THE SUBSENTIO WIRE

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THE LATEST NEWS, VIEWS, & ANNOUNCEMENTS

INSIDE

Lawful Interception
In this edition, we report and review an analysis that shows the increasing trends in lawful interception orders that are projected to continue to grow over the next five years. We outline regulatory frameworks across regions, emphasizing the need for multi-jurisdictional compliance. With a global support model and a commitment to ethical operations, we are positioned as a leader in shaping the future of lawful interception.

The Interview
Our greatest asset are the people who have dedicated their careers to the mission. We interview Jonathan Litwiller who recently succeeded Steve Bock as President & CEO.

CEO Perspective: Leading with Purpose

-By Jonathan Litwiller, President & CEO

Stepping into leadership at Subsentio, I'm energized by the chance to guide a company that sits at the intersection of law, technology, and public safety. It's a space that demands both precision and principle—and one where the pace of change never slows.

Technology is evolving faster than ever. Communication platforms multiply, privacy expectations rise, and regulations shift around the world. In this environment, it's not enough to keep up—we have to lead. That means embracing innovation, investing in smarter tools, and finding new ways to deliver results efficiently and ethically.

Artificial intelligence and automation are reshaping every industry, including ours. But while these technologies will make us faster and more accurate, they won't replace human judgment. At Subsentio, we see AI as an enhancer of integrity—something that helps us uphold our mission, not compromise it.

But as we embrace innovation, we must remain steadfast in our principles. Honesty inspires disciplined, accountable decisions, and those values are the backbone of our work. Subsentio has long set the standard for lawful compliance—validating every court order we receive, rejecting those that don't meet legal thresholds, and maintaining a clear-eyed respect for the privacy rights of individuals. That vigilance will remain at the heart of who we are.

The opportunity before us is clear: to show that innovation and responsibility are not competing values but complementary ones. Subsentio can be a model for how technology and ethics move forward together—advancing progress without sacrificing principle.

I'm honored to help lead that effort—and excited for what's next. I'm committed to leading Subsentio with clarity, courage, and a deep sense of purpose as we embrace future opportunities.

Lawful Interception Market Outlook: Growth Through 2030

-By Todd McDermott, Chief Security Officer

The lawful interception (LI) industry is rapidly evolving in response to global security threats, technological advancements, and increasingly complex regulatory environments. Based on industry expectations and forecasting the LI global market is projected to grow from $5.57 billion in 2024 to $15.67 billion by 2029. Service providers across the globe must navigate a diverse landscape of national laws, regulations and international standards to remain compliant and effective. As digital communications become increasingly encrypted and decentralized, governments and communications service providers (CSPs) face mounting pressure to ensure lawful access to unencrypted data in support of national security and criminal investigations.

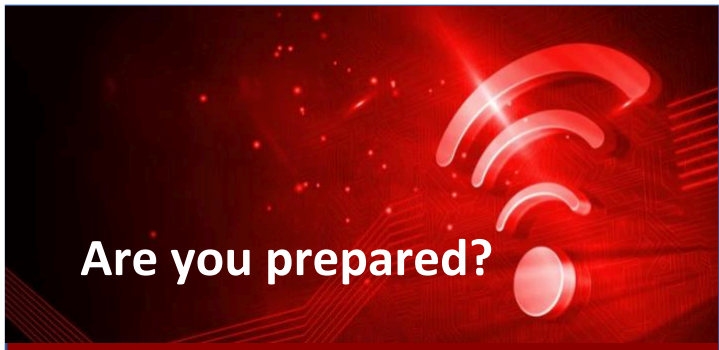
Subsentio, a trusted provider of lawful intercept and compliance solutions, plays a critical role in helping CSPs navigate this evolving landscape. With a suite of lawful intercept technologies and expert support, Subsentio ensures that CSPs meet legal obligations efficiently and securely.

In the United States, the Communications Assistance for Law Enforcement Act (CALEA) mandates that communications service providers have the capability to support lawful interception. As part of the obligation, the Federal Communications Commission (FCC) requires carriers to file System Security and Integrity (SSI) plans through the CALEA Electronic Filing System, ensuring compliance and accountability. Subsentio offers services and technical solutions to fulfill both of these obligations for U.S. CSPs.

Globally, countries have implemented similar frameworks and obligations on CSPs:

- Canada: Part VI of the Criminal Code of Canada and the provisions in the Canadian Security Intelligence Service Act, Solicitor General's Enforcement Standards for Lawful Interception of Telecommunications.
- European Union: The European Electronic Communications Code (EECC) and GDPR govern lawful access and data protection.
- United Kingdom: The Regulation of Investigatory Powers Act 2000.
- Germany: Section 110 of the German Telecommunications Act.
- Australia: The Telecommunications (Interception and Access) Act 1979 supports lawful access through warrant-based systems.
- Brazil: Judicial authorization is required under the LGPD, with oversight from telecom regulator Anatel.

North America remains the largest market for lawful interception, driven by strong regulatory enforcement and national security initiatives. Subsentio's headquarters and operational base in the United States position us as a key partner for domestic providers seeking CALEA compliance and Safe Harbor protection.



As lawful interception requirements expand globally and encrypted communications become the norm, can you meet CALEA obligations, navigate international regulations, and support lawful interception across legacy and next-gen networks?

Subsentio offers turnkey, scalable solutions backed by legal expertise and global support. With us, you're not just prepared—you're protected. Contact us at sales@subsentio.com to learn more.

Lawful Interception Market Outlook: Continued

-By Todd McDermott, Chief Security Officer

Meanwhile, the Asia-Pacific is the fastest-growing region, fueled by rapid digital transformation and expanding telecom infrastructure. Subsentio's global support model ensures that international CSPs receive the same level of expertise and responsiveness, regardless of country.

Subsentio's services are designed to support multi-jurisdictional compliance, integrating seamlessly with both U.S. and international regulatory requirements. This ensures that providers operating across borders can maintain lawful access readiness in a cost-effective manner without risking non-compliance.

Subsentio supports all major network types and communication technologies, offering interoperable solutions that work across legacy systems, VoIP, mobile, satellite, cable and cloud-native environments. Our modular architecture allows CSPs to scale as needed, with a minimum impact to the existing infrastructure.

Despite its growth, the LI market faces several challenges. Privacy concerns are prompting calls for greater transparency and oversight. High implementation costs and technical complexity can also be barriers for smaller service providers.

Subsentio addresses these concerns by offering cost-effective, turnkey solutions tailored to providers of all sizes—from national to rural carriers. Our managed services model reduces the burden on internal teams, while our legal review process ensures ethical and compliant operations.

As lawful interception becomes more critical to national security and law enforcement, CSPs must stay informed about both domestic regulations and international standards. Subsentio's CALEA-compliant solutions, international complaint solutions, global interoperability, and expert support ensure that clients can meet legal obligations while maintaining operational efficiency and data integrity.

With a proven track record, a team of seasoned professionals, and a commitment to innovation, Subsentio is helping shape the future of lawful access—securely, ethically, and effectively.

Contact us at sales@subsentio.com to learn more about our services to support your regulatory needs.

CORPORATE NEWS

Subsentio is Growing!

We are pleased to announce several promotions within our Trust & Safety team. **Isabella Agesen** is our new Director of Trust & Safety and **Audrey Hovermale** is our Supervisor of Trust & Safety.

Thank you for your hard work to support our mission to save lives!

Interview with Jonathan Litwiller, President and CEO

-By Tamara Moorman, Commercial Manager

Jonathan Litwiller's Biography

Jonathan Litwiller is the CEO of Subsentio, bringing a diverse background in law, federal service, and executive leadership. A graduate of Grove City College and the University of Colorado Law School, Jonathan served eight years as a Special Agent with the U.S. Secret Service before transitioning to a national non-profit law firm, where he led operations across five departments. His leadership is rooted in mission-driven service, attention to detail, and team-building. Now at Subsentio, he is focused on guiding the company through the evolving landscape of technology, privacy, and public safety.

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

Jonathan: I started my academic journey at Grove City College, where I earned a bachelor's degree in Computer Information Systems—a hybrid program that combined computer programming, network management, and business. From there, I went to law school at the University of Colorado, subsequently becoming a member of the Colorado Bar.

After law school, I joined the U.S. Secret Service and served as a special agent for eight years. My assignments included working with the U.S. Attorney's Office in Salt Lake City, where I prosecuted cases as a lawyer while also serving in my agent capacity. Later, I was transferred to Washington, D.C., where I spent three years and had the honor of helping oversee security for President Trump's first inauguration.

As my family began to grow, I realized the lifestyle of a Secret Service agent—constantly on the road—wasn't sustainable. I decided to step away from that role to be more present with my kids and transitioned back into the legal world, joining an international non-profit law firm. That move led me into executive leadership.

Tamara: How has this unique experience shaped your leadership style?

Jonathan: My time in the Secret Service taught me what it means to operate in a no-fail environment. Mistakes could have catastrophic consequences, so I learned to make decisions with precision and execute flawlessly. That experience instilled in me a deep sense of focus, attention to detail, and commitment to mission.

As a leader in the Secret Service, I often led small teams for short-term assignments. That taught me how to quickly build trust, foster a team mentality, and align people around a shared goal. Later, in my executive role at the law firm, I oversaw five very different departments. I learned how to unify diverse teams—some of which didn't directly interact—and help each person understand how their role contributed to the larger mission. The ability to connect people to purpose is central to how I lead.

Interview with Jonathan Litwiller, Continued

-By Tamara Moorman, Commercial Manager

Tamara: What can you tell us about your work as an executive for an international non-profit?

Jonathan: Stepping into executive leadership at the firm meant moving into a new position. I wasn't replacing a current role; they created a new Operations Department and installed me as the leader, as Vice President of Operations. I oversaw five internal teams: security, facilities, a print and mailing house, an events team, and an audiovisual team. The organization had three U.S. offices and five international locations, so the scope was broad.

When I took over, many of the team members were burned out. The company conducted annual culture surveys, and these teams were consistently ranked at the bottom. Over the next three years, through trust-building and intentional leadership, we turned that around. By the end of my tenure, those same teams were at the top of the culture survey. That transformation is something I'm deeply proud of. I believe work should be meaningful and healthy, and I strive to create environments where people feel valued and energized.

Tamara: How did you connect with Subsentio?

Jonathan: I met Steve Bock through a leadership mentorship group called C-12. We were in the same cohort for several years while I was serving as VP of Operations. As part of the group's annual 360 review process, Steve interviewed my direct reports. From what I understand, the feedback was overwhelmingly positive, and that sparked something for him.

I believe that moment helped Steve see how I might fit into the future of Subsentio. He saw the impact I had made, the culture I had helped shape, and the leadership I brought to the table. Eventually, he recruited me to join Subsentio—and I couldn't be more thrilled. The mission aligns perfectly with my background in law and law enforcement, and I'm honored to be part of a company doing such critical work.

Tamara: As Subsentio operates at the intersection of law, technology, and public safety, what do you see as the biggest challenge balancing regulatory compliance, privacy, and public safety?

Jonathan: It's a fast-paced, ever-evolving technological landscape, and staying ahead of emerging technologies is one of our biggest challenges. At the same time, we must uphold the privacy values that define our country. People trust America because we take privacy seriously—and that's something we never take for granted.

At Subsentio, we validate every court order we receive and reject those that don't meet the necessary standards. We're committed to doing things the right way. I don't see privacy, compliance, and public safety as contradictory goals—they can coexist when approached with integrity and diligence. Our role is to lead in this space, remain nimble, and ensure that our solutions meet both legal and ethical expectations.

Tamara: What do you do for fun?

Jonathan: I live in rural central Colorado, and my family and I love spending time outdoors. We ski, snowboard, camp, and even surf—yes, surf in Colorado! I used to be a whitewater rafting guide, so river activities are a big part of our lifestyle. I also enjoy home renovation projects. After owning several homes, I've picked up a lot of skills and find it rewarding to tackle projects myself. It's a great creative outlet and a nice contrast to the intensity of my professional life.