518-6007; or
4. Chad Wachter, General Counsel, at (706) 773-2663 or chad.wachter@point-broadband.com; or
5. John Kemp, VP, Deputy General Counsel, at john.kemp@point-broadband.com.
6. Alternatively, contact 888-966-5690.

Cost Reimbursement

Clearwave reserves the right to require payment in advance and to withhold delivery of information until payment is received and/or to file appropriate motions with the courts. Payment of the following minimum fees may be required for all subpoena, court order, and warrant requests:

\$50.00 - Per lookup for basic information.
\$25.00 - Per lookup for preservation of records.
\$0.08/Page - For photocopies and facsimiles exceeding ten (10) pages.
\$15.00 - Minimum for overnight delivery service.

Make checks payable to Point Broadband Fiber Holding, LLC d/b/a Clearwave and mail payment to Point Broadband, Attn: Legal Department PO BOX 310, Opelika, Alabama 36801.

All requests will be handled in the order received, subject to pending emergency requests. Requesting parties will be provided an invoice at the time of disclosure. Additional charges may apply for (i) requests that are voluminous in nature, (ii) requests for information that are not retrievable in the ordinary course of business, (iii) Court Orders requiring the installation of pen register/trap and trace devices, and (iv) Court Orders requiring interception of communications.

Preservation Requests

Law enforcement agencies may request preservation of records pursuant to 18 U.S.C. § 2703(f). Preservation requests must be submitted in writing on official letterhead and must identify the specific subscriber or account information to be preserved, the specific records to be preserved, and the requesting official's contact information. Clearwave Fiber will preserve responsive records for 90 days pending issuance of appropriate legal process, which period may be extended for an additional 90 days upon receipt of a renewed preservation request.

Time for Response

Responsive information is generally provided within 30 calendar days. Expedited responses may be provided within 10 business days upon request where the requesting party demonstrates exigent circumstances, such as a pending trial date, statutory deadline, or other time-sensitive legal proceeding.

Emergency responses are attempted to be made in real time. For emergencies please contact:

1. subpoena.request@clearwavefiber.com; and
2. Chuck Hurlbrink, Manager, NOC, at Chuck.Hurlbrink@clearwavefiber.com or (954) 709-0543; or
3. Ryan Hill, Director, NOC, at ryan.hill@clearwavefiber.com or (618) 518-6007; or
4. Chad Wachter, General Counsel, at (706) 773-2663 or chad.wachter@point-broadband.com; or
5. John Kemp, VP, Deputy General Counsel, at john.kemp@point-broadband.com.
6. Alternatively, contact 888-966-5690.

Status Requests

To prevent delays, please do not request status of a previous submission for at least 15 business days from your request for subscriber information and 30 days for call records. Please email status request or other questions to subpoena.request@clearwavefiber.com.

Objections to Legal Process

Clearwave reserves the right to object to, move to quash, or seek modification of any legal process that is legally deficient, overbroad, unduly burdensome, or otherwise improper. Clearwave will notify the requesting party of any objection and provide an opportunity to cure deficiencies or narrow the scope of the request before filing formal objections with the court.

Frequently Asked Questions

1. What does my request need to include? Law enforcement, government agencies, and the legal community serving legal process on Clearwave must include the following information in their request before any information may be disclosed:
 - Addressed to the proper legal entity.
 - Process must be signed and dated.
 - Law enforcement officials seeking to delay subscriber notification must obtain a court order pursuant to 18 U.S.C. § 2705 or provide other lawful basis for delayed notification.
 - Specific method for return of records produced and email delivery address.
 - Include a copy of any prior request and our internal case number - if available - when serving a court order or a warrant that is a follow-up to a prior request.

2. What account information is needed for a request? Clearwave will search for and disclose data that is specified in an appropriate form of legal process and which we are reasonably able to locate and retrieve.
 - Complete list of the targeted IP address information - specific date, time, time zone, and port number.
 - Complete street address information.
 - Subscriber name, address, phone number, account number, email accounts, usage records for outgoing calls, timeframes.
3. What about expert testimony? Clearwave does not provide expert testimony support. If a special form of certification or records is required, please attach it to your records request.
4. What information is required for processing IP Address requests?
 - IP address;
 - Specific date, time, address, and time zone during which the IP was in use; and
 - Port number.

If your request is missing this data, it will be returned with a request to submit additionally required information as needed.

5. What email content do you have? Clearwave can only provide the content a customer has elected to store on Clearwave's servers, if any. Once the customer has deleted email or removed it from their inbox, it is purged from the servers.
6. What information is required for processing phone requests?
 - Phone number;
 - The time period encompassing your request;
 - Subscriber information and/or call detail records (incoming and/or outgoing calls);
 - Requesting party's contact information, including telephone and fax numbers;
 - Proper and valid legal process; and
 - Evidentiary proof you are the account owner and/or legally appointed representative thereof.
7. What information is required for processing Video/Cable and other requests?
 - Address in question;
 - And/or an individual's name;
 - And/or account number;
 - Time period in question; and
 - Call detail records/incoming and outgoing call logs

Call detail records are available to civil litigants only pursuant to a Court Order or a Subpoena accompanied by a customer authorization consenting to the release of such records.

Last Revised: September 12, 2026.