

THE LATEST NEWS, VIEWS, & ANNOUNCEMENTS

INSIDE

Corporate Value

Subsentio is the leading Trusted-Third Party vendor for CALEA compliance. We review the value we bring to our clients, the industry, and our communities.

The Interview

Our greatest asset are the people who have dedicated their careers to the mission. We interview our new Law Enforcement Liaison, Susan Ellis, who has over 30 years of experience in law enforcement investigations.

Company Spotlight

This quarter we highlight The CommLaw Group, which provides regulatory and legal compliance for communications and information technology industries.

CEO Perspective: C.A.S.T. Award Ceremony

-By Steve Bock, Founder & CEO and C.A.S.T. Chairperson

Since 1997, the Citizens Appreciate State Troopers (C.A.S.T.) volunteer organization awards Colorado State Troopers for their exceptional service to protect the public. These awards reflect the selfless human acts of officers on or off-duty.

The annual C.A.S.T. awards ceremony is always a personal highlight for me, and this year is no exception. The ceremony was held at the Colorado Governor's Mansion where the C.A.S.T. Board handed out five awards to Colorado State Patrol Troopers who went above and beyond the call of duty.

Trooper Lucero, Trooper Ross, and Trooper Vanzant also received Life Saving Awards from the Colorado State Patrol, and the Board felt they each deserved a C.A.S.T. award as well. Trooper Glanton and Trooper Morange had each received Distinguished Service Awards for their work in keeping Colorado citizens safe during dangerous



circumstances, so their C.A.S.T. awards are also well deserved.

The citizens of Colorado are blessed to have such a dedicated group of officers who are committed to the mission to protect life, peace, and property in our state. Trooper Morange said it best when he told a civilian who offered to help, "You're good, boss. I don't want you to get hurt; I get paid to get hurt."

Why Do People Admire Subsentio?

-By John Scaggs, President & Chief Operating Officer

Subsentio has been in business for over twenty years and has amassed a broad constituency across many industry segments. As a Trusted Third-Party, we manage regulatory compliance for communication service providers for lawful intercept (LI), subpoena compliance and records production (RP), and compliance for the Digital Millennium Copyright Act (DMCA). We also preform bespoke projects within specific areas of expertise.

There is no simple answer to the question of why we are sought out by many as our ecosystem and sphere of influence continues to grow. Undoubtedly, any answer tracks back to the adherence to the Subsentio core values embraced by our dedicated employees: act with integrity, be accountable, value people, embrace change, and live fun.

To answer the question of what sets Subsentio apart and why there are longtime customers and advocates, the answers are varied. The myriads of reasons need to be viewed through the eyes and reasoning of those individual groups. The following provides some insight, but are exclusive of many other reasons, on why certain groups rely upon Subsentio.

Legislators, policy makers, and privacy advocates understand that there is a complex weave of issues that need to be addressed when formulating programs to effectively protect the public. Subsentio performs services across the entire spectrum of the associated workflow. Legislators and policy makers routinely seek our commentary and opinion on proposed legislation. Privacy advocates respect and support our regimented processes to strictly interpret privacy laws.

Legal departments and regulatory compliance officials are ultimately responsible to their company's compliance and mitigation of economic and reputation risks. They understand and appreciate that Subsentio stands firmly with them



to provide services that are critical in the mission to support justice, wherever the information leads. Equally critical, they know that in exigent and emergency situations, together we are saving lives by timely responding to requests for information that is time sensitive. With Subsentio on the job 24x7x365, this group adores the fact the Subsentio team will always handle the inquiries since emergencies and exigent situations do not typically occur within the confines of a typical business day. They know the Subsentio operational staff is highly trained in the relevant federal and state laws utilizing state of the art tools and auditable processes.

Communication technology personnel and law enforcement leverage technology that has its own language where nuances abound within the communications networks and law enforcement's ability to obtain the output of court ordered records. Our personnel speak those languages that the customer and user community utilize to structure compliant technical solutions that work. Our technical staff experience runs the full spectrum from industry specification committees to hand-on implementation connecting all the pieces to work in unison. Customers and technical law enforcement rely upon the recommendations and diligence of our technical staff to get the projects completed and resolve any technical issues that may arise.

Why Do People Admire Subsentio? [Cont]

-By John Scaggs, President & Chief Operating Officer

For cyber security personnel in the communication service providers, a key aspect in the digital world is protecting from intrusions to data networks. With an experienced dedicated staff of information security professionals, Subsentio uniformly and routinely applies best practices aligned with customers and the user community to protect privacy.

Communication service providers Senior management and finance analysts focus on compliance with the law, risk mitigation, and thoughtfully managing the resources and treasury of their companies with the finance department tasked with budgeting the resources. In performing these vital tasks for their companies, there is a keen awareness that Subsentio is the Trusted Third-Party to perform the compliance and operational elements at a lower cost, efficiently, and correctly mitigating any economic or reputational risk.

Law enforcement agencies are very familiar with our company mission, and we fully understand the vital mission law enforcement has in diligently performing their investigative efforts that utilize the services obtaining critical records and information. In earlier law enforcement careers, some of the Subsentio staff did that very job. The alignment of mission to help save lives and support the justice system, coupled at times with the stress of the urgency of results, in many ways unifies the

side-by-side efforts of Subsentio and law enforcement. Law enforcement appreciates the extra efforts and assistance provided by Subsentio and the respect of mission by Subsentio to law enforcement creates an unrivaled fellowship.

Our best asset are our employees, and we work hard to create a positive professional culture and environment. It would be too easy to state that employees admire Subsentio for good pay, extensive benefits, numerous paid holidays, paid time off for community service volunteer work, and a congenial workplace where everybody supports each other, which is all true. A more significant reason is the ability to grow, gain knowledge with co-workers who are experts in their respective disciplines, and the fellowship derived from the critical mission Subsentio supports to help save lives and support the justice system. Like any other company, Subsentio has had employees that left to pursue other interests and education, but many come back to Subsentio and add even greater value, knowing that they were and will always be part of the family. Being a part of Subsentio provides employees to have an impact on society and be part of something much larger than Subsentio.

Subsentio has a renowned reputation within the telecommunications industry at-large. When people are introduced to what Subsentio does, who the customers and users of the services are, the unmatched and broad expertise of the staff, the unwavering support for law enforcement and the pursuit of justice, the dedication of the staff to mission, philanthropy, and devotion in service to God and country, they become instant admirers and generally indicate more companies should be like Subsentio.

Based on the above, one can see that just as light passes through a prism and refracts into many colors of the spectrum, there are numerous reasons why people admire and support Subsentio. We have only highlighted a few of them. If we missed your reason, we would love to hear from you; you can contact us at info@subsentio.com and share what value Subsentio brings to you, your company, and your community.



Interview with Susan Ellis, Law Enforcement Liaison

-By Tamara Moorman, Commercial Manager

Susan Ellis' Biography

Susan Ellis has over thirty years of law enforcement experience with the Dallas Police Department and Federal Bureau of Investigation (FBI). She holds a bachelor's degree in computer science/programming and a background in criminal psychology. Over the course of her law enforcement career, she specialized in technical collections and electronic communication surveillance.



Tamara: Tell us a little about your background. What was your education and early career experience?

Susan: I grew up in Tulsa, Oklahoma and graduated from Oklahoma State University with a degree in computer science/programming but took a significant interest in behavioral sciences, so many of my electives were related to criminal psychology. My ultimate goal was to work for the FBI, but unfortunately, there was a hiring freeze when I graduated, so I started my law enforcement career with the Dallas Police Department. I planned on just staying long enough to fulfill the FBI's three-year work history requirement, but once I made detective, I ended up staying for over ten years before departing to fulfill my goal of a federal career.

When I became an FBI Special Agent, I was first assigned to the San Diego Field Office where I led investigations for six years involving sophisticated techniques, such as wire taps and covert surveillance collections. Then I moved back home to the Dallas Field Office as a Technically Trained Agent (TTA) and spent the next five years supporting all technical investigative techniques and collections for the entire field office. In 2015, I did my headquarter rotation into management as a Supervisory Special Agent assigned to the FBIHQ's Counterterrorism Division (CTD). I managed a specialized team responsible for supporting all 56 field offices as well as our overseas legal attaches with the exploitation and analysis of electronic communications. It was an incredibly busy period with overseas bombings and domestic terrorism threats from

overseas that exponentially increased the counter-terrorism caseload at an unprecedented rate. Upon completion of my FBIHQ tour, I was selected to serve as the Director for our New Mexico Regional Computer Forensic Laboratory (RCFL) in Albuquerque, New Mexico, where I managed a team of FBI and Task Force Officer (TFO) forensic examiners. I was responsible for reviewing all submissions to confirm legal authority to address each device and collection, managing assignments and workloads, and reviewing and approving all final work products. In 2021, I returned to Northern Virginia as a Program Manager assigned to Operational Technology Division's (OTD) National Domestic Communications Assistance Center (NDCAC) where I was responsible for industry outreach, law enforcement liaison, and our law enforcement technical forum. I was able to return to my professional roots through a mission to support state and local law enforcement, which was an ideal place for me to wrap up my federal career that harnessed my TTA expertise.

Tamara: How did you connect with Subsentio?

Susan: I was familiar with Subsentio through my position at NDCAC because of our mission to facilitate CALEA requirements and support testing for industry. We frequently collaborated with Subsentio for testing and training, and everyone was always professional and eager to provide assistance that would benefit law enforcement. It was always a pleasure to work with anyone at Subsentio.

Interview with Susan Ellis, Law Enforcement Liaison [Cont]

-By Tamara Moorman, Commercial Manager

Susan: I also knew Adele Spell through my years at the FBI Dallas Field Office since she was part of a specialized unit in Quantico that supported all technical collections and operations. I knew she had left the FBI a couple of years ago and was now at Subsentio. The FBI TTA OTD world maintains a robust network, and I had heard through a retired FBI TTA that Subsentio might have a vacancy in their law enforcement liaison division. I reached out to inquire if I could submit a resume. I was not aggressively looking for outside employment, but I was eligible to retire from the FBI. I had a very specific idea of a post-FBI career position in my mind that I would pursue if such an opportunity came along. The Subsentio position was one of those that do not come along often. I jumped at the chance to submit my resume and was lucky enough to have gotten the position to be a part of such a great team. I have had such a warm welcome from everyone here and am very grateful to be a part of the Subsentio family!

Tamara: What can you tell us about your work at Subsentio?

Susan: Throughout my career, I periodically had the opportunity to fulfill positions that included technical responsibilities for the installation and maintenance of data intercepts and collections. These collections required extensive coordination with service providers and specialized units within the FBI's OTD. These assignments allowed me to network with incredibly talented personnel and engineers who tirelessly worked behind the scenes to ensure mission success. Several of those individuals that I crossed paths with previously are now here at Subsentio. I could not ask for a better team to join. Todd McDermott and Adele Spell are graciously making me feel right at home.

Tamara: What do you hope to accomplish at Subsentio?

Susan: My immediate goal is to quickly regain technical expertise that requires daily attention to maintain an up-to-date awareness so that I can effectively manage all aspects of my position. Those of us in law enforcement this past decade have had a front row seat to the price of progress that has made it difficult to maintain resources needed to diligently address investigations. Each new mobile application or industry roll out highlights the exponentially increasing rate of technological progress that is one of the biggest hurdles those of us with a mission focused on assisting law enforcement face today. As we all know, an intercept solution today is easily lost tomorrow through something as simple as an upgrade or update. For this reason alone, not to mention some other very impressive aspects of the Subsentio portfolio, I find it very rewarding to be able to continue to contribute to the law enforcement mission through a company I am so proud to be a part of and in a capacity that I truly enjoy.

CORPORATE NEWS



MWC Las Vegas 2024

Subsentio will be attending the Mobile World Congress (MWC) in Las Vegas, Nevada this October 2024! Learn more about this North American premier event for the enterprise 5G ecosystem: <https://www.mwclasvegas.com/>

Planning on attending? Let us know so we can book time to schedule a meeting at sales@subsentio.com. We hope to see you there!



Spotlight on The CommLaw Group

-By Mark Bolton, Vice President of Product Management



At Subsentio, we meticulously evaluate our corporate partnerships, vendors, and professional affiliates, fully recognizing that our reputation is intertwined with the companies we recommend to our clients. We take great pride in our professional relationship with Marashlian & Donahue, PLLC, The CommLaw Group. This distinguished law firm is renowned for its unparalleled expertise and exceptional service in the legal and business realms, making them an ideal partner for our clients' needs.

The CommLaw Group is a preeminent law firm specializing in communications, information technology, and related industries. The firm's reputation is built on a deep understanding of the complex and rapidly evolving legal landscape in these sectors, coupled with a commitment to delivering customized, efficient, and client-focused solutions. With a broad spectrum of services, The CommLaw Group is dedicated to helping businesses navigate regulatory challenges, mitigate risks, and seize opportunities in the digital age. The CommLaw Group focus on helping businesses solve specific challenges or capitalize on opportunities in the ever-changing legal landscape. Their services include:

- **Regulatory and Tax Compliance:** The CommLaw Group excels in guiding businesses through the intricate web of federal, state, and local regulations. Their team assists with every aspect of compliance, from obtaining essential permits and licenses to developing compliance programs.
- **Privacy and Data Security Law:** In the ever-evolving domain of privacy law, The CommLaw Group provides critical guidance to businesses on compliance with key regulations, such as GDPR, CCPA, CIPA, and other state privacy laws.
- **Emerging Technologies:** As artificial intelligence, blockchain, and autonomous vehicles reshape industries, they offer insightful legal counsel on the unique challenges and opportunities these innovations present.
- **Litigation and Dispute:** Whether defending against regulatory actions or pursuing commercial disputes, their attorneys are adept at navigating the complexities of technology-driven legal issues.
- **Transactional Services:** For businesses involved in mergers, acquisitions, and joint ventures, they provide strategic guidance to ensure that transactions are structured to maximize value while minimizing risk, drawing on their deep industry knowledge to deliver successful outcomes.
- **Intellectual Property Protection:** In a world where intellectual property is often a company's most valuable asset, The CommLaw Group protects copyrights, trademarks, and patents. They work with clients to safeguard innovations and maintain their competitive edge.

The CommLaw Group's deep expertise, combined with their commitment to client service, makes them an invaluable resource for businesses in the communications and information technologies industries. Their ability to deliver practical, forward-looking legal solutions ensures that their clients are well-equipped to succeed in today's dynamic market environment.

Are you prepared?

The FCC recently adopted new rules for transitioning to Next Generation 911 technologies, which directly impacts service provider compliance.

Learn more about how Subsentio provides 24x7x365 emergency support. Contact us at sales@subsentio.com.