



Law Enforcement Portal

USER GUIDE

V4.0



Our Companies

Our Law Enforcement Portal will contain numbers in-service for wholesale customers of the following companies (all of which are part of our corporate family):

Sinch Voice, operating under the legal name Inteliquent, Inc.

Onvoy, LLC

Inteliquent, Inc. f/k/a Neutral Tandem, Inc.

Neutral Tandem state-specific operating subsidiaries (e.g., Neutral Tandem-Illinois, LLC)

Onvoy Spectrum ,LLC

Broadvox, LLC

Voyant Communications, LLC

Phaxio, a division of Voyant Communications, LLC

ANPI Business, LLC

Layered Communications, LLC



Application Form

Individual Access: access is generally granted **only** to individual users and requires supervising officer/agent approval (see below: we may contact to verify, as needed). Never share your profile information. Instead, please direct interested colleagues to apply for access. We will accept applications generally from officers, agents, investigators, attorneys, and support staff (see also <https://www.sinch.com/legal/lea-portal/>).

Application Form: complete and return to LEAportal@sinch.com. This is the **only address** to interact with us concerning the Portal. Please download the form via <https://www.sinch.com/legal/lea-portal/>, fill in all fields, save the file, and return it via email with subject line "Application Attached for Law Portal Access".

Send your application **ONLY** from your email address on the form and CC your supervisor (we will only contact as necessary -- e.g., contact details discrepancy; to clarify scope/responsibilities).

Never scan the form - we copy out details you have inputted.

Credentials: Attach a **second file** with a scan/image of your supporting credentials (e.g., ID, badge, business card).



APPLICATION FOR LAW ENFORCEMENT PORTAL ACCESS

INSTRUCTIONS: PLEASE FULLY READ AND COMPLETE THE FOLLOWING STEPS.

1. **Complete:** download this form, type into all fillable fields (including signature field), and save.
2. **Return:** send via email to LEAportal@sinch.com from your below specified email address and "CC" your supervisor.
3. **Credentials:** attach with this application an image/scan of your agency ID card, badge, or business card (as 2nd separate file).
4. **Questions:** Please direct questions to LEAportal@sinch.com.

APPLICANT:

First Name _____ Last Name _____ Title _____ Agency _____

Office Address _____

Email Address _____ Phone Number (numbers only, no other characters) _____

SUPERVISING AGENT / OFFICER FOR APPLICANT:

Name _____ Title _____

Email Address _____ Phone Number _____

The Inteligent / Sinch Voice Law Enforcement Portal ("Portal") is **only** for use by a law enforcement agent/officer ("LEA") who is (a) conducting a verifiable investigation pursuant to which (b) the LEA's agency would otherwise need to serve legal process (e.g., subpoena, warrant, court order, or summons) to Inteligent/Sinch Voice to (c) obtain **customer identifying information** about a target number identified by the LEA ("Legal Demand") as being **currently in-service** with Onvoy, LLC d/b/a Inteligent and/or its affiliates ("Inteligent / Sinch Voice"). The above LEA applicant ("Applicant") agrees to **only** submit queries for numbers that would otherwise constitute a valid Legal Demand and understands that we reserve the right to audit queries submitted via the Applicant's Portal profile and we may request written verification from the Applicant's supervising agent/officer concerning same.

Applicant acknowledges and agrees that Inteligent / Sinch Voice may establish **query volume/interval limitations and other conditions** for Portal use, and that the same are subject to change by Inteligent / Sinch Voice (for which notice will be directed to the email above). Such present limitations and conditions include: (1) queried numbers only return results for numbers in-service on the **query submission date** and for which we have the proactive CPNI consent of the present customer (results will specify the in-service date for that customer for that number -- LEAs seeking other historical information must submit legal process to LEARequests@sinch.com - see next paragraph); and (2) daily limitation of 25 queried numbers per user.

Applicant acknowledges and agrees that the result of a Portal query submission will generally be either: (1) the identity of our **current** wholesale customer for the target number and their contact information (i.e., where the number is in-service for a customer who has proactively consented for CPNI purposes to the inclusion of their numbers into the Portal database); or (2) informing the LEA of the need to instead submit legal process valid in the LEA's jurisdiction for the information sought (i.e., the target number is one for which our customer has **not** proactively consented for CPNI purposes or the number is not presently in-service). **Where legal process is necessary**, submit the same only via email to LEARequests@sinch.com, along with a completed Cover Page Form, and consistent with our then-current Law Enforcement Agency Support Guidelines (please specifically review section 4.1 - "Necessary Details"). Our Guidelines and Cover Page Form are posted at <https://www.sinch.com/legal/law-enforcement-support/>.

Applicant acknowledges and agrees that Portal access credentials are established on a LEA-specific basis and **must not be shared or negligently allowed to be used** by others. Portal access and use inconsistent with this application (including, but not limited to use by other persons) will result in termination of Applicant's profile without prior notice, and may further result in termination of profiles for **all other LEAs with the same agency**. Inteligent / Sinch Voice may decline to establish further profiles for any such agency.

Applicant acknowledges and agrees that Portal access passwords established pursuant to this application **will periodically expire**, and it will be the Applicant's responsibility to monitor the above-provided email address for communications from Inteligent / Sinch Voice. Disuse of an established password and failure to timely update the same following its expiration may result in notice from us and thereafter, termination of the profile and the need to submit a new application. Applicant further agrees that it is the Applicant's responsibility to maintain current contact information with Inteligent / Sinch Voice and remain as an LEA in good standing with the above-identified agency at all times of Portal access and use. Where the Applicant ceases serving on an active duty, good standing basis with the agency, Applicant and agency **must promptly notify** Inteligent to terminate the Applicant's Portal profile. Notwithstanding the foregoing, Inteligent / Sinch Voice will immediately terminate a profile without prior notice upon discovering Applicant's status inconsistent with the foregoing, and may further terminate profiles for all other LEAs with the Applicant's agency. Inteligent / Sinch Voice may decline to establish further profiles for any such agency.

Typing Applicant's name into the box below and submission to LEAportal@sinch.com for processing constitutes agreement to the foregoing.

Applicant Signature (Type) _____ Date _____

Portal Access: Initial Password / Log In

Inteliquent Portal - User Created

portal_support@inteliquent.com to me

3:02 PM (0 minutes ago)

Scott Kellogg,

Your user account for the Inteliquent portal has been created.

Please set a password here (this link will expire after 24 hours; if expired, use the Forgot Password option on the portal to reset).

Username: LawEnforcementEmail@gmail.com

For future access to the portal, log in at <https://portal.inteliquent.com>.

Please email portal_support@inteliquent.com for additional support or questions.

Thank you,
The Inteliquent Team

Inteliquent Portal - Account Updated

portal_support@inteliquent.com to me

3:02 PM (0 minutes ago)

Scott Kellogg,

Your user account for the Inteliquent portal has been updated.

Username: LawEnforcementEmail@gmail.com

For future access to the portal, log in at <https://portal.inteliquent.com>.

Please email portal_support@inteliquent.com for additional support or questions.

Thank you,
The Inteliquent Team

Please only contact LEAportal@sinch.com for additional support or concerns relating to use of the Portal

Initial Login: upon approval, you will receive 2 emails from our IT group email address. The 1st of the 2 emails will inform of your user name (subject line "...User Created"). Click link in that email within 24 hours, and set your password. You will then have immediate access to the Portal. Please also watch for a "welcome" email from LEAportal@sinch.com. If the link expires, email LEAportal@sinch.com - do NOT reply to the IT group email that provided the link. Interact only with us via LEAportal@sinch.com.

Processing Time: due to high demand for access, it can take 3-5 business days to process an application. Check junk mail and network spam filter before status inquiry.

Password Rules: case-sensitive; min. 8 characters (alpha-numeric); at least 1 specified special character; at least 1 number and 1 upper case letter; different from past 5 passwords; cannot contain first or last name or email address. **Expire every 90 days.**

Website Address: After password is set, you can log in at <https://portal.inteliquent.com>. Consider bookmarking this address.

Password Changes: see slide "Portal Use: My Account" (other changes: email to LEAportal@sinch.com).

Portal Use: Query Screen

SEARCH A TELEPHONE NUMBER

NOTE : USER CAN SEARCH ONLY 25 TELEPHONE NUMBERS PER DAY

Telephone Number(s)

1234567890
2345678901
3456789012

375 char max (approx 25 TNs)

SEARCH CLEAR

Maximum search limit(25) has been exceeded.

We are unable to provide the information you requested. Please review "Necessary Details" on page 3 of our Law Enforcement Agency Support Guidelines at this link Subpoena Compliance for Law Enforcement & Civil - Inteliquent and submit your Legal Demand accordingly.

SEARCH A TELEPHONE NUMBER

NOTE : USER CAN SEARCH ONLY 25 TELEPHONE NUMBERS PER DAY

Telephone Number(s)

9876543210
1234567890
2345678901
3456789012

375 char max (approx 25 TNs)

SEARCH CLEAR

EXPORT

TELEPHONE NUMBER	STATUS	IN SERVICE DATE	INTELIGUENT CUSTOMER NAME	LEA CONTACT INFORMATION
1234567890				We are unable to provide the information you requested. Please submit your Legal Demand Accordingly.
2345678901				We are unable to provide the information you requested. Please submit your Legal Demand Accordingly.
3456789012				We are unable to provide the information you requested. Please submit your Legal Demand Accordingly.

Initial Query for Current Use : Logging in will take you to the screen for submitting queries. You can submit a query for up to 25 numbers (also your daily limit) at a time to seek ONLY information for numbers in-use on the query date (only **current** customer results are returned plus an in-service date for that customer). **Simply enter your target phone numbers in a list format (see picture at left - one phone number per line, no non-numeric characters [do not use parentheses, hyphens, etc.]) and click "Search"**. Results are returned immediately just **below** the search window (depending upon your screen display, you may need to scroll down for output window).

Additional Queries - Same Session: to query additional numbers up to daily limit, follow the above steps. The query screen does **not need to reset**; rather, just enter next query from same screen at which you received a prior result, and click "search" (delete prior submitted numbers - if resubmitted, they will count against your daily limit).

Limitation - 25 numbers/day: users may query up to 25 numbers/day and up to 25 numbers in a single query. A warning message will appear atop the screen when you reach the limitation. You will receive partial results within your daily limitation (result line items over the daily limit will also indicate that information cannot be provided)

Limitation - General: numbers must be those identified pursuant to a ongoing investigation for which legal process would otherwise be issued to our company.

Portal Use: Successful Result Returned

SEARCH A TELEPHONE NUMBER

NOTE : USER CAN SEARCH ONLY 25 TELEPHONE NUMBERS PER DAY

Telephone Number(s)

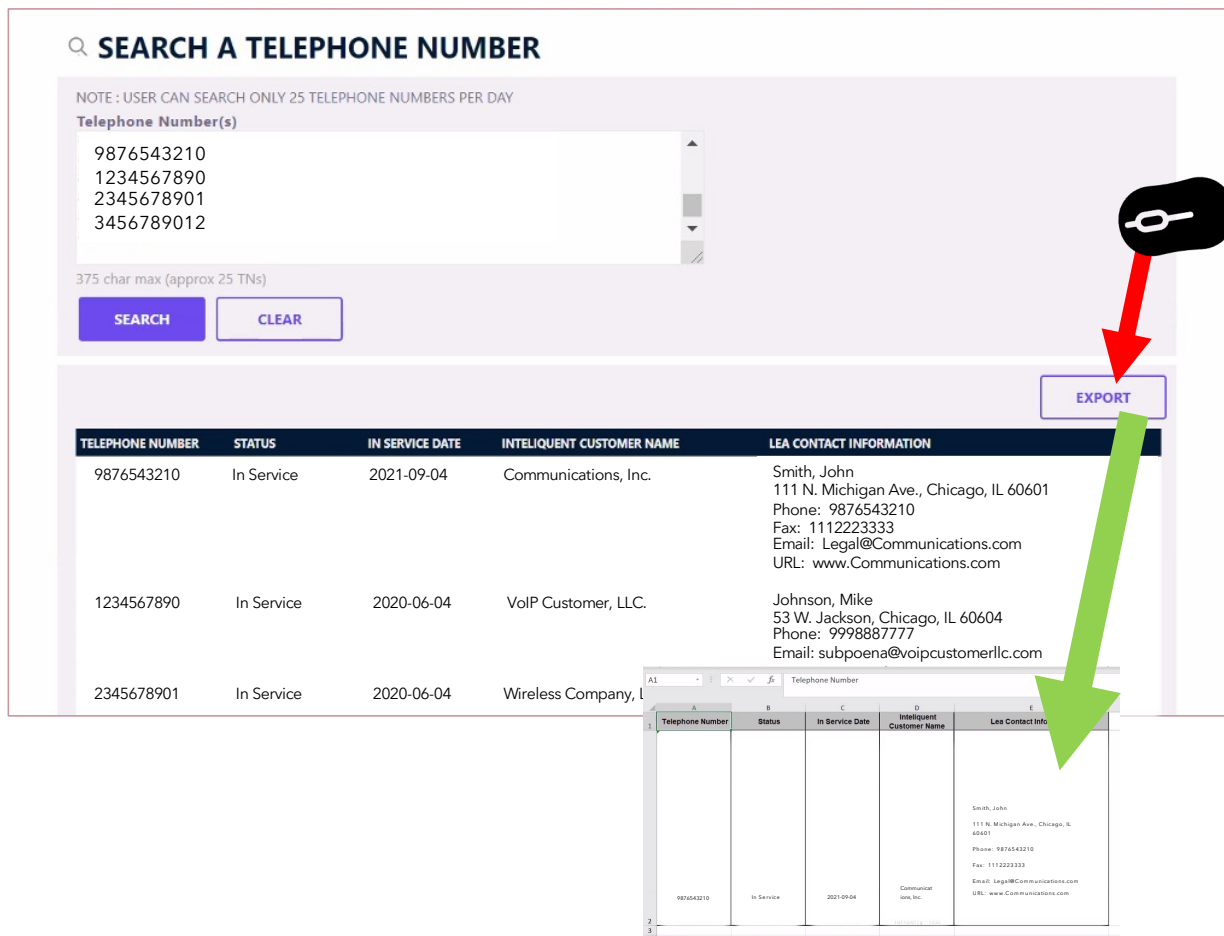
9876543210
1234567890
2345678901
3456789012

375 char max (approx 25 TNs)

SEARCH **CLEAR**

EXPORT

TELEPHONE NUMBER	STATUS	IN SERVICE DATE	INTELIQUENT CUSTOMER NAME	LEA CONTACT INFORMATION
9876543210	In Service	2021-09-04	Communications, Inc.	Smith, John 111 N. Michigan Ave., Chicago, IL 60601 Phone: 9876543210 Fax: 1112223333 Email: Legal@Communications.com URL: www.Communications.com
1234567890	In Service	2020-06-04	VoIP Customer, LLC.	Johnson, Mike 53 W. Jackson, Chicago, IL 60604 Phone: 9998887777 Email: subpoena@voipcustomerllc.com
2345678901	In Service	2020-06-04	Wireless Company, L	



Details Returned: Successful query results will display the following for a target number: a status of "in service"; the date the number was assigned into service for that customer; the customer name; and their contact info. Queries for multiple numbers will return line-item results per number. No other historical information is provided apart from the in-service date for the current customer.

Typically, returned details will consist of **most** of the following items: contact person, office address, phone number, fax number, email address, and website. Do **not** contact Inteliquent for any such items that are not provided or for alternative categories of information.

Please note that the columns of the returned information window are **sortable** by clicking on the desired column heading. You can change the quantity of records per page display at the bottom of the returned information window.

Returned details can be: (1) **copied** by click/drag cursor highlighting and activation of your computer's copy/paste function, or (2) **exported** to a spreadsheet file by clicking the "EXPORT" button just above the window for the returned results. Where exported, captions like "phone" and "fax" are not part of cell containing details. Where both numbers exist, the phone number will be the first number.

No Legal Demand Needed: We will require no legal demand for results that are returned. Rather, the officer/agent can immediately proceed to pursuing information through the identified wholesale customer.

Portal Use: Non-Result Returned

We are unable to provide the information you requested. Please review "Necessary Details" on page 3 of our Law Enforcement Agency Support Guidelines at this link [Subpoena Compliance for Law Enforcement & Civil - Inteliquent](#) and submit your Legal Demand accordingly.

SEARCH A TELEPHONE NUMBER

NOTE: USER CAN SEARCH ONLY 25 TELEPHONE NUMBERS PER DAY

Telephone Number(s)

9876543210

375 char max (approx 25 TNs)

SEARCH

CLEAR

EXPORT

TELEPHONE NUMBER	STATUS	IN SERVICE DATE	INTELIQUENT	CUSTOMER NAME	LEA CONTACT INFORMATION
9876543210					

We are unable to provide the information you requested. Please submit your Legal Demand accordingly.



Services Solutions Resources Help

Log in

Talk to an expert

Subpoena Compliance for Law Enforcement & Civil

Law enforcement information for submitting legal demands (see also FAQ below)

[Download the Law Enforcement Agency Guidelines >](#)

A cover page must be submitted IN ADDITION to a valid, formal LEA Legal Demand

[Download the Cover Page Form >](#)



LEArequests@sinch.com

The Portal is populated only with **current in-service telephone numbers** for wholesale customers who have proactively consented for CPNI purposes. This "pool" will grow as we continue to secure CPNI consents from our existing base and add new customers.

Accordingly, in certain scenarios (e.g., no consent from customer; number not in service on query date), a non-result message will be returned above the "Search..." heading. That message will include a link to the "Subpoena Compliance" page of our website (which hosts our LEA Support Guidelines and Cover Page Form). Please email your legal process then **only** via LEArequests@sinch.com, consistent with Sec. 4.1 of our Guidelines (see <https://www.sinch.com/legal/law-enforcement-support/>), including with a completed Cover Page as a 2nd attached file (**NEVER** submit legal process to LEAportal@sinch.com -- this address is only for Portal administration -- or any other email address).

DO NOT CALL OR EMAIL to ask for other information, exception, or clarification (e.g., to ask whether the number is not in service or instead is lacking for CPNI consent; or to try to verify if a number was in service but recently ported away or disconnected). We must prioritize processing of time-sensitive legal demands and cannot reply to such calls/emails.

Portal Use: My Account

inteliquent
CUSTOMER PORTAL

Scott Kellogg
MY ACCOUNT LOG OUT
CUSTOMER

USER SUMMARY

Username
Scott@Agency.gov

Name
Scott Kellogg

Email
Scott@Agency.gov

Work Phone
1234567890

Mobile Phone

Description

Address

Status
Active

Associated Accounts

COMPANY	ROLE	CATEGORIES
LEA Customer	External User	

Access your account profile by clicking "My Account" in upper right corner. Your password can be changed proactively here.

Periodically, Inteliquent may contact you using the email address provided in your application and notify you of the necessity to update your password. You may also discover at the time you go to log in that your password has expired (presently, expect to reset every 3 months). Follow on-screen prompt to reset your password. See page "Portal Access: Initial Password / Log In" for password rules.

Please make any arrangements necessary for your junk mail or network spam filter in order to ensure you receive notices about your account. You must be able to receive our communications. Consider adding our domains (Inteliquent.com and Sinch.com) to your address book or getting them white-listed with your network administrator..

FAQ



Q: I know someone who also wants access to the Portal. Can I just share my profile with them?

A: No. Never share access. Please tell them to apply for their own access by submitting application to LEAportal@sinch.com.

Q: I know someone with another agency who has a number that is with Inteliquent. Can I look it up for them?

A: No. Our Portal is only for use by an agent/officer whose agency is conducting the investigation that developed the phone number for which their agency would otherwise serve legal process to Inteliquent. If you/your agency are not participating in the investigation, please direct the other agent to apply for access by submitting an application to LEAportal@sinch.com. Inteliquent may audit use of the Portal and contact the supervising agent identified on an application to verify the basis for queries submitted where circumstances suggest occurrence of misuse.

Q: I'm leaving my agency and taking a position with another agency. Can I just continue using my profile there?

A: No. You must inform us that you are changing positions. We will discontinue your present account and work with you to promptly process a new application when you are in your new position.

Q: I've lost access to the Portal. My log-in information seems to not be working. What should I do?

A: Passwords will periodically expire, and you may have missed a notice or be overlooking on-screen notice of expiration at the log-in screen. Check your junk mail and network spam filter to resolve any reasons why you did not receive notice. We must be able to reliably communicate with you at the address provided in your application. Thereafter, contact us at LEAportal@sinch.com if you are unable to reset your password.

Q: The portal is not responding to my queries. What should I do?

A: Please rule out other possibilities before contacting Inteliquent. Specifically, ensure that there is no technical problem occurring for your agency. Please also confirm you have not exceeded your daily limit of queries (presently 25). An on-screen message will display if you are over the daily limit (see page "Portal Use: Query Screen"). After ruling out such circumstances, please then contact us at LEAportal@sinch.com.

FAQ



Q: I want to change my password - can I do this before it will next expire?

A: Yes, click on "My Account" in the upper right corner on the Portal.

Q: My query received a non-result, and all I want to know is if the number is on your network or not. Can I email you to find out if it is active and you just don't have CPNI consent, or if it was disconnected or ported away?

A: No. We cannot accommodate such requests and will not reply to emails to LEAportal@sinch.com or any other address or to calls requesting such details or clarification. Where you receive a non-result, you must submit legal process to LEArequests@sinch.com. Please do so consistent with our Support Guidelines, including with a Cover Page Form (both on our website <https://www.sinch.com/legal/law-enforcement-support/>).

Q: I need to submit a subpoena, warrant or order to Inteliquent. Can I send it to LEAportal@sinch.com?

A: No. Never submit legal demands to LEAportal@sinch.com. That address is only for administration of the Portal. All legal demands must be sent ONLY to LEArequests@sinch.com. This other dedicated address is connected specifically to our processing queue. Please refer to our Support Guidelines (see <https://www.sinch.com/legal/law-enforcement-support/>).

Q: The result returned for my query is missing an email address for your customer. I also need the name of a specific contact person for your customer. Can you email me these additional details?

A: No. Please do not call or email for additional details beyond those returned in the query result. We cannot reply to such requests

Q: Your Portal says the number is in service for your customer for the past year. However, I also need to know if it was with you for a period going back 2 years. Can I ask you for this information via email or phone call?

A: No. The Portal will present the extent of the answer that is available. Please do not present supplemental requests via email or by telephone. Rather, please pursue the matter through the customer identified or else submit legal process to LEArequests@sinch.com for additional details that your investigation has determined may be in our possession.