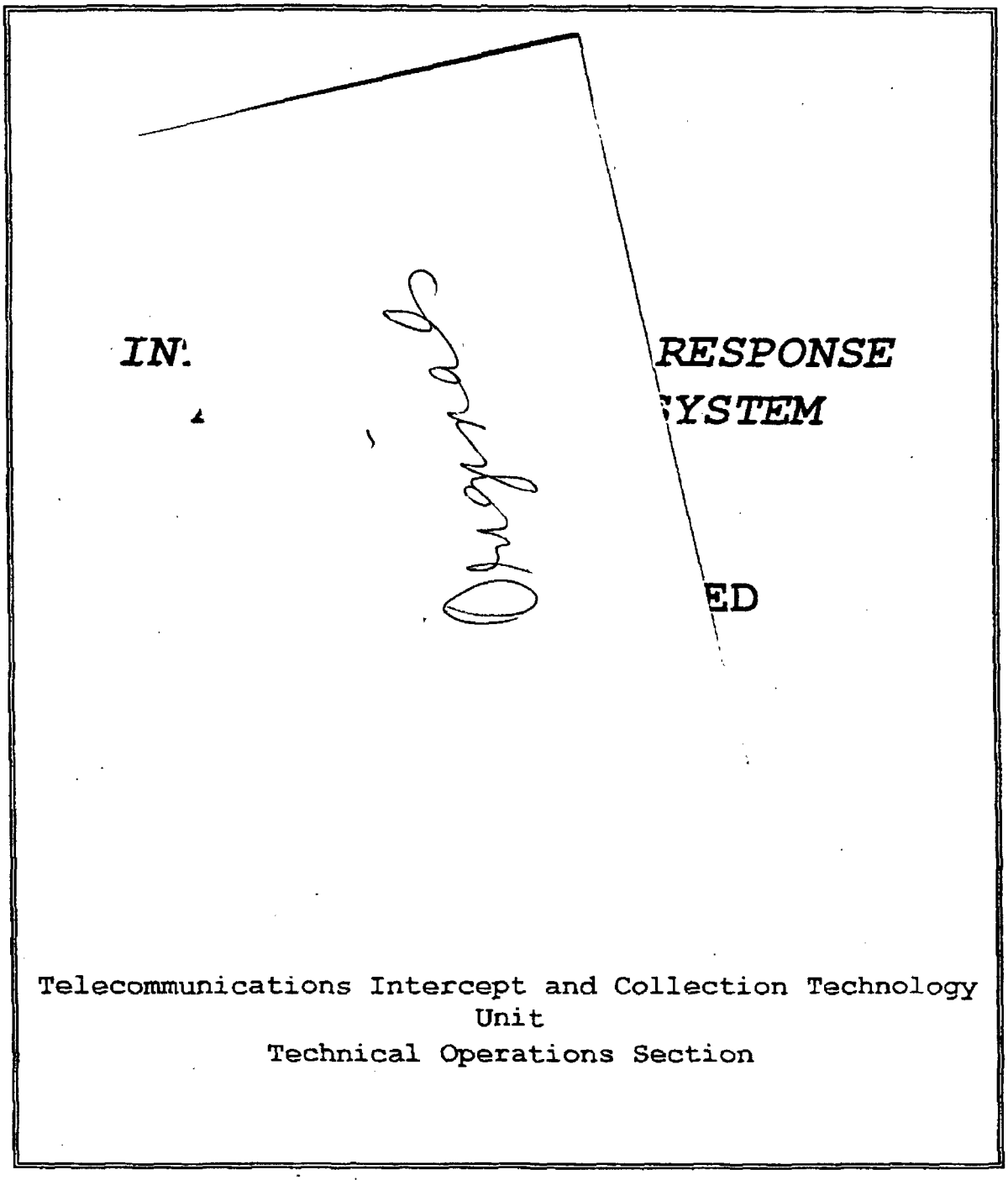

Telecommunications Intercept and Collection Technology Unit
Technical Operations Section

APPROVAL

PREPARED BY:
(Originator)

[redacted]
Print Name

[redacted]
Signature

05/01/01
Date

CONCURRED BY:
(User Representative)

[redacted]
Print Name

[redacted]
Signature

5/1/01
Date

b6
b7C

CONCURRED BY:
(Unit Chief)

[redacted]
Print Name

[redacted]
Signature

5/7/01
Date

NEW PROJECT PROPOSAL TITLE: DCS3000 INTERACTIVE VOICE RESPONSE AUTHENTICATION (DCS_IVR) SYSTEM.

ORIGINATOR: [redacted] b6 b7C

DATE OF ORIGINATION: May 01, 2001

PURPOSE: To request the start of a new engineering activity within the Technical Operations Section (TOS), Telecommunications Intercept and Collection Technology Unit (TICTU).

The purpose of the new activity is to develop a computer-based DCS_IVR System for use by TICTU that will greatly enhance their capabilities in tracking the deployment of the FBI's DCS3000 software application.

RECOMMENDATIONS/STATUS:

1. That the TOS approve the start of a new engineering activity to develop a DCS_IVR System.

2. That Electronics Technician [redacted] be made Project Leader for this engineering activity. b6 b7C

3. That file number 268-HQ-1012496 be used for this engineering activity.

DETAILS: The TICTU is responsible the for research, development, and field-deployment of Electronic Surveillance (ELSUR) systems that perform 'switch-based' intercept and collection of wireless telecommunication data and audio. One of those ELSUR systems TICTU developed is the DCS3000.

The DCS3000 is a computer-based ELSUR system that performs 'switch-based' intercept and collection of call detail (data) and call content (audio) information. Call detail and call audio information is delivered over a local area network from cellular, enhanced specialized mobile radio and GSM service providers to the DCS3000 System. The DCS3000 is currently in use by the FBI, [redacted] and many state and local law enforcement agencies.

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It is the goal of TICTU to authenticate and log each installation of the DCS3000 software ***before*** the software is installed on a computer. Therefore, to facilitate the authentication process, TICTU engineered an authentication function in the DCS3000 Setup Application to better track the numerous deployments of the DCS3000 software. This authentication function runs at the beginning of the DCS3000 installation process and forces the user to perform an Authentication Request Call to TICTU.

The TICTU personnel, after receiving this Authentication Request call, must access a computer with the DCS3000 Authority Program, manually input the Authentication Request Number and wait for the computer to calculate the Authorization Result Code. When the calculation is finished, TICTU personnel must then verbally relay the Authorization Result Code to the caller and enter the date/time/caller's name and organization in a DCS3000 Authentication Log. Unfortunately these procedures take up valuable work time (typically 5 to 7 minutes per call) and TICTU personnel must be available on a 24-hour basis to answer Authentication Request Calls.

The goal of this engineering activity is to provide TICTU with a self-contained, DCS_IVR System that will provide Automated Call Attendant features with intuitive Interactive Voice Response messages. The DCS_IVR System's capabilities will ultimately save TICTU valuable work time and ensure that each installation of DCS3000 Software is authenticated and accurately recorded in a database log.

DCS_IVR SYSTEM REQUIREMENTS

- Operate from a Windows NT PC
- Ability to answer incoming calls
- Ability to decode, log and display Caller ID
- Ability to place outgoing call to caller's callback number and/or Caller ID
- Provide automated logging of Authentication Requests
- Provide automated logging of Authorization Result Codes
- Provide friendly, Interactive Voice Responses to help guide the caller through the Authentication Process
- Provide digital audio recording of caller's name and organization
- Provide a date/time stamp for all calls
- Provide DTMF digit decoding capabilities
- Provide an Access Database Log of all information
- Provide a robust Report Generator Utility to facilitate generation of reports

1. MISSION/REASON

The purpose of this new engineering activity is to provide TICTU with a self-contained, DCS_IVR System that will provide Automated Call Attendant features with intuitive Interactive Voice Response messages. The DCS_IVR System's capabilities will ultimately save TICTU valuable work time and ensure that each installation of DCS3000 Software is authenticated and accurately recorded in a database log.

2. BASIS OF NEED

There are no DCS_IVR Systems currently available for TICTU, FBI, other government agencies, and/or state and local law enforcement agencies to use.

3. ASSESSMENT OF CAPABILITIES

The DCS_IVR System activity will focus on providing TICTU, FBI, other government agencies, and/or state and local law enforcement agencies with a user-friendly, feature rich DCS_IVR System capable of fully meeting the technical requirements listed in the details section.

A. Existing Capability

Currently, the FBI has no deployable DCS_IVR Systems.

B. Planned or Programmed Capability

Develop a user friendly, feature-rich DCS_IVR System.

The DCS_IVR System will utilize commercial-off-the-shelf (COTS) computer equipment and digital telephony hardware controlled by TICTU-developed software. The DCS_IVR System will be programmable so that various modes of operation are possible. The DCS_IVR System will be developed to accommodate future methods to be fully defined at a later date.

The TICTU personnel will provide system development, integration, configuration, and final testing of the DCS_IVR System. The DCS_IVR System development activities will also include the release of information and/or equipment by TICTU, FBI, other government agencies, and/or state and local law enforcement agencies.

No other programs are known which are developing DCS_IVR System capabilities.

4. **NEEDED CAPABILITY**

The TICTU has studied the technical specifications required for the successful deployment of a DCS_IVR System. Based upon these studies, TICTU has determined that COTS equipment or system components will meet the hardware requirements for the DCS_IVR System. The TICTU will utilize COTS hardware in conjunction with TICTU-developed software to develop the DCS_IVR System.

DIGITAL DELIGHT

PROJECT STATUS REPORT

Project File # 269-HQ-1194267

12/06/2000

Technical Operations Section

File: DigitalDelight

TABLE OF CONTENTS

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of this Digital Delight Project Status Report (PSR) is to document the accomplishments of and lessons learned from the specified time period for the Digital Delight development project. This PSR summarizes the accomplishments, key issues and decisions, and performance from 11/01/2000 to 11/30/00, and identifies the major activities to be conducted in the future.

1.2 SCOPE

1.2.1 Identification

Project Digital Delight has served as an interim CALEA telecommunications intercept system development. Initially formed to fill the need for an intercept system with capabilities to receive switch based intercept data and audio for [redacted] wireless communications. The "CALEA" like delivery of the initial [redacted] switches has evolved the development into a platform capable of interfacing with most CALEA switch based surveillance packages being implemented. The resulting system is known as the DCS-3000 collection system. The DCS-3000 collection system is comprised of a software package for pen register and Title III Call Data Channel (CDC) receipt as well as an [redacted] computer card for Call Content Channel (CCC) audio distribution to recorders. The software runs on a Windows NT operating system and is networkable to accommodate multiple Title III workstations. Current release for the DCS Software stands at Version 4.2D. b2 b7E

The DCS-3000 Revision 4.2Q has capabilities for CDC intercept from TCP/IP, RS-232, and X.25 data format. The DCS-3000 software can perform intercepts on [redacted] and [redacted] switches as well as accept J-STD-025 CALEA call data. The CDC data is parsed into complete call records and a Telephones Application up-loadable file is generated. The CDC data is also merged with recorder control functions provided by the DCS-3000 [redacted] computer card to provide audio distribution to standard [redacted] recorders for Title III operations. b2 b7E

1.2.2 Project Status Objectives

The objectives of this status report are to document and convey the current development status and scope of deployments of the DCS-3000 system resulting from Project Digital Delight. Also, future issues and enhancements for the DCS-3000 development are presented.

a. Software Status and Revision
b. Switch Manufacturer's incorporated
c. Hardware Developments
d. Presentation of Budget Information
e. Presentation of Future Issues

2.0 ACTIVITIES ACCOMPLISHED

Project Digital Delight has been conducted under the Project Management Offices (PMO) reporting guidelines. To date, this project has documented its progress via the initial Statement Of Need document, an Internal Concept Proposal, and bi-monthly Project Progress Summary reports. Further activities associated with this project are developmental and operational.

The development history of the DCS-3000 software started initially with software written for the [redacted] operating system to perform a [redacted] switch CDC intercept. After initial complexities with field operations using [redacted] it was ported to the Windows NT operating system which provides a much easier graphical user interface (GUI) for field personnel to operate. Additional requests for pen-register and Title-III solutions for other wireless and wireline switch types have resulted in multiple enhancements for the DCS-3000 software. Currently, the DCS-3000 software can be utilized for [redacted] and [redacted] switch types as well as for all J-STD-025 complaint switches. Due to constant upgrades and data revision changes on these switches, the DCS-3000 has been in continuous development. b2 b7E

Due to varying CDC delivery methods, the DCS-3000 software has also evolved to accept multi-protocol data formats. It is capable of TCP/IP, RS232, FTAM, telnet, and X.25 data delivery. In RS232

delivery it is capable of performing both a direct connect leased line or dial out connection type. After receipt of data the DCS-3000 system will parse intercepted information to generate an FBI Telephones Application up-loadable file.

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The DCS-3000 audio intercept card for CCC audio delivery has been a solely "in-house" hardware development. The audio intercept card is an [redacted] computer card capable of interacting with the DCS-3000 software to provide minimization control and audio delivery to the TASCAM MKII analog recorder.

Testing was conducted by pumping the J-STD-25 output of the DCS-3000 into the JSI CALEA Gateway and VoiceBox After some initial problems, the VoiceBox and JSI CALEA Gateway are able to handle the DCS-3000 J-STD messaging and mate the call content channel to the call data. This testing is being conducted on an OS2 version of the Voicebox running version 4.2.2 of the Voicebox software. There are currently no systems deployed in the field running this version of software.

A Interim Solutions for Telecommunications Intercept class is planned for early December and 8 attendees from various state, local and other federal agencies are attending. Much planning and preparation is required to conduct these classes.

Efforts are currently underway to integrate the cell tower location message from the DCS-3000 with [redacted] a software mapping program. This integration will provide real-time mapping capability for DCS-3000 targets and is in the final testing phase. Additionally, a development is underway to interface DCS-3000 intercept information with [redacted] units active in an area under surveillance.

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[redacted] is utilizing the [redacted] system for CALEA call data delivery to law enforcement. [redacted] has centralized their data center in the Atlanta, Georgia area. It is necessary for law enforcement, conducting intercepts, to build a link to this facility to receive call data information from the [redacted] system. The Telecommunications Access Group (TAG), has discovered that some message delivery problems exist, one in particular relating to the [redacted] not delivering the "disconnect"

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Project Number 269-HQ-1194267

12/06/00

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message at the completion of the call. This is a critical problem because without this message, the collection equipment does not know when to terminate the audio collection function. [redacted] has been made aware of this problem and is currently seeking resolution.

(S) [redacted]

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Members of the TICTU traveled to Denver, Colorado to meet with [redacted] to discuss intercepting a FISA target in the Denver area, subscribing to [redacted] has agreed, due to the importance of this case, to allow TICTU to co-locate access hardware in the switching center to egress the Call Data Channel information to the Denver collection site. Alternative access methods will be required for future criminal related intercepts.

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The TICTU assisted the Los Angeles Division in conducting the first Title-III intercept with [redacted] utilizes a [redacted] switch. The DCS-3000 is being used for call data interception and a TICTU custom-designed box, utilizing Dialogic cards, is being used to intercept the call content channels being delivered on a T-1.

Operationally, the DCS-3000 system is currently deployed in 46 FBI field offices. Project Digital Delight has provided the FBI with access to 125 switches from over 10 different telecommunications service providers. Since the commencement of this project, the DCS-3000 system has been used to institute over 100 Title III surveillance court orders and provide a means to institute over 500 pen register orders. A table of October, 2000 DCS-3000 system utilizations for collection are as follows:

Table 1. New DCS Utilization November, 2000.

Field Office / RA	
Boston	
Columbus, OH	
Toledo, OH	
Atlanta	
West Palm Beach, Fla.	
Baltimore	
Minneapolis	
Knoxville	

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3.0 ISSUES/DECISIONS

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Testing was conducted with [redacted] utilizing the [redacted] system, used to output CDC information form the [redacted] switch, formatting the data into J-STD-025 and routing the data to law enforcement. The test was successful but some issues did come up. One problem pertains to the [redacted] opening a new port every time a new call is generated. This is a problem for 2 reasons; If the system is processing numerous intercepts, there might not be enough ports available in the [redacted] operating system. A second problem arises when numerous calls are off-hook at the same time, if a current call goes into a call waiting status, a new call record is generated and there is no way to associate the new call with the existing call. These issues have been brought to the attention of [redacted] of Comverse. Mr. McDermott visited ERF on 09/29/2000 and advised that a new software revision scheduled for release in 11/2000 will resolve these issues. As of month's end, this problem continues to exist.

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The CALEA Implementation Section (CIS)has been in negotiations with [redacted] features resident in the [redacted] wireless services. Currently, TICTU has a DCS-3000 solution for the [redacted] service, with the exception of a [redacted] call in the same local service area. These calls never leave the local switch, thus the vselp encoding remains resident in the call. The call content passed to law enforcement sounds like modem traffic and is not of any evidentiary benefit. [redacted] is aware of this problem and prefers to make an adjunct device available for vselp decoding at the monitoring facility. TICTU advised CIS that this solution is not acceptable and that [redacted] should provide an in-switch decoding solution and provide law enforcement, clear audio at the monitoring facility. A meeting was held with [redacted] CIS and ERF on November 16, 2000 to discuss these issues. The TICTU demonstrated to [redacted] the interim solution designed by the ERF engineers. The [redacted] staff was impressed by the demonstration and the Bureau's ability to reverse-engineer the VSELP code. [redacted] continues to balk at providing law enforcement with an "upstream" solution to the VSELP encoding. Discussions are continuing. This meeting is memorialized in an EC entitled TICTU Administrative, dated 11/30/200.

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4.0 PERFORMANCE

4.1 COST PERFORMANCE (BUDGETED VERSUS ACTUAL)

This report reflects the beginning of FY-2001. The Telecommunications Access Group (TAG) budget has been enhanced to [redacted] for development and deployment of DCS-3000 systems. To date, funding has not been awarded due to a continuing resolution in effect.

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4.2 SCHEDULE PERFORMANCE (PLANNED VERSUS ACTUAL)

The project schedule has been adjusted twice since the project was initiated in January 1997. Since the goal of this project is to provide telecommunications intercept capabilities that are otherwise unavailable, accurate schedule estimation is difficult to achieve. In addition, delays in the deployment of CALEA-complaint switch solutions and commercial collection systems with universal capabilities have forced the FBI to extend the project schedule to continue to support the needs of the field. All planned project activities (i.e. developments and deployments) are on-schedule in accordance with the latest modified schedule.

5.0 NEXT STEPS

The next steps will involve proceeding with support of operations as requested from the FBI field offices as well as integration of the DCS-3000 system with deployed Digital Storm collection systems. Due to the roll out of CALEA compliant solutions by most telecommunications switch manufacturers, adaptation to the DCS-3000 software to accommodate anomalies between switch platforms are expected.

DIGITAL DELIGHT

PROJECT STATUS REPORT

Project File # 269-HQ-1194267

11/06/2000

Technical Operations Section

Project Number 269-HQ-1194267

File: Digital Delight
11/06/00

11/17/00

APPROVAL

PREPARED BY:
(Project Leader) [redacted]
Print Name

[redacted]
Signature

11/6/00
Date

CONCURRED BY:
(User Representative) [redacted]
Print Name

[redacted]
Signature

11/6/00
Date

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b7C

APPROVED BY:
(Unit Chief) [redacted]
Print Name

[redacted]
Signature

11/14/00
Date

Project Number 269-HQ-1194267

11/06/00

TABLE OF CONTENTS

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of this Digital Delight Project Status Report (PSR) is to document the accomplishments of and lessons learned from the specified time period for the Digital Delight development project. This PSR summarizes the accomplishments, key issues and decisions, and performance from 10/01/2000 to 10/31/00, and identifies the major activities to be conducted in the future.

1.2 SCOPE

1.2.1 Identification

Project Digital Delight has served as an interim CALEA telecommunications intercept system development. Initially formed to fill the need for an intercept system with capabilities to receive switch based intercept data and audio for [redacted] wireless communications. The "CALEA" like delivery of the initial [redacted] switches has evolved the development into a platform capable of interfacing with most CALEA switch based surveillance packages being implemented. The resulting system is known as the DCS-3000 collection system. The DCS-3000 collection system is comprised of a software package for pen register and Title III Call Data Channel (CDC) receipt as well as an [redacted] computer card for Call Content Channel (CCC) audio distribution to recorders. The software runs on a Windows NT operating system and is networkable to accommodate multiple Title III workstations. Current release for the DCS Software stands at Version 4.2D.

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The DCS-3000 Revision 4.2Q has capabilities for CDC intercept from TCP/IP, RS-232, and X.25 data format. The DCS-3000 software can perform intercepts on [redacted] and [redacted] switches as well as accept J-STD-025 CALEA call data. The CDC data is parsed into complete call records and a Telephones Application up-loadable file is generated. The CDC data is also merged with recorder control functions provided by the DCS-3000 [redacted] computer card to provide audio distribution to standard [redacted] recorders for Title III operations.

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1.2.2 Project Status Objectives

The objectives of this status report are to document and convey the current development status and scope of deployments of the DCS-3000 system resulting from Project Digital Delight. Also, future issues and enhancements for the DCS-3000 development are presented.

a. Software Status and Revision
b. Switch Manufacturer's incorporated
c. Hardware Developments
d. Presentation of Budget Information
e. Presentation of Future Issues

2.0 ACTIVITIES ACCOMPLISHED

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The development history of the DCS-3000 software started initially with software written for the [redacted] operating system to perform a [redacted] switch CDC intercept. After initial complexities with field operations using [redacted] it was ported to the Windows NT operating system which provides a much easier graphical user interface (GUI) for field personnel to operate. Additional requests for pen-register and Title-III solutions for other wireless and wireline switch types have resulted in multiple enhancements for the DCS-3000 software. Currently, the DCS-3000 software can be utilized for [redacted]

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switch types as well as for all J-STD-025 complaint switches. Due to constant upgrades and data revision changes on these switches, the DCS-3000 has been in continuous development.

Due to varying CDC delivery methods, the DCS-3000 software has also evolved to accept multi-protocol data formats. It is capable of TCP/IP, RS232, FTAM, telnet, and X.25 data delivery. In RS232 delivery it is capable of performing both a direct connect leased line or dial out connection type. After receipt of data the DCS-3000 system will parse intercepted information to generate an FBI Telephones Application up-loadable file.

The DCS-3000 audio intercept card for CCC audio delivery has been a solely "in-house" hardware development. The audio intercept card is an [redacted] computer card capable of interacting with the DCS-3000 software to provide minimization control and audio delivery to the TASCAM MKII analog recorder.

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A Interim Solutions for Telecommunications Intercept class was held in August and 8 attendees from various state, local and other federal agencies attended. This brings the total number of DCS-3000 trained technical investigators to 24. The attendees thought the class was very well prepared and presented. A future class is scheduled for 12/2000.

Testing was conducted by mating the J-STD-25 output of the DCS-3000 with the JSI VoiceBox and the [redacted] After some initial problems, the VoiceBox and JSI CALEA Gateway are handling the DCS-3000 J-STD messaging. [redacted] is also handling most of the messages but is dropping some of them. Testing will continue in an effort to resolve the message dropping issue. Both system are able to answer a ring down circuit for the call content delivery.

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Efforts are currently underway to integrate the cell tower location message from the DCS-3000 with [redacted] a software mapping program. This integration will provide real-time mapping capability for DCS-3000 targets. Additionally, a development is underway to interface DCS-3000 intercept information with [redacted] units active in an area under surveillance.

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Project Number 269-HQ-1194267

11/06/00

Operationally, the DCS-3000 system is currently deployed in 46 FBI field offices. Project Digital Delight has provided the FBI with access to 125 switches from over 10 different telecommunications service providers. Since the commencement of this project, the DCS-3000 system has been used to institute over 100 Title III surveillance court orders and provide a means to institute over 500 pen register orders. A table of October, 2000 DCS-3000 system utilizations for collection are as follows:

Table 1. New DCS Utilization October, 2000.

Field Office / RA	
Orlando (Tampa FO)	
Baltimore	
Chicago	
Atlanta	
Raleigh	
Knoxville	

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3.0 ISSUES/DECISIONS

[redacted] provider offering dial tone service to various parts of the U.S. The Los Angeles Field Office (LAFO) has served [redacted] with a pen register order and is currently receiving billing records on a diskette. A Title III order will be obtained shortly after. TICTU has met with [redacted] at their test facility in Denver, CO. to test the DCS-3000 with the [redacted] switch. The testing was successful, however, [redacted] will not allow for installation of FBI equipment in their switch facility. The LAFO has built a lease line from [redacted] to a site within 18,000 feet of the switch site to locate a router and

modem to route the call data to the LAFO. The audio will be delivered to the LAFO via T-1 connection. The CDC channel has been tested and is passing data successfully. The CCC T-1 has been ordered and will carry the audio for interception once a court order has been obtained.

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Testing was conducted with [redacted] utilizing the [redacted] system, used to output CDC information form the [redacted] switch, formatting the data into J-STD-025 and routing the data to law enforcement. The test was successful but some issues did come up. One problem pertains to the [redacted] opening a new port every time a new call is generated. This is a problem for 2 reasons; If the system is processing numerous intercepts, there might not be enough ports available in the NT operating system. A second problem arises when numerous calls are off-hook at the same time, if a current call goes into a call waiting status, a new call record is generated and there is no way to associate the new call with the existing call. These issues have been brought to the attention of [redacted] Mr. McDermott visited ERF on 09/29/2000 and advised that a new software revision scheduled for release in 11/2000 will resolve these issues. As of month's end, this problem continues to exist.

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The CALEA Implementation Section (CIS)has been in negotiations with [redacted] features resident in the [redacted] [redacted] services. Currently, TICTU has a DCS-3000 solution for the [redacted] service, with the exception of a [redacted] [redacted] call in the same local service area. These calls never leave the local switch, thus the vselp encoding remains resident in the call. The call content passed to law enforcement sounds like modem traffic and is not of any evidentiary benefit. [redacted] is aware of this problem and prefers to make an adjunct device available for vselp decoding at the monitoring facility. TICTU advised CIS that this solution is not acceptable and that [redacted] should provide an in-switch decoding solution and provide law enforcement, clear audio at the monitoring facility. Negotiations will continue in November.

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[redacted] in the southern United States has advised the FBI offices in Tampa, Florida and New Orleans, Louisiana that it plans to provide a CALEA-type intercept

capability and that traditional intercept methods will no longer be supported. A problem arises in the fact that [redacted] is not technically capable of offering a CALEA-type intercept at this time and as a result, the pen register intercept in Tampa is currently down. Issues of this nature will continue to arise as more and more providers switch to a CALEA type interface. TICTU will need to keep abreast of the provider plans and work closely with to providers to offer a seamless transition to CALEA intercept delivery. b2 b7E

4.0 PERFORMANCE

4.1 COST PERFORMANCE (BUDGETED VERSUS ACTUAL) b2 b7E

This report reflects the beginning of FY-2001. The Telecommunications Access Group (TAG) budget has been enhanced to [redacted] for development and deployment of DCS-3000 systems. To date, funding has not been awarded due to a continuing resolution in effect.

4.2 SCHEDULE PERFORMANCE (PLANNED VERSUS ACTUAL)

The project schedule has been adjusted twice since the project was initiated in January 1997. Since the goal of this project is to provide telecommunications intercept capabilities that are otherwise unavailable, accurate schedule estimation is difficult to achieve. In addition, delays in the deployment of CALEA-complaint switch solutions and commercial collection

systems with universal capabilities have forced the FBI to extend the project schedule to continue to support the needs of the field. All planned project activities (i.e. developments and deployments) are on-schedule in accordance with the latest modified schedule.

5.0 NEXT STEPS

The next steps will involve proceeding with support of operations as requested from the FBI field offices as well as integration of the DCS-3000 system with deployed Digital Storm collection systems. Due to the roll out of CALEA compliant solutions by most telecommunications switch manufacturers, adaptation to the DCS-3000 software to accommodate anomalies between switch platforms are expected.

DIGITAL DELIGHT

PROJECT STATUS REPORT

Project File # 269-HQ-1194267

6/30/2000

Technical Operations Section

APPROVAL

PREPARED BY:
(Project Leader)

[redacted]
Print Name

[redacted]
Signature

7/26/00
Date

CONCURRED BY:
(User Representative)

[redacted]
Print Name

[redacted]
Signature

8/17/00
Date

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b7C

APPROVED BY:
(Unit Chief)

[redacted]
Print Name

[redacted]
Signature

8/14/00
Date

TABLE OF CONTENTS

1.0 INTRODUCTION

1.1 PURPOSE

The purpose of this Digital Delight Project Status Report (PSR) is to document the accomplishments of and lessons learned from the specified time period for the Digital Delight development project. This PSR summarizes the accomplishments, key issues and decisions, and performance from 1/2000 to 6/2000, and identifies the major activities to be conducted in the future.

1.2 SCOPE

1.2.1 Identification

Project Digital Delight has served as an interim CALEA telecommunications intercept system development. Initially formed to fill the need for an intercept system with capabilities to receive switch based intercept data and audio for [redacted] wireless communications. The "CALEA" like delivery of the initial [redacted] switches has evolved the development into a platform capable of interfacing with most CALEA switch based surveillance packages being implemented. The resulting system is known as the DCS-3000 collection system. The DCS-3000 collection system is comprised of a software package for pen register and Title III Call Data Channel (CDC) receipt as well as an [redacted] computer card for Call Content Channel (CCC) audio distribution to recorders. The software runs on a Windows NT operating system and is networkable to accommodate multiple Title III workstations. Current release for the DCS Software stands at Version 4.2D.

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1.2.2 Project Status Objectives

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c. Hardware Developments
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2.0 ACTIVITIES ACCOMPLISHED

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Due to varying CDC delivery methods, the DCS-3000 software has also evolved to accept mutli-protocol data formats. It is capable of TCP/IP, RS232, FTAM, telnet, and X.25 data delivery. In RS232 delivery it is capable of performing both a direct connect leased line or dial out connection type. After receipt of data the DCS-3000 system will parse intercepted information to generate an FBI Telephones Application up-loadable file.

The DCS-3000 audio intercept card for CCC audio delivery has been a solely "in-house" hardware development. The audio intercept card is an [redacted] computer card capable of interacting with the DCS-

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3000 software to provide minimization control and audio delivery to the TASCAM MKII analog recorder.

Operationally, the DCS-3000 system is currently deployed in 44 FBI field offices. Project Digital Delight has provided the FBI with access to 115 switches from over 10 different telecommunications service providers. Since the commencement of this project, the DCS-3000 system has been used to institute over 100 Title III surveillance court orders and provide a means to institute over 500 pen register orders. A table of new (calendar year 2000) DCS-3000 system utilizations for collection are as follows:

Table 1. New DCS Utilization since 1/2000.

Field Office / RA	
Albany	
Atlanta	
Chicago	
Detroit	
Houston	
Knoxville	
Las Vegas	
Los Angeles	
Miami	
Minneapolis	
New Orleans	
New York	
Norfolk	
Phoenix	
Sacramento	
Seattle	

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Project Number 269-HQ-1194267

10/1/96

3.0 ISSUES/DECISIONS

Four significant project issues were confronted during calendar year 2000. The following list summarizes these issues and the key decisions made in response:

1. In March 2000, a software development was initiated to enhance the DCS-3000 server capabilities for multiple switch connections. The result of this development is a new server application, called [redacted] capable of simultaneously connecting to multiple switches. This development has significantly improved the overall performance of the DCS-3000 system. As a result of this development, the DCS-3000 is much easier to administer and maintain in field offices with multiple connections to multiple server providers. For example, the DCS-3000 system in the Atlanta Field Office is currently connected to eleven (11) switches using one Windows NT Workstation.

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2. In May 2000, [redacted] announced their CALEA implementation plans and schedule. [redacted] will centralize the access to CDC information for all their switches nationwide. Law enforcement will be allowed to access the CDC information via one of two methods: 1) [redacted] frame-relay network, or 2) virtual private network using the Internet. The former method was chosen since FBI policy prohibits use of the Internet for egress purposes. An important decision was made to establish a single [redacted] access point at Quantico ERF for the entire FBI. This technique will significantly reduce operational costs and maintenance for the [redacted] pen-register intercepts.

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3. In May 2000, a software development was initiated to create a new DCS-3000 functionality to support the centralized distribution of CDC information received from [redacted] The new software system, called [redacted] establishes a single connection to a service provider and then parses and distributes raw CDC information to the appropriate field office collection systems. The system does not process (i.e. decode) the raw CDC information and does not require any user input (i.e. target provisioning).

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4. In May 2000, a [redacted] adjunct module for the DCS-3000 was developed to allow the DCS-3000 system to reliably connect to a large [redacted] switch (i.e. a [redacted] with more that 10 switch-modules). The new module is capable of accepting hundreds of simultaneous TCP/IP connections and delivering the CDC information from each connection to the DCS-3000 server via a single TCP/IP connection.

4.0 PERFORMANCE

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4.1 COST PERFORMANCE (BUDGETED VERSUS ACTUAL)

The planned project cost to date is [redacted] The actual cost to date is [redacted]

4.2 SCHEDULE PERFORMANCE (PLANNED VERSUS ACTUAL)

The project schedule has been adjusted twice since the project was initiated in January 1997. Since the goal of this project is to provide telecommunications intercept capabilities that are otherwise unavailable, accurate schedule estimation is difficult to achieve. In addition, delays in the deployment of CALEA-complaint switch solutions and commercial collection systems with universal capabilities have forced the FBI to extend the project schedule to continue to support the needs of the field. All planned project activities (i.e. developments and deployments) are on-schedule in accordance with the latest modified schedule.

5.0 NEXT STEPS

The next steps will involve proceeding with support of operations as requested from the FBI field offices as well as integration of the DCS-3000 system with deployed Digital Storm collection systems. Due to the roll out of CALEA compliant solutions by most telecommunications switch manufacturers, adaptation to the DCS-3000 software to accommodate anomalies between switch platforms are expected.

TRIP REPORT

Cellular South Liaison Meeting
125 South Congress Street
Jackson, Mississippi

Wednesday, October 08, 2003 – 2:30 pm to 5:30 pm

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1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU/BAH	Quantico, VA	703	
	FBI/TICTU/BAH	Quantico, VA	703	
	Delta Telco	Louise, MS	662	
	Delta Telco	Ackerman, MS	662	
	Delta Telco	Ackerman, MS	662	
	Delta Telco	Louise, MS	662	
	Delta Telco	Louise, MS	662	
	Telapex, Inc.	Jackson, MS	601	
	Cellular South	Jackson, MS	601	
	Cellular South	Jackson, MS	601	
	Cellular South	Meadville, MS	601	
	Telapex,Inc.	Jackson, MS	601	
	Telapak, Inc.	Jackson, MS	601	
	Cellular South	Jackson, MS	601	
	Telapak, Inc.	Jackson, MS	601	
	Telapak, Inc.	Jackson, MS	601	
	Telapex, Inc.	Jackson, MS	601	
	Telapex, Inc.	Jackson, MS	601	
	Cellular South	Jackson, MS	601	
	Cellular South	Jackson, MS	601	
	Franklin Telco	Bude, MS	601	
	Franklin Telco	Bude, MS	601	
	Franklin Telco	New Augusta, MS	601	
	Telepak Networks	Jackson, MS	601	

2. Background/Purpose

- TICTU Liaison efforts with [redacted] were arranged to gain an understanding of policies and ELSUR interconnection techniques in [redacted] markets. [redacted] operates in Mississippi, western Tennessee, southern Alabama and the Florida Panhandle. [redacted] also provides service as [redacted] Although representatives of all companies were present, the focus of this outreach meeting was on [redacted]
- This meeting was coordinated through [redacted] provides legal counsel for [redacted] All subpoenas and court orders are processed through his office.

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3. Discussion

- Following introductions [redacted] provided an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for [redacted] The presentation provided insight into the following areas:

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  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments with emphasis placed on the [redacted]
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- [redacted] utilizes [redacted] technology.
- [redacted] provide the switching environment to [redacted]
- [redacted] processes approximately six hundred subpoenas and seven court orders yearly.
- Throughout the presentation, representatives of [redacted] were extremely interactive and posed many questions for discussion with FBI representatives.
  - Lengthy discussions ensued on the proper documentation [redacted] should provide to law enforcement for subpoenas requesting call detail. Currently [redacted] retrieves this information through a separate system from their normal billing system. Based on subscriber request bills may or may not include call detail. The main concern representative of [redacted] voiced was giving too much information. [redacted] suggested [redacted] contact the Chief General Council (CDC) at the Jackson field office, as he did not feel that he was appropriate person to address this concern. Representatives of [redacted] determined that they would continue to process subpoenas as they have been and plan to coordinate a meeting with the Jackson CDC.

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  - [redacted] asked about location information requests in court orders. [redacted] provided an overview of location information (Cell Site) requests in court orders and the necessary inclusion of the specific requirement pursuant to federal law (18 USC 2703(d)).
  - A discussion followed pertaining to E911 Phase II; [redacted] representatives asked if this should *be provided to law enforcement upon request.* [redacted] *addressed this by outlining the pros and cons carriers consider pertaining to the dissemination of Phase II for ELSUR operations.* He further stated how helpful this information would be and how the FBI would work with [redacted] to have access to it – pursuant to it being specified in a court order.
  - [redacted] question how new technologies are affecting the defined CALEA structure. [redacted] addressed this question by explaining how law enforcement is sometimes a step behind the rapidly changing technology. Discussion of the CALEA J-Standard technical specification ensued.

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  - [redacted] asked how long a carrier is required to keep [redacted] data? [redacted] stated that this has not been addressed to date. [redacted] has been keeping their data the required 18 months that the FCC requires toll records be kept on file.
  - [redacted] asked how the FBI reads [redacted] data. He suggested that [redacted] technicians are having trouble with testing since they cannot read the garbled data. [redacted] provided [redacted] with a brief overview of the DCS 3000 software and offered the software to [redacted] for testing.
  - [redacted] provides an Internet service under the name [redacted] questioned how the FBI handles data intercepts. [redacted] explained that the Data Intercept Technology Unit (DITU) handles such issues [redacted] suggested that they would be interested in meeting with representatives of DITU.

- [redacted] asked what happens in the case of an emergency when there has not been a circuit established. [redacted] explained that the possible use of dial-up circuits.
- [redacted] stated he would be interested in having [redacted] participate in any FBI training conferences.

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4. Action Items

- [redacted] to provide DCS 3000 Software to [redacted] and [redacted]
- [redacted] to include [redacted] in the East Coast Conference.
- [redacted] will provide [redacted] POC information to facilitate a DITU Outreach Meeting.

5. Attachments

- 031008 CellularSouth.PDF – PowerPoint presentation (Adobe Acrobat format)

Respectfully submitted,

[redacted]

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TRIP REPORT

FBI/TICTU – ATU Meeting with Globalstar
461 South Milpitas Blvd
Milpitas, CA 95035

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Wednesday, November 17th, 2004 – 10:00 a.m. to 12:00 p.m.

1. Participants

Name	Representing	Location	Phone	E-Mail
	FBI/ATU	Quantico, VA	703-	
	FBI/TICTU	Quantico, VA	703-	
	FBI/TICTU	Quantico, VA	703-	
	FBI/TICTU	Richmond, VA	804-	
	FBI/ATU	Quantico, VA	703-	
	FBI/SF	San Francisco, CA	415-	
	FBI/SF	Palo Alto, CA	650-	
	Globalstar	Milpitas, CA	408	
	Globalstar	Milpitas, CA	925	
	Globalstar	Milpitas, CA	408	
	Globalstar	Milpitas, CA	408	
	Globalstar	Milpitas, CA	408	

2. Background/Purpose

- TICTU/ATU liaison efforts with [redacted] were arranged to gain an understanding of [redacted] policies and ELSUR interconnection techniques and tracking capabilities.
- This meeting was coordinated through [redacted] of TICTU and [redacted] is a Ground Operations Manager for [redacted] and handles requests for electronic surveillance. [redacted] is the primary point of contact for ELSUR operations and tracking requests.

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3. Discussion

- [redacted] opened the meeting with introductions and a brief overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] followed with a description of the mission of the Advanced Technology Units' Wireless Intercept Tracking Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for [redacted] The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics

- [redacted] is to send [redacted] a CD of DCS 3000
- [redacted] will discuss the [redacted] CALEA solutions with [redacted]
- [redacted] or another member of WITT will contact [redacted] for testing the registration message and it's availability.
- [redacted] is to complete the Carrier contact sheet and return it to [redacted]

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5. Attachments

- Globalstar.PDF – PowerPoint presentation (Adobe Acrobat format)


[redacted] ELSUR Guide-Handout.pdf

Respectfully submitted,

[redacted]

[redacted]

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TRIP REPORT

Montana Telecommunications Association
Holiday Inn Grand Montana
5500 Midland Road
Billings, MT 59101
Tuesday, December 02, 2003 – 3:00 pm to 6:00 pm

1. Participants

Name	Representing	Telephone	E-Mail Address
	FBI/ATU Q Quantico, VA	(703	
	FBI/TICTU Quantico, VA	(703	
	FBI/TICTU Quantico, VA	(703	
	BAH/TICTU Quantico, VA	(703	
	FBI Salt Lake City, UT	(801	
	One Eighty Communications, Billings, MT	(406	
	One Eighty Communications Billings, MT	(406	
	One Eighty Communications Billings, MT	(406	
	Southern Montana Telco Wisdom, MT	(406	
	RT Communications Worland, WY	(307	
	Triangle Telephone North Havre, MT	(406	
	Triangle Telephone North Havre, MT	(406	
	RT Communications Worland, WY	(307	
	A.C.T. Sheridan, WY	(307	
	Triangle Tel North Havre, MT	(406	
	Triangle Tel North Havre, MT	(406	
	Blackfoot Missoula, MT	(406	
	Blackfoot Missoula, MT	(406	
	Range Tel Worland, WY	(406	
	Range Tel Worland, WY	(406	
	Range Tel Worland, WY	(406	

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	Valley Telecommunications Wolfpoint, MT	(406		
	Nemont Tele Coop Glasgow, MT	(406		
	Valley Tele Glasgow, MT	(406		
	Lincoln Telephone Lincoln, MT	(406		
	Lincoln Telephone Lincoln, MT	(406		
	Acertion Connect Anaheim, CA	(714		
	SRT Communications Inc. Minot, ND	(701		
	Triangle Telephone Havre, MT	(406		
	Triangle Telephone North Havre, MT	(406		
	Triangle Telephone Havre, MT	(406		
	Triangle Telephone North Havre, MT	(406		
	Project Telephone Worden, MT	(406		
	Project Telephone Worden, MT	(406		
	Interbel Telephone Eurekar, MT	(406		
	Nemont Tel Coop Scobey, MT	(406		
	Nemont Tel Coop Scobey, MT	(406		
	Light River Telephone Issaquah, WA	(425		
	SRT Communications Inc. Minot, ND	(701		
	SRT Communications Inc. Minot, ND	(701		
	SRT Communications, Inc. Minot, ND	(701		
	3 Rivers Communications Fairfield, MT	(406		
	3 Rivers Communications Fairfield, MT	(406		
	Northern Telephone Sunburst, MT	(406		
	Northern Telephone Sunburst, MT	(406		
	Triangle Telephone North Havre, MT	(406		
	Triangle Telephone North Havre, MT	(406		
	Triangle Telephone North Havre, MT	(406		

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[redacted]	3 Rivers Telephone Fairfield, MT	(406) [redacted]

2. Background/Purpose

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- The Montana Telecommunications Association (MTA) requested FBI/TICTU representation at the MTA Conference held in Billings, Montana. MTA represents wireline and wireless carriers from Montana, North Dakota, South Dakota, Wyoming, and Idaho. Liaison efforts with the MTA point of contact, [redacted] were made to arrange TICTU participation at this conference.

3. Discussion

- Following introductions, [redacted] provided an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for the Montana Telecommunications Association; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments with emphasis placed on the [redacted]
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

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- Throughout the presentation, representatives of MTA were extremely interactive and posed many questions for discussion with FBI representatives.
- Lengthy discussion ensued throughout [redacted] presentation on "Addressing Technical Challenges". Upon request, [redacted] provided [redacted] network as an example of how carriers can network their switches together for ELSUR delivery.
- Carrier representatives expressed their dissatisfaction towards the cost associated with making the [redacted] CALEA compliant, noting that it is less expensive to purchase a new switch than to upgrade.
- [redacted] of 3 Rivers Telephone asked what the plans are to handle Local Number Portability (LNP). [redacted] explained that there is a solution in the development stages supported by [redacted] He further explained the main concern law enforcement has exists at the onset of investigations when determining which carrier owns a number. To that, he described the current method the FBI is utilizing to obtain ported information through the [redacted] system. This system provides the most recent phone company the phone number has been ported to.

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- [redacted] with Lincoln Telephone asked if the FBI has a way to deal with electronic surveillance of calling cards. [redacted] explained there is a system in place that is handled by the Wireline Intercept Group.
- [redacted] of Nemont Telco expressed his frustrations with CALEA filings. He stated that he has been unsuccessful in filing the appropriate paperwork with the FCC for the purchase of switches from another phone company. He suggested that since [redacted] no longer working with the CALEA group, no one seems to know what the process is. He claimed the FCC has offered no help and feels he is being given the "run around." [redacted] suggested he contact the CALEA Intercept Unit Chief, [redacted] later provided [redacted] with [redacted] point of contact information.
- Many of the carrier representatives present expressed their concerns of having installed CALEA equipment and not being able to test it. [redacted] extended an offer to assist with testing.
- Each carrier present was provided with an ELSUR guide.
- Following the presentation, some of the carrier representatives met one on one with the Switched Based Intercept Team members present to discuss their individual concerns.

4. Action Items

- [redacted] to provide DCS 3000 Software to [redacted] of Nemont Telco.

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5. Attachments

- 031203 MTA.PDF – PowerPoint presentation (Adobe Acrobat format)

Respectfully submitted,

[redacted]

MEETING REPORT

Booz | Allen | Hamilton

FBI – TICTU meeting with Nextel Communications
Wednesday, September 10, 2003 10:00 a.m.
2001 Edmund Halley Drive
Reston, VA

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1. Participants

Name	Representing	Location	Telephone	E-Mail
[redacted]	FBI/TICTU	Quantico, VA	703 [redacted]	[redacted]
[redacted]	FBI/TICTU	Quantico, VA	703 [redacted]	[redacted]
[redacted]	Booz | Allen | Hamilton	Maplewood, NJ	973 [redacted]	[redacted]
[redacted]	Booz | Allen | Hamilton	Quantico, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	Reston, VA	703 [redacted]	[redacted]
[redacted]	Nextel	McLean, VA	703 [redacted]	[redacted]

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	Nextel	McLean, VA	703
	Nextel	Reston, VA	704
	Nextel	Reston, VA	703
	Nextel	Reston, VA	703

2. Background/Purpose

- requested this meeting to familiarize new members of court order and subpoena compliance team with electronic surveillance and CALEA issues.
- coordinated this meeting with

3. Discussion

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- opened the meeting with an address to the staff, emphasizing why it is beneficial to establish a good working relationship with law enforcement.
- Following opening remarks, SSA began the TICTU presentation by providing an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. SSA and narrated portions of the PowerPoint presentation that had been customized for the hosting participants; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- Prior to portion of the presentation on Carrier Systems Security and Integrity requested a brief explanation of CALEA for the newest members of her staff.
- provided a brief overview of CALEA.
- Upon the conclusion of the presentation, SSA opened the meeting for questions.
- asked if law enforcement agencies have noticed trends in criminal activity based on advances in technology, and if the "bad guys" knew the tools Law Enforcement could use to track criminal activity. SSA addressed this question explaining the usual trends and behaviors of ELSUR targets.

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- asked if there was a to minimize the different types of terminology asking for the same thing (i.e.: AMA Dumps/Calls to Destination Searches; Call Detail/Call Records); as it can be perplexing to discern what is being requested. SSA suggested contact the issuing agency to ensure full comprehension of what was being requested. In addition it was suggested tha include the preferred language in their law enforcement guide.
- A brief discussion on number portability ensued. In an effort to assist with some of the confusion that number portability causes, offered to FTP the LERG database to on a *monthly* basis.
- representatives stated they process 4,200 subpoenas (6,200 numbers) and 300 Court Orders (250 Pen Registers and 50 Title IIIs) per month.
- representatives stated that they now offer a This service is currently only available in California.
- asked if has chosen a vendor for stated the vendor chosen for this service is asked if they will meet the CALEA November date. stated they would more than likely need to file an extension.

- A discussion ensued in reference to provisioning of [redacted] ELSUR orders by IMSI numbers; and how often an IMSI is changed. [redacted] stated that IMSI changes are usually done as a last resort when troubleshooting problems with a phone and after an unsuccessful master reset.
- [redacted] no longer utilizes the [redacted] database as a tool for fraud detection. Therefore the thirty days of [redacted] call detail records, which capture both incoming and outgoing calls, are no longer available to disseminate to law enforcement upon subpoenaed request. Currently [redacted] is utilizing a tool created in house called [redacted] Similar to [redacted] does not consider this information a transitional record; and therefore, they do not guarantee the accuracy of the reports. Additionally, they can no longer perform dialed digit searches.
- [redacted] briefly explained how [redacted] has the ability to capture registration of a phone upon request. [redacted] built a patch that forces phones to register; this capability was created pursuant to the recent sniper attacks.
- [redacted] provided [redacted] with DCS 3000 and a [redacted] for testing purposes.

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4. Action Items

- [redacted] to FTP the [redacted] database to [redacted] (this will be an ongoing item).
- [redacted] to provide [redacted] with copy of Powerpoint presentation (completed 9/11/03).

5. Attachments

Nextel-TICTU-Guide.zip – Adobe .PDF file (zipped) containing Powerpoint presentation.

Respectfully submitted,

[redacted]

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TRIP REPORT

Suncom Triton PCS
100 Westgate Parkway
Richmond, VA 23233

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Wednesday, October 22, 2003

1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU/BAH	Quantico, VA	703	
	FBI/TICTU/BAH	Quantico, VA	703	
	FBI/TICTU/BAH	Quantico, VA	703	
	FBI	Richmond, VA	804	
	Triton PCS	Berwyn, PA	610	
	Triton PCS	Berwyn, PA	610	
	Triton PCS	Berwyn, PA	610	
	Triton PCS	Richmond, VA	804	
	Triton PCS	Richmond, VA	804	
	Triton PCS	Richmond, VA	804	
	Triton PCS	Richmond, VA	804	
	Triton PCS	Berwyn, PA	610	Not provided

2. Background/Purpose

- TICTU Liaison efforts with [redacted] a member of [redacted] were arranged to gain an understanding of policies and interconnection techniques in [redacted] markets. [redacted] operates in Virginia, North Carolina, South Carolina, Tennessee and Georgia. Although [redacted] holdings they are not involved in any of [redacted] daily operations
- This meeting was coordinated through [redacted] Security Division, directed by [redacted] is located in Berwyn, PA. All court orders and subpoenas are processed out of the Berwyn, PA location.

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3. Discussion

- Following introductions [redacted] began the presentation by providing an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team [redacted] narrated portions of the Powerpoint presentation that had been customized for [redacted] "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

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  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments with emphasis placed on [redacted]
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- [redacted] wireless technology.
- [redacted] provide the switching environment for [redacted]
- [redacted] switches to be in compliance for electronic surveillance requests.
- [redacted] has approximately eight hundred thousand subscribers.
- [redacted] processes a combination of eighteen hundred subpoenas and court orders yearly.
- [redacted] began a discussion on local number portability (LNP). [redacted] stated the concerns LNP raises pertaining to matters of electronic surveillance. Furtherance of this discussion was tabled for a later date.
- Per the request of [redacted] outlined the field offices that fall within [redacted] operating venue.
- [redacted] asked who within the FBI is authorized to sign subpoenas and how can those signatures be validated? [redacted] stated that only supervisors, Assistant Special Agents in Charge (ASAC), sign subpoenas. He suggested that if there is any question of signature validity they could contact the US Attorneys office for substantiation. [redacted] explained that a carrier "acts in good faith" unless there is a reason to believe a subpoena on its face is invalid.
- Throughou [redacted] presentation on technical challenges, representatives of [redacted] were extremely interactive and posed many questions for discussion. [redacted] outlined some of the issues with [redacted] current method of delivery, such as with not being able to capture the stop time of unanswered calls.
- Members of [redacted] stated they are currently discussing a frame relay method. [redacted] concurred that this method works well for [redacted]
- Lengthy discussions ensued on the [redacted] system. [redacted] offered members of [redacted] DCS 3000 software to utilize as an internal trouble shooting mechanism. He elucidated that this software was not meant to replace the [redacted] system only to use for verification and testing data.
- [redacted] explained tha [redacted] processes a fair amount of FISA orders each year. He further stated that while attempting to obtain the secret clearance necessary to administer FISA orders, a representative of the FBI Philadelphia field office stated that they were no longer processing security clearances do to lack of funding. [redacted] assured [redacted] that he would look into this.
- [redacted] raised concerns of NOC personnel having knowledge of "taps" and questioned why they are not required to have secret clearances [redacted] addressed his co-workers concerns and a general discussion ensued on integrity. [redacted] suggested that members of [redacted] just follow best practices to alleviate any such issues.
- [redacted] asked what carriers are entitled to charge to recuperate their costs for electronic surveillance. [redacted] gave [redacted] a thumbnail cost based on the average amount that carriers are charging.
- [redacted] stated that [redacted] would be interested in attending the upcoming Regional Conference.

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4. Action Items

- [redacted] to provide DCS 3000 Software to [redacted]
- [redacted] to keep [redacted] informed of upcoming Regional Conference details.
- [redacted] to contact [redacted] to discuss LNP.
- [redacted] to contact TS [redacted] of the Philadelphia field office to address their policy on on assisting carriers with security clearances.

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5. Attachments

- 031022 Triton-Suncom – PowerPoint presentation in .pdf format

TRIP REPORT

Birch Telecom
2020 Baltimore Avenue – 4th Floor
Kansas City, MO 64108

Thursday, April 8, 2004 – 9:00 a.m. to 11:15a.m.

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1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703-	
	FBI/Kansas City	Kansas City, MO	816-	
	FBI/TICTU/BAH	Quantico, VA	703-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	
	Birch Telecom	Kansas City, MO	816-	

2. Background/Purpose

- TICTU liaison efforts with [redacted] were arranged to gain an understanding of policies and interconnection techniques in their wireline markets. [redacted] has over 500,000 subscribers in 50 markets within 12 southern states (North Carolina, South Carolina, Tennessee, Kansas, Missouri, Oklahoma, Texas, Louisiana, Mississippi, Alabama, Florida and Georgia.
- Within their various market areas [redacted] provides competitive local exchange (CLEC) services. Under the brand name [redacted] services are also offered.
- This meeting was initially requested by TTA [redacted] of the Kansas City Field Division. Arrangements were coordinated by [redacted] and [redacted]

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3. Discussion

- Following introductions [redacted] began the presentation by providing an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for [redacted] "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

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- ELSUR: Statutory Authority and Statistics
- Typical Investigative Chronology
- Review of an Actual Kidnapping Investigation
- Addressing Technical Challenges for Specific Switch Environments with emphasis placed on [redacted] switches.
- Carrier Systems Security and Integrity
- Carrier/Law Enforcement Relationships

- [redacted] acknowledged having [redacted] switches in operation. Their Houston and Dallas location switches are loaded with [redacted] generic software, which is purportedly CALEA compliant. Three additional [redacted] switches (in Wichita, KS, St. Louis, MO and Kansas City, MO are loaded with the [redacted] generic. [redacted] anticipates upgrading those three switches to [redacted] in the very near future in order to satisfy CALEA obligations.
- [redacted] also has one [redacted] switch in operation. A single [redacted] switch is in place but is not serving end-users.
- [redacted] reportedly is early in the process of selecting a vendor for future soft switches to replace their circuit switched devices.
- [redacted] management has not objection to allowing the installation of FBI equipment (i.e. routers, modems, etc.) in their central office facilities.
- [redacted] pointed out that they backhaul a great deal of traffic in various market areas to switch facilities in Kansas City. He inquired as to how they would interconnect with the FBI office in, say, Atlanta. [redacted] explained the internal DCSNet facilities and suggested that the FBI would assume responsibility for forwarding data from the nearest point of presence to the appropriate field office.
- [redacted] inquired whether or not there exists a list of soft switches, which are known to be CALEA compliant. [redacted] explained the testing process and suggested that [redacted] contact the Advanced Telephony Unit for further information.
- [redacted] acknowledged that both he and [redacted] hold 'secret" clearances, accept FISA orders, and maintain approved security containers for the storage of classified orders and National Security Letters.
- [redacted] noted that they had been approached by a number of companies offering to handle ELSUR issues on their behalf. He asked if such subcontracting was advisable. [redacted] stated that the FBI does not make endorsements of any such offerings. Determinations of this nature must be made by the management of each individual carrier.
- [redacted] tated that, until all switches were fully CALEA compliant [redacted] would ensure that a "listening station" is made available so facilitate ELSUR activities at the central office location.
- [redacted] provided [redacted] with an outreach binder and copy of the Powerpoint presentation on CD.

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4. Action Items

- [redacted] to provide the DCS 3000 software and documentation to [redacted] through [redacted]
- [redacted] agreed to compile and forward a list of switches, switch locations and service areas to the FBI through [redacted]
- [redacted] to complete and return the "Carrier Contact Information Sheet" to [redacted]

5. Attachments

- 040408 Birch Telecom.ppt – PowerPoint presentation

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TRIP REPORT

Conversent Communications
313 Boston Post Road
Marlboro, MA 01752

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Monday, June 14, 2004 • 2:00 p.m. – 4:00 p.m.

1. Participants

Name	Representing	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU/BAH	Maplewood, NJ	973	
	FBI	New Haven, CT	203	
	Conversent	New Haven, CT	203	
	Conversent	Providence, RI	401	
	Conversent	New Haven, CT	203	
	Conversent	Marlboro, MA	508	
	Conversent	New Haven, CT	203	

2. Background/Purpose

- In response to a request from TTA [redacted] New Haven Field Office, TICTU liaison efforts with Conversent Communications were arranged to gain an understanding of Conversent policies and ELSUR interconnection techniques.

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- [redacted] coordinated this meeting.

3. Discussion

- Following introductions [redacted] provided an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team [redacted] narrated portions of the Powerpoint presentation that had been customized for Conversent Communications; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

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  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments with emphasis placed on the [redacted] switch.

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  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- Founded in 1998, Conversent Communications is a facilities-based, competitive local exchange carrier (CLEC) that focuses on business customers along the northeast corridor. They currently support 30,000 business subscribers (with a total of 200,000 lines) from southern Maine to New Jersey. They do not lease switch space from any incumbent LECs.
- Conversent operates six [redacted] switches, four of which run the 16.2 software load. The remaining two switches, serving their NY and NJ markets, are soon to be upgraded from their [redacted] software release.

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- [redacted] noted that [redacted] receives a small number of subpoenas each month and has only accommodated a few pen register/Title III orders since launching their services. All such orders are handled through their corporate office in Marlboro, MA.
- Having discussed security needs, [redacted] indicated that they would likely seek a security clearance for one or more employees through the New Haven field office.
- [redacted] technical representatives expressed interest in the [redacted] interconnection method and asked for assistance in obtaining more comprehensive documents on this [redacted] feature. [redacted] suggested that they contact [redacted] with whom [redacted] has dealt in the past.
- It was agreed that testing between [redacted] and the New Haven FBI field office would be coordinated through [redacted] in the near future.

4. Action Items

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- [redacted] to provide DCS 3000 Software to [redacted]

5. Attachments

- 040614 Conversent Guide to ELSUR.PDF – PowerPoint presentation (Adobe Acrobat format)

Respectfully submitted,

[redacted]

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MEETING REPORT

Booz | Allen | Hamilton

Nextel Communications, Inc.
2001 Edmund Halley Drive
Reston, VA 20191
Thursday, November 29, 2001 – 1:00 p.m. – 3:15 p.m.

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1. Participants

Name	Representing	Location	Phone	E-Mail
	Nextel	Reston, VA	(703)	
	Lucent Technologies	Naperville, IL	(630)	
	Nextel Technologies	Reston, VA	(703)	
	Nextel/NTS	McLean, VA	(703)	
	Nextel/NTS	McLean, VA	(703)	
	Nextel/NTL	McLean, VA	(703)	
	Nextel	Reston, VA	(703)	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	

2. Background/Purpose

- The meeting was called to discuss how the introduction of tandem switches would affect ELSUR operations in the wireless network.

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3. Discussion

- Following roundtable introductions, distributed a "Nextel Gateway MSC CALEA Solution" document (dated June 20, 2001) and described the introduction of switches. This document had been the topic of discussion with CIS representatives last June.
- A pair of switches ("GTS") will be installed in each of five markets; New York, Chicago, Southern California, Florida and Detroit.

- It has been determined that, once the [redacted] tandems are in place, certain calls destined for ELSUR targets will go undetected. This will occur in three scenarios:
  - Calls which are unconditionally forwarded to voicemail (as may be programmed by a subscriber),
  - Calls which are unconditionally forwarded to any other number (as may be programmed by a subscriber), and
  - Calls which are unconditionally forwarded to any other number, including voicemail, as a result of the subscriber being "detached" (i.e. out of coverage area, handset turned "off")
- To address these scenarios, [redacted] has contracted with [redacted] for the installation of a [redacted] system, to be located at a central facility in Elmhurst, IL, a suburb of Chicago. The [redacted] is intended to provide J-STD output through interconnection to all ten [redacted] switches.
- This design is intended to satisfy CALEA requirements in the five [redacted] markets when used as a *supplement* to other CDC and CCC connections made to [redacted] switches in those areas.
- The point of presence/demarcation point for all five markets will be Elmhurst, IL. Call content (CCC) will be delivered to law enforcement over dedicated T1 trunks from the [redacted] Call-related data (CDC) will require an agency to use [redacted] circuits.
- [redacted] acknowledged that the solution might present prohibitive costs, especially to state and local law enforcement agencies. He indicated that this had been a topic of previous discussions with CIS.
- [redacted] expressed concern over the manner in which the [redacted] device closes TCP/IP connections after each call, resulting in data loss. The FBI has developed an interim "fix" for this problem but it is doubtful that it will accommodate the volume of traffic that is likely to be encountered. A preferable solution would be to make the "H" interface a permanent connection. [redacted] stated that he would explore this with [redacted]
- Discussion turned to the possibility of collectively routing data (CDC) from the [redacted] and the [redacted] to an adjunct server. This server could be configured to deliver data via a permanent circuit or via a "store and dump" function.
- [redacted] offered [redacted] use of the DCS-3000 [redacted] software as a tool to test various configurations and support interim solutions.
- After extended discussion parties tentatively agreed to the following:
  - An interim solution will be implemented until such time as [redacted] has completed necessary [redacted] modifications.
  - The ten tandems will be temporarily configured to deliver call content via dial-out on ISUP trunks.
  - Two adjunct servers (one Vanguard, one [redacted] will be temporarily installed in Elmhurst, facilitating CDC delivery via a permanent connection or via a "store and dump" function.
- [redacted] expressed the FBI's preference for CCC delivery via dial-out, acknowledging that such a decision lies with the carrier.
- [redacted] noted that interest in iDEN technology was growing within the international law enforcement community and inquired if [redacted] might be willing to participate in future forums. [redacted] said he would gladly consider participation when further details were made available.

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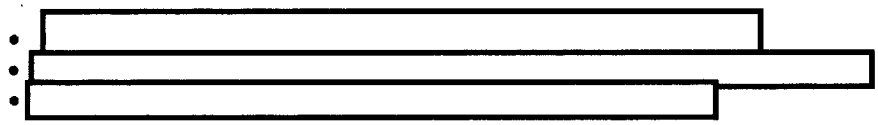
4. Issues/Action Items

Issue: Configuration of "H" interface as a permanent connection from [redacted]
Action: [redacted] to discuss with [redacted]

Issue: Installation/testing of adjunct Vangua[redacted] servers in Elmhurst, IL
Action: [redacted] to coordinate.

Attachments



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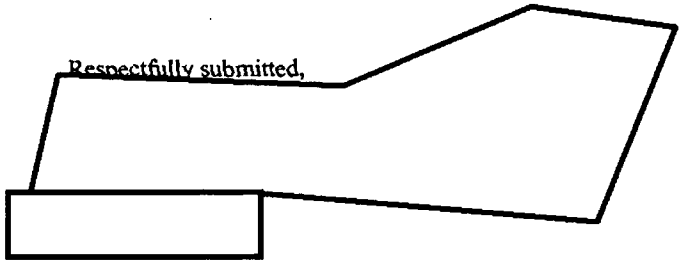
Respectfully submitted,



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MEETING REPORT

Booz | Allen | Hamilton

CALEA Implementation Section (CIS)
Telecommunications Intercept and Collection Technology Unit (TICTU)
FBI Engineering Research Facility
Quantico, VA 22135
Wednesday, December 19, 2001 – 9:30 a.m. – 11:00 a.m.

1. Participants

Name	Representing	Phone
[redacted]	FBI/CTS/TICTU	703 [redacted]
	FBI/CTS/TICTU	703
	FBI/CTS/TICTU	703
	FBI/CTS/TICTU	703
	FBI/CTS/TICTU	703
	FBI/CITS/TICTU	703
Michael Clifford, Section Chief	FBI/CIS	703
[redacted]	FBI/CIS/SPAU	703
	FBI/CIS/WTU	703
	FBI/CIS	703
	FBI/CIS	703
	FBIITB	703
	FBI/OGC	703
	DEA	703

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2. Background/Purpose

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- The meeting was called to discuss ELSUR interconnection issues affecting two carriers [redacted] and various issues of common interest to the CALEA Implementation Section (CIS) and the Telecommunications Intercept and Collection Technology Unit (TICTU).

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3. Discussion - Following introductory remarks by [redacted] the following topics were discussed:

- [redacted]
  - [redacted] provided an overview of the interconnection scheme to be utilized by [redacted] Noting that it was a generally good design, [redacted] pointed out that the content of communications (CCC) would be lost when a targeted wireless customer roams outside of the market in which the intercept is provisioned (see attachment).
  - Ensuring that all communications is intercepted would necessitate the installation of T1 circuits to a DACS in each market area. In addition to the expense, the installation of a T1 cannot be accomplished rapidly, a detriment to investigations in which the time factor is critical (i.e. kidnapping case).
  - As an alternative, [redacted] suggested that [redacted] consider using a dialout capability in the wireless switches in each [redacted] market.

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- [redacted] questioned if roaming were an issue in many ELSUR operations. [redacted] suggested that a large percentage of intercepts were impacted since roaming and anonymity are appealing features to the criminal element.

- [redacted] provided an overview of an issue associated with the "Interconnect" feature in the [redacted] wireless network (see attachments).
  - [redacted] explained that interconnect calls pass through a [redacted] which determines the format in which targeted communications (CCC) are sent to a monitoring facility (VSELP or PCM). If sent as VSELF it is critical that SS7 trunks are used for the ISDN connection.
  - TICTU has encountered situations in which the switch has selected MF (analog) trunks for the delivery of the content. The result is that the VSELP encoded data cannot be properly decoded at the monitoring facility.
  - The issue is resolved when a carrier applies appropriate translations to ensure that only SS7 trunks are used. However, the remainder of the delivery path to the monitoring facility is not under control of the wireless carrier. Hence, there can be no guarantee that SS7 circuits will be used exclusively throughout the delivery path.
  - [redacted] suggested that CIS request [redacted] to pursue an "upstream" solution, wherein all intercepted data would be converted to PCM before delivery to the law enforcement monitoring facility. This would solve a technical obstacle and also universally benefit the manufacturers of collection box equipment. The contract between CIS and [redacted] provides for such contingencies and noted that costs are negotiable.
  - [redacted] noted that, since PCM can be delivered on SS7 or MF trunks, an added benefit would be that inexpensive dialout circuits would be sufficient for switch/LEA connections. He also described a "bit adjustment" solution that is currently being developed with some success.
  - [redacted] mentioned that [redacted] has been less than responsive when inquiries have been made regarding VSELP issues by the manufacturers of collection boxes (LEM).
  - [redacted] noted that [redacted] should be disclosing this info to all LEMs and stated he would contac[redacted] to discuss this.
  - [redacted] suggested that [redacted] might consider this anomaly a "delivery" issue that is outside the scope of their contract with CIS. He also cautioned that [redacted] as the affected carrier, might not agree to that type of network change.
  - Mr. Clifford suggested that this issue must be explored thoroughly before [redacted] is approached. It would be important to ge[redacted] support and consider the financial factors as well. It would be advisable to identify all practical technical solutions, including a "bit adjustment" scheme mentioned by [redacted] before contacting [redacted]
  - Mr. Clifford requested a brief technical document that explains the issue and [redacted] agreed to provide one.
  - [redacted] nquired as to whether this solution might require modification to the [redacted] switch as well as the TRAU. That would affect the cost of any solution.
  - Mr. Clifford stated that timeliness and costs were important issues as, aside from supplemental efforts, the funds needed by CIS for the completion of their tasks were not available through FY03. CIS is seeking [redacted] n supplemental funds.

- [redacted] introduced a matter involving [redacted] and the installation of tandem switches in their major market areas (see attachments).
  - [redacted] eviewed several network configurations which included the ten (10) [redacted] switches that [redacted] will install. It is necessary to address these switches as there are circumstances under which forwarded calls may not be intercepted.
  - [redacted] noted that, as an interim measure, the FBI could provide a DCS-3000 system to address the issue for a period of 4-6 months until all [redacted] were in place and certain [redacted] modifications were complete. This will address ELSUR concerns and save [redacted] a substantial sum of money.

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- [redacted] noted that we have deployed a DCS-3000 in other carrier environments and now have a waiver from the Attorney General to freely distribute the software to other law enforcement agencies. *It is no longer considered the "loan of technical equipment."*
- [redacted] brought the group's attention to recent press attention to Comverse InfoSys. He stressed the need to consider what responsive efforts, if any, might be appropriate.
  - [redacted] noted that security issues such are these appear to be the responsibility of a carrier pursuant to their Section 105 "Carrier System Security and Integrity" (SSI) obligations.
  - [redacted] suggested that it might be wise to ask carriers how they address this type of security issue.
  - Mr. Clifford noted that SSI objectives are encapsulated in regulations promulgated by the FCC. Historically, the FCC has not supported security initiatives sought by the FCC (i.e. requiring background checks on certain carrier personnel). It may be appropriate to approach the FCC, describe the potential issue, and suggest supplemental FCC regulations.

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- Miscellaneous Issues:
  - [redacted] inquired as to the schedule for ISGs in the [redacted] network. [redacted] stated that there have been no changes subsequent to the list he recently provided.
  - [redacted] requested that CIS enhance coordination as it applies to testing arrangements. In lieu of increased levels of activity and travel advance notice of test dates is essential. [redacted] agreed to provide regular updates to the test schedule and will also check on the status of overdue [redacted] equipment.
  - [redacted] A voice-activated dialing system is to be tested in the near future. The system utilized an adjunct processing device which, at the present time, does not output dialed digits over the CDC. *This issue is being investigated.*
  - [redacted] noted that a new pod would be added to ERF. Facility requirements are sought and are due by the end of January 2002. [redacted] encouraged all participants to provide any input on any attributes and/or features that may be desired by CIS or TICTU.

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4. Issues/Action Items

Issue: Written description of [redacted] issue is required by CIS.
Action: [redacted] to provide to CIS.

Issue: Coordination of CIS/Carrier testing
Action: [redacted] to ensure that TICTU is notified in a timely fashion.

Issue: Suggestion for future pod construction at ERF.
Action: All parties to consider and forward suggestions to [redacted]

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5. Attachments

- [redacted] - Meeting handouts
- [redacted] - Powerpoint presentation

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Respectfully submitted,

[redacted]

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TRIP REPORT

Booz | Allen | Hamilton

McLeod USA
401 North 2nd Avenue – Suite 1036
Minneapolis, MN 55426

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Monday, August 26, 2002 • 1:00 p.m. – 4:00 p.m. b7C

1. Participants

Name	Title/Organization	Location	Phone	E-Mail
	SSA, FBI/TICTU	Quantico, VA	703	
	Electrical Engineer, FBI/TICTU	Quantico, VA	703	
	Senior Associate, Booz | Allen | Hamilton	Quantico, VA Maplewood, NJ	703 973	
	Mgr. Switch Engineering McLeod USA	Minneapolis, MN	612	
	Sr. Eng. – Translations McLeod USA	Minneapolis, MN	612	
	Switch Engineer McLeod USA	Minneapolis, MN	612	
	5ESS Switch Engineer McLeod USA	Minneapolis, MN	612	
	5ESS Switch Engineer McLeod USA	Minneapolis, MN	612	
	Project Manager McLeod USA	Minneapolis, MN	612	
	Dir. Switch Engineering McLeod USA	Minneapolis, MN	612	

2. Background/Purpose

- [redacted] Technical Advisor to the Minneapolis Division, initiated this meeting through a request for field office assistance. The purpose was to gain an understanding of McLeod USA policies and interconnection techniques in support of FBI ELSUR operations in their market areas. (Note: Due to a scheduling conflict, TA [redacted] was unable to attend.)

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3. Discussion

- Following introductions [redacted] began the presentation by providing an overview of the TICTU organization and mission [redacted] narrated portions of the Powerpoint presentation that had been customized for McLeod USA: "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

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  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Actual Investigation

- Addressing Technical Challenges
- Carrier Systems Security and Integrity
- Carrier/Law Enforcement Relationships

- McLeod USA is a competitive local exchange carrier (CLEC) with active operations in 25 states. Their activities are generally focused on markets in which the incumbent LEC is Ameritech and SBC. Their corporate offices are located in Cedar Rapids, Iowa and another major provisioning facility is located in Tulsa, OK. McLeod USA absorbed the operations of the former Innovation Communications.
- As a CLEC, McLeod has switching components collocated in [redacted] facilities. One [redacted] switch is located at their facility in Minneapolis, MN.
- [redacted] models dominate the McLeod USA switching environment. They also operate several long distance switches [redacted]. All their [redacted] switches utiliz[redacted] modules and the maximum number of [redacted] in any switch is presently [redacted]
- McLeod USA's has chosen [redacted] as their voicemail server platform in [redacted] of their markets. However, they are delaying the purchase and installation o[redacted] police surveillance" option until such time as there is a demonstrated need. A small number of [redacted] voicemail processors are also in use. In either system, messaging is provisioned for a 30-day retention period.
- At the present time McLeod USA is exploring a partnership arrangement to provide telephone services over cable. The partnership was not further identified.
- [redacted] explained the common interconnection options that are available on the [redacted] and [redacted] platforms [redacted] indicated that McLeod USA would prefer to terminate a [redacted] circuit within their switching facilities and would permit the FBI to install any required packet assembler/disassembler (PAD), router and/or modem equipment. In discussing hardware McLeod USA expressed a preference for components that were DC powered.
- [redacted] suggested that a [redacted] series router might be appropriate and agreed to provide specifications and power requirements for any equipment that might be installed.
- [redacted] explained that access to central office facilities would need to be carefully scheduled as coordination with the incumbent local exchange carrier is necessary.
- [redacted] in response to an inquiry, stated that they would continue to support local loop intercepts as necessary. However, this method is made more complicated for [redacted] facilities/resources, not under the control of McLeod USA, are also required.
- [redacted] suggested that McLeod USA consider the creation of a guide to law enforcement agencies on their ELSUR procedures and cost schedule. Local field office assistance was offered should McLeod USA wish to have select personnel seek a security clearance.
- [redacted] eviewed the role played by the DCS-3000 software, adding that he could make the application available to [redacted] for the purposes of testing.
- [redacted] explained that TICTU personnel would conduct the installation efforts and conduct operational tests with the local field office.

4. Action Items

- [redacted] will emai[redacted] a copy of this presentation in adobe acrobat format.
- [redacted] will follow up with [redacted] on equipment specifications, DCS-3000 software and router configuration scripts.

5. Attachments

- [redacted] – Powerpoint presentation

Respectfully submitted,

[redacted]

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TRIP REPORT

Booz | Allen | Hamilton

Mid-Rivers Communications (host)
408 First Street West
Roundup, MT 59072

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Tuesday, October 8, 2002 • 10:00 a.m. – 3:00 p.m.

1. Participants

Name	Title/Organization	Location	Phone	E-Mail
	SSA, FBI/TICTU	Quantico, VA	703	
	Electrical Engineer, FBI/TICTU	Quantico, VA	703	
	Senior Associate, Booz | Allen | Hamilton	Quantico, VA Maplewood, NJ	703 973	
	SSA FBI, Salt Lake City Div.	Salt Lake City, UT	801	
	FBI, Salt Lake City Div. (BAE Contractor)	Salt Lake City, UT	801	
	Range Telephone Cooperative, Inc.	Forsyth, MT	406	
	Range Telephone Cooperative, Inc.	Forsyth, MT	406	
	Range Telephone Cooperative, Inc.	Forsyth, MT	406	
	Range Telephone Cooperative, Inc.	Forsyth, MT	406	
	Range Telephone Cooperative, Inc.	Forsyth, MT	406	
	Lincoln Telephone	Lincoln, MT	406	
	3 Rivers Communications	Fairfield, MT	406	
	3 Rivers Communications	Fairfield, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Glendive, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Glendive, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Glendive, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Roundup, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Roundup, MT	406	
	Mid-Rivers Telephone Cooperative, Inc.	Circle, MT	406	
	Triangle Telephone	Havre, MT	406	

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Name	Title/Organization	Location	Phone	E-Mail
	Triangle Telephone	Havre, MT	406	
	Nemont Telephone	Scobey, MT	406	
	Nemont Telephone	Scobey, MT	406	
	Nemont Telephone	Scobey, MT	406	
	Project Telephone	Worden, MT	406	
	Sagebrush Cellular	Glasagow, MT	406	
	Northwest Communi-cations Cooperative, Inc.	Ray, ND	701	
	Northwest Communi-cations Cooperative, Inc.	Ray, ND	701	

2. Background/Purpose

- of Mid-Rivers Communications requested this meeting through SSA of the Salt Lake City Division offered to host the forum for other Montana and western North Dakota carriers as well. Mid-Rivers also offered a testbed opportunity on their switch, a wireline platform on which TICTU had not previously tested.
- The majority of attendees represented rural wireline local exchange carriers. Many of the companies also offered ISP services.

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3. Discussion

- Following introductions began the presentation by providing an overview of the TICTU organization and mission narrated portions of the Powerpoint presentation that had been customized for the many carriers in attendance; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- Following the presentation, questions from carrier participants centered on various elements of costs, charges and reimbursement opportunities. Responses were necessarily limited to the manner in which carriers may elect to charge law enforcement entities when they perform ELSUR activities in response to a court order. Questions on initial costs were referred to the CALEA Implementation Unit.

- As a number of companies were Internet Service Providers, an explanation was made as to the distinct missions of the Data Intercept Technology Unit (DITU) and the Telecommunications Intercept and Collection Technology Unit (TICTU).

- Following a lunch break, testing was initiated on the liv switch operated by Mid-Rivers Communications. Representatives of numerous other carriers observed the testing process. Mid-Rivers had previously installed the requisite hardware and software offered by their vendor). Prior to this time, there had been no opportunity for operational testing with a law enforcement agency.

- It was apparent that the CALEA solution utilized components. For the purposes of this initial test, the CDC connectivity to a DCS-3000 device was provided by a connection. In an actual installation, CDC delivery could be accomplished through the use of a router/modem pair installed at the end office switch voiced no objection to having law enforcement equipment located on their premises. b2 b7E

- Testing disclosed that the call content channel (CCC) could be delivered to a local or long distance directory number that would be provided by the law enforcement agency. No special dedicated circuits were required.

- All tests seemed to function properly. However, no attempt was made to apply the many call scenarios and variations that are addressed in J-STD025 or J-STD025A. was cautioned that this testing should not be deemed an "official" acceptance of the solution or a guarantee of compliance. b2

- Many carriers expressed interest in the DCS-3000 software as a tool for their own testing purposes. agreed to provide a copy of the latest release to each participating carrier organization. b2 b6 b7C b7E

4. Action Items

- to provide each participating carrier with a copy of the DCS-3000 software suite and installation/operation guide. b6 b7C

5. Attachments

- 021008 Mid-Rivers Guide to ELSUR.pdf – Powerpoint presentation in .pdf format

Respectfully submitted

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TRIP REPORT

Booz | Allen | Hamilton

Northwest Telecom Carrier Group
Monitor Telephone Company (host)
15265 Woodburn Monitor Road NE, Woodburn, OR 97071

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Wednesday, December 11, 2002 • 8:30 a.m. – 4:00 p.m.

1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	(703)	
	FBI/TICTU	Quantico, VA	(703)	
	Booz Allen	Quantico, VA	(703)	
	FBI Field Office	Portland, OR	(503)	
	FBI Field Office	Portland, OR	(503)	
	Cascade Utilities	Estacada, OR	(503)	
	Cascade Utilities	Estacada, OR	(503)	
	Western Independent Networks	Beaver Creek, OR	(503)	
	St. Paul	St. Paul, OR	(503)	
	Colton Telephone	Colton, OR	(503)	
	Colton Telephone	Colton, OR	(503)	
	RT Communications	Worland, WY	(307)	
	RT Communications	Worland, WY	(307)	
	Monroe Telephone	Monroe, OR	(541)	
	Beaver Creek Tel.	Beaver Creek, OR	(503)	
	Oregon Telephone	Mt. Vernon, OR	(541)	
	SMTA/ Scio Telephone	Scio, OR	(503)	
	SMTA/ Scio Telephone	Scio, OR	(503)	
	PowerTelNet	Prosser, WA	(509)	
	Wahkiakum West	Rosberg, WA	(360)	
	Wahkiakum West	Rosberg, WA	(360)	
	TelAlaska	Anchorage, AK	(907)	
	Mt. Angel Telephone	Mt. Angel, OR	(503)	
	Pioneer Telephone	Philomoth, OR	(541)	
	Pioneer Telephone	Philomoth, OR	(541)	
	Table Top Telephone	Ajo, AZ	(520)	
	Mt. Angel Telephone	Mt. Angel, OR	(503)	
	GVNW	Tualatin, OR	(503)	
	GVNW	Tualatin, OR	(503)	
	GVNW	Tualatin, OR	(503)	
	Nehalem Telephone	Nehalem, OR	(503)	
	Monitor Telephone	Monitor, OR	(503)	
	Monitor Telephone	Monitor, OR	(503)	
	Monitor Telephone	Monitor, OR	(503)	
	Stayton Coop.	Stayton, OR	(503)	N/A

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Name	Organization	Location	Phone	E-Mail
	Molalla Comm.	Molalla, OR	(503)	
	Molalla Comm.	Molalla, OR	(503)	
	Molalla Comm.	Molalla, OR	(503)	
	Canby Telephone Association	Canby, OR	(503)	
	Canby Telephone Association	Canby, OR	(503)	
	Western Independent Networks	Tualatin, OR	(503)	
	Western Independent Networks	Beaver Creek, OR	(503)	

2. Background/Purpose

- [redacted](GVNW Consulting) offered to coordinate this gathering of service providers in the northwest region of the country, having been advised of our previous presentation in Montana. Monitor Telephone Company agreed to host the meeting. The majority of attendees represented rural wireline local exchange carriers. Many of the companies also offer ISP services.

3. Discussion

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- Following introductions [redacted] began the presentation by providing an overview of the TICTU organization and mission. [redacted] narrated portions of the Powerpoint presentation that had been customized for the many carriers in attendance; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:
  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges
    - [redacted]
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

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- During and following the presentation, questions from carrier participants centered on various elements of interconnection methods. Several questions on extension requests were referred to the CALEA Implementation Unit.
- Carriers were requested to complete "Carrier Information Sheets" reflecting current company contact information for ELSUR issues.
- Following a lunch break, individual consultations were held with several representatives, again centering on interconnection techniques.

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- Many carriers expressed interest in the DCS-3000 software as a tool for their own testing purposes. [redacted] agreed to provide a copy of the latest release to each participating carrier organization.
- Each carrier was provided with a binder containing comprehensive information related to ELSUR authorizations, statistical reports, FCC regulations, CALEA Sec. 105 and J-STD025.

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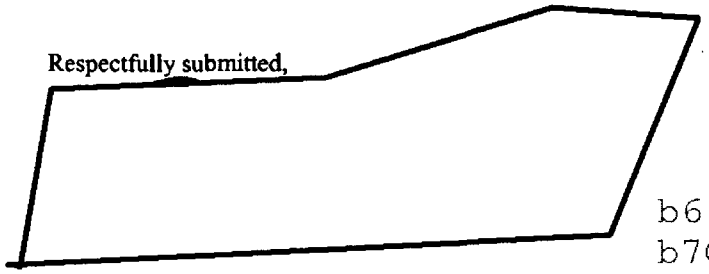
4. Action Items

- [redacted] to provide any interested carrier with a copy of the DCS-3000 software suite and installation/operation guide.
- [redacted] to provide copy of switch interconnection slides and copies of "Carrier Info Sheets" to TA [redacted] Portland Division. (completed 12/13/02)

5. Attachments

- GVNW-Portland - Guide to ELSUR.pdf – Powerpoint presentation in .pdf format
- GVNW-Portland-Carrier Info Sheets.pdf

Respectfully submitted,



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TRIP REPORT

FBI/TICTU – ATU Meeting with i-Wireless
4135 N.W. Urbandale Drive
Urbandale, Iowa, 50322

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Wednesday, September 15, 2004 – 10:00 a.m. to 12:00 p.m.

1. Participants

Name	Representing	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Richmond, VA	804	
	FBI/TICTU	Quantico, VA	703	
	FBI/ATU	Quantico, VA	703	
	FBI/ATU	Quantico, VA	703	
	i- Wireless	Urbandale, IA	515	
	i -Wireless	Urbandale, IA	515	
	i -Wireless	Urbandale, IA	515	
	i -Wireless	Urbandale, IA	515	
	i -Wireless	Urbandale, IA	515	
	i -Wireless	Urbandale, IA	319	
	i Wireless	Urbandale, IA	515	

2. Background/Purpose

- TICTU/ATU liaison efforts with i-Wireless were arranged to gain an understanding of i-Wireless' policies and ELSUR interconnection techniques.
- This meeting was coordinated through [redacted] is a Network Engineer for i-Wireless and has worked with the TICTU engineers to establish [redacted] based on an initial request from the Springfield Division. [redacted] is the primary point of contact for ELSUR operations.

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3. Discussion

- [redacted] opened the meeting with introductions and a brief overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] followed with a description of the mission of the Advanced Technology Units' Wireless Intercept Tracking Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for i-Wireless; "A Carrier's Guide to Electronic Surveillance." The presentation provided

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insight into the following areas:

- ELSUR: Statutory Authority and Statistics
- Typical Investigative Chronology
- Review of an Actual Kidnapping Investigation
- Addressing Technical Challenges for Specific Switch Environments with emphasis placed on the [redacted] switch.
- Wireless Intercept Tracking Team (WITT) Overview
- Carrier Systems Security and Integrity
- Carrier/Law Enforcement Relationships

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- i-Wireless is a privately owned company that was established in 1998 and provides wireless GSM service in Iowa and Illinois.
- i-Wireless also offers prepaid wireless service. [redacted] indicated that proper identification for new subscribers is required at the time of purchase.
- i-Wireless processes approximately 120 subpoenas monthly. Since 1998, they have processed five criminal ELSUR orders, and one FISA order.
- i-Wireless currently offers GSM technology utilizing a [redacted] switch with software load M-11 located in Cedar Rapids, Iowa. This switch currently supports approximately 300 cell sites.
- Since i-Wireless is a privately owned company, they were reluctant to offer the exact number of subscribers they have. One representative disclosed that they had more than fifty thousand subscribers.
- Throughout the presentations, members of i-Wireless interacted with questions and comments for the TICTU and ATU representatives.
- [redacted] addressed representatives of i-Wireless explaining the differences between Title III and Title 50 (FISA) court orders. He further explained that after 9/11/2001 the FBI's primary focus has shifted towards National Security investigations.
- A comprehensive discussion about the delivery of CDC and CCC ensued during the "Technical Challenges" portion of the presentation. When asked [redacted] explained the FBI's position on VPN delivery of CDC information.
- [redacted] stated that although representatives of [redacted] claim that the [redacted] is CALEA compliant it is not J-STD-025 compliant.
- [redacted] stated that the FBI is willing to test the CDC data with [redacted] and could alter the DCS 3000 software to adapt to the message format that i-Wireless delivers. Once this is completed he will provide i-Wireless with the DCS 3000 software to use for future internal testing.
- Members of i-Wireless agreed to provide the FBI with cell site data that is needed for tracking operations.
- [redacted] stated that for GPRS deployment i-Wireless utilizes [redacted] infrastructure and asked if [redacted] should be addressed in court orders for GPRS intercepts. [redacted] explained that more than likely that would be the case, but it would be up to the legal entities of [redacted] and i-Wireless to make that determination.
- i-Wireless seemed interested in attending future TICTU Regional Conferences.

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4. Action Items

- [redacted] to coordinate testing for connectivity and data delivery with [redacted]
- [redacted] to provide i-Wireless with DCS-3000 software upon implementation of upgrades necessary to adapt to [redacted] data format.
- [redacted] to coordinate the transfer of i-Wireless cell site data with [redacted]

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5. Attachments

- 040915 i-Wireless.PDF – PowerPoint presentation (Adobe Acrobat format)

Respectfully submitted,

[redacted]

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TRIP REPORT

Booz | Allen | Hamilton

FBI Field Office – San Juan
US Federal Office Building - Room 526
150 Carlos Chardon Avenue - Hato Rey, PR 00918

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Thursday, March 27, 2003 • 10:00.a.m. – 12:30 p.m.

1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	(703)	
	FBI/TICTU	Quantico, VA	(703)	
	Booz Allen	Quantico, VA	(703)	
	FBI, San Juan	San Juan, PR	(787)	
	FBI, San Juan	San Juan, PR	(787)	
	Verizon Wireless	San Juan, PR	(787)	
	Verizon Wireless	San Juan, PR	(787)	
	Verizon Wireless	San Juan, PR	(787)	
	Sprint	Guaynabo, PR	(787)	
	AT&T Wireless	Miramar,PR	(787)	
	Movistar	Guaynabo	(787)	
	Movistar	Guaynabo	(787	
	Movistar	Guaynabo	(787	
	Movistar	Guaynabo	(787	
			(787	
	Centennial PR	San Juan, PR	(787	
	Cingular	San Juan, PR	(787	

2. Background/Purpose

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- Liaison efforts with the carriers in attendance resulted from a request from San Juan field office personnel. This gathering was hosted by the FBI field office and included all carriers providing wireless services within the commonwealth of Puerto Rico.

3. Discussion

- Following introductions [redacted] began the presentation by providing an overview of the FBI/TICTU organization and mission. [redacted] narrated portions of the Powerpoint presentation that had been customized for the hosted participants; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:
  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments, including;
    - [redacted] (GSM technology)

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- [redacted]
- Carrier Systems Security and Integrity
- Carrier/Law Enforcement Relationships

- [redacted] also reviewed future switch enhancements that will enable CDC and CCC channels to be interconnected to FBI collections points via dial-out circuits. Data will be transported as GR-30 information in a manner similar to "Caller ID."
- Carriers in attendance expressed interest in the DCS-3000 software and the ability to use the application to test their individual CALEA-type solutions. [redacted] agreed to provide carriers with a copy of the software and documentation at no cost.
- [redacted] distributed an ELSUR Contact/network information sheet to each carrier and requested that they be returned via FAX. This information is to be posted on the Intranet resources available to all field office technical personnel.

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4. Action Items

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- [redacted] to provide carriers with a soft copy of the Powerpoint presentation that was reviewed during the meeting as well as the DCS-3000 application for distribution to the attendees.
- It was requested that a "Carrier Outreach" binder be sent to [redacted] SprintPCS, Metro Office Park, Suite #1, Guaynabo, PR 00968 (shipped on 03/28/03)

5. Attachments

- PuertoRico-Guide to ELSUR.pdf – Powerpoint presentation in .pdf format

Respectfully submitted,

[redacted]

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TRIP REPORT

Booz | Allen | Hamilton

Telephone Apprenticeship Safety & Training
1615 Capitol Way, Suite 204
Bismarck, ND 58501

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Wednesday, April 2, 2003 • 10:00 a.m. – 1:30 p.m.

1. Participants

Name	Organization	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	(703)	
	FBI/TICTU	Quantico, VA	(703)	
	Booz Allen	Quantico, VA	(703)	
	Booz Allen	Stafford, VA	(540)	
	Telepgone AT&S	Bismarck, ND	(701)	
	SRT Wireless/ Communications	Minot, ND	(701)	
	Reservation Telephone	Parshall, ND	(701)	
	Reservation Telephone	Parshall, ND	(701)	
	IdeaOne Telecom	Fargo, ND	(701)	
	IdeaOne Telecom	Fargo, ND	(701)	
	Wikstrom Telephone	Karlstad, MN	(218)	
	Polar Communications	Park River, ND	(701)	
	Polar Communications	Park River, ND	(701)	
	Consolidated Telecom	Dickinson, ND	(701)	
	Consolidated Telecom	Dickinson, ND	(701)	
	Consolidated Telecom	Dickenson, ND	(701)	
	Northwest Com-munications Coop	Ray, ND	(701)	
	Northwest Com-munications Coop	Ray, ND	(701	
	Dakota Central	Carrington, ND	(701)	
	Dakota Central	Carrington, ND	(701)	
	BEK Communications	Steele, ND	(701)	
	BEK Communications	Steele, ND	(701)	
	North Dakota Telephone	Devils Lake, ND	(701)	

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	SRT Communications	Minot, ND	(701)		
	Midstate Communications	Beach, ND	(701)		
	DRN	Ellendale, ND	(701)		
	West River Telecom	Hazen, ND	(701)		
	West River Telecom	Hazen, ND	(701)		

2. Background/Purpose

- Liaison efforts with the carriers in attendance resulted from a similar group presentation hosted by Monitor Telephone Company, Portland, OR in December 2002. This gathering was hosted by Telephone Apprenticeship, Training and Safety, an organization that supports a number of rural carriers in North Dakota.

- With prior approval [redacted] currently formulating an outreach program for the Data Intercept and Collection Unit (DITU), attended as an observer.

3. Discussion

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- Following introductions [redacted] began the presentation by providing an overview of the FBI/TICTU organization and mission [redacted] narrated portions of the Powerpoint presentation that had been customized for the hosted participants; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments;
    - [redacted]
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

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- [redacted] also reviewed future switch enhancements that will enable CDC and CCC channels to be interconnected to FBI collections points via dial-out circuits. Data will be transported as GR-30 information in a manner similar to "Caller ID."

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- Carriers in attendance expressed interest in the DCS-3000 software and the ability to use the application to test their individual CALEA-type solutions. [redacted] agreed to provide carriers with a copy of the software and documentation at no cost.
- A survey of the audience indicated that several companies also were Internet service providers. [redacted] asked if it would be possible to provide insight into ELSUR requirements in an ISP environment. [redacted] indicated that such a program was currently under development and that [redacted] would be contacted at a future time.

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- [redacted] gathered ELSUR contact/network information from the carriers in attendance. This information is to be posted on the Intranet resources available to all field office technical personnel.

4. Action Items

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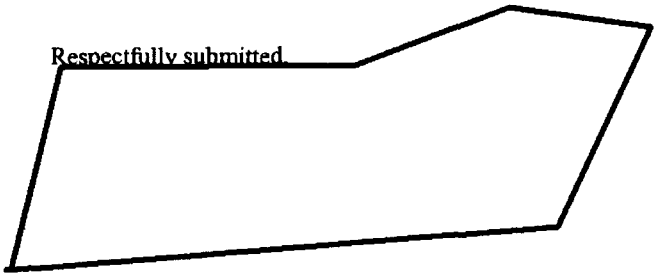
- [redacted] to provide Telephone AT&S with a soft copy of the Powerpoint presentation that was reviewed during the meeting as well as the DCS-3000 application for distribution to the attendees.

5. Attachments

- Telephone ATS Guide to ELSUR.pdf – Powerpoint presentation in .pdf format
- NDakotaCarriers.pdf - Carrier contact information sheets submitted by attendees.

Respectfully submitted,



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TRIP REPORT

BridgeCom Outreach Meeting
1065 Avenue of the Americas - 10th Floor
New York, New York

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Tuesday, March 04, 2004 1:00 p.m.

1. Participants

Name	Representing	Location	Phone	E-Mail
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU	Quantico, VA	703	
	FBI/TICTU/BAH	Maplewood, NJ	973	
	FBI/TICTU/BAH	Quantico, VA	703	
	FBI/NYFO	New York, NY	212	
	BridgeCom Network Engineering	Valhalla, NY	914	
	BridgeCom Network Operations	New York, NY	914	
	BridgeCom IT	Valhalla, NY	914	

2. Background/Purpose

- In response to a request from the New York Field Office, TICTU liaison efforts with BridgeCom were arranged to gain an understanding of BridgeCom policies and ELSUR interconnection techniques.
- This meeting was coordinated through [redacted] of Network Operations for BridgeCom and is responsible for facilitating CALEA compliance. Subpoenas and court orders for BridgeCom are processed through the Valhalla, New York location.

3. Discussion

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- Following introductions [redacted] provided an overview of the FBI/TICTU organization and mission of the Switch-Based Intercept Team. [redacted] narrated portions of the Powerpoint presentation that had been customized for BridgeCom; "A Carrier's Guide to Electronic Surveillance." The presentation provided insight into the following areas:

  - ELSUR: Statutory Authority and Statistics
  - Typical Investigative Chronology
  - Review of an Actual Kidnapping Investigation
  - Addressing Technical Challenges for Specific Switch Environments with emphasis placed on the SanteraOne soft switch.
  - Carrier Systems Security and Integrity
  - Carrier/Law Enforcement Relationships

- BridgeCom is a competitive local exchange carrier (CLEC) with approximately 100,000 subscribers. They lease switch space and local loop copper from [redacted] (the ILEC) and are currently adding facility-based subscribers of their own.
- BridgeCom supports facility-based subscribers through a [redacted] switch.
- [redacted] asked if there was a priority sequence that should be followed when experiencing multiple requests from various law enforcement agencies. [redacted] explained that there was not a policy established to address precedence, however, resource constraints pertaining to capacity issues could be discussed.
- During the portion of the presentation that discussed exigent circumstances [redacted] asked what type of paperwork BridgeCom could expect to see prior to the issuance of the court order [redacted] said that unless there is an exigent form provided by the carrier, that the NYFO faxes the request on FBI letterhead signed by an official within their office [redacted] further explained the typical field office process for exigent circumstances.
- [redacted] asked if there was a 'shut off' mechanism built in to the provisioning that provides an end date to stop ELSUR orders from running past the expiration date. [redacted] explained that it would depend on the provisioning system of the [redacted] switch. If the switch does not have an automatic feature to shut down, then a manual "tickler" system would be appropriate.
- A discussion on CALEA compliance pertaining to the [redacted] switch ensued. [redacted] explained that when speaking to representatives of [redacted] he was assured that they were CALEA compliant. However, [redacted] stated they could not elaborate on how the delivery would be accomplished. [redacted] requested further verification from [redacted] and suggested that he plans to have a conference call with them in the near future.
- [redacted] added that he contacted members of the FBI CALEA Implementation Unit (CIU) to request information about the [redacted] switch. Members of CIU did not have specific information about [redacted] delivery methods for CDC and CCC. Once [redacted] receives the information he will provide it to [redacted] However, [redacted] suggested that the delivery would be either TCP/IP or X.25; based on past experience he believes that the delivery will be TCP/IP.
- Both [redacted] have reviewed the documentation provided by [redacted] and agree that it suggests that the CDC delivery is compliant but provides no information on how interconnection is achieved.
- [redacted] plans to set up a conference call with [redacted] as he is looking for a "Methods of Operation" (MOP) document from them. He plans to include [redacted] on the call.
- [redacted] offered DCS-3000 software to [redacted] to utilize for testing.
- A discussion ensued on the proper wording that should be included in the case of court orders for BridgeCom targets that utilize [redacted] network. [redacted] asked who makes the decision on what should be in the court order. Members of TICTU suggested that BridgeCom legal compliance make that determination.
- [redacted] stated BridgeCom would like to participate in future TICTU training conferences, as he interested in seeing how other carriers handle ELSUR.

4. Action Items

- [redacted] to provide DCS 3000 Software to [redacted] (Completed 4/30/04)
- [redacted] to include BridgeCom in future TICTU Regional Conferences.
- [redacted] to contact [redacted] once conference call with [redacted] is set.
- [redacted] to provide [redacted] with interconnection information once received from CIS.

5. Attachments

- 040504 BridgeCom.PDF – PowerPoint presentation (Adobe Acrobat format)

Respectfully submitted,

[redacted]

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CONFERENCE REPORT

Booz | Allen | Hamilton

TICTU Conference – San Diego
Doubletree Hotel Mission Valley
7450 Hazard Center Drive
San Diego, CA 92108
Wednesday, April 12, 2006 – Thursday, April 13, 2006

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1. Conference Participants

Presenters/Support Personnel

Name	Title/Representing	Location	Telephone
	Chief Technologist, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	SSA, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	SC, FBI/TPS	Quantico, VA	703
	Unit Chief, FBI/ATU	Quantico, VA	703
	Assistant GC, FBI/STLU	Quantico, VA	703
	EE, FBI/DITU	Quantico, VA	703
	Unit Chief, FBI/TPDU	Quantico, VA	703
	SA, FBI/TPDU	Quantico, VA	703
	SA, FBI/HQ CD-8A	Washington, DC	202
	SA, FBI/HQ CD-8A	Washington, CD	202
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Dulles, VA	703
	Booz | Allen | Hamilton	Dulles, VA	703
	Booz | Allen | Hamilton	Dulles, VA	703
	LA Regional Criminal Information Clearinghouse (LA CLEAR)	Commerce, CA	323
	Tennessee Bureau of Investigation	Nashville, TN	615
	LA County Sheriff's Office	Santa Fe Springs, CA	562
	Hudson County Prosecutors Office	Jersey City, NJ	201

FBI Field Office Personnel

Name	Office	Telephone	Name	Office	Telephone
	Anchorage	907		Kansas City	816
	Birmingham	205		Kansas City	816
	Birmingham	205		Little Rock	501
	Buffalo	716		Little Rock	501
	Buffalo	716		Los Angeles	310
	Chicago	312		Los Angeles	310
	Dallas	972		Los Angeles	310
	El Paso	915		Los Angeles	310
	Jackson	601		Louisville	502
	Jackson	601		Louisville	502
	Jacksonville	904		Minneapolis	612
	Jacksonville	904		Minneapolis	605

Name	Office	Telephone	Name	Office	Telephone
	Mobile	251		Sacramento	559
	Mobile	251		Sacramento	916
	New Haven	203		San Diego	858
	New Orleans	504		San Diego	858
	New Orleans	504		San Diego	858
	Oklahoma City	405		San Diego	858
	Oklahoma City	918		San Diego	858
	Omaha	402		San Diego	858
	Omaha	402		San Diego	858
	Phoenix	602		San Juan	787
	Phoenix	602		San Juan	787
	Phoenix	602		Springfield	618
	Pittsburgh	412		Springfield	217
	Pittsburgh	412		WFO	202
	Richmond	804		WFO	202
	Richmond	804			

Carrier Personnel					
Name	Organization	Telephone	Name	Office	Telephone
	Alltel	864		Qwest	303
	Alltel	864		Sprint/Nextel	913
	AT&T	732		Sprint/Nextel	703
	AT&T	732		Sprint/Nextel	310
	AT&T	973		T-Mobile	973
	SBC	816		T-Mobile	973
	Cingular	561		T-Mobile	973
	Cingular	561		US Cellular	630
	Comcast	720		US Cellular	630
	Cricket	858		Verizon Wrls	908
	Cricket	959		Verizon Wrls	800
	Dobson	405		Verisign	360
	Iridium	480		Vonage	732
	Metro PCS	214		Vonage	732
	Metro PCS	214		Neustar	571
	Qwest	303		Neustar	571

2. Purpose/Background

This conference was organized as a forum to educate the technically trained agents who routinely use collection equipment supported by the TICTU. Attendance included technical agents from twenty-six randomly selected FBI field divisions. The topics addressed were new DCS-3000 features and updates on many issues related to switch-based electronic surveillance including presentations and discussions with representatives from various service providers. The conference also provided updated information and demonstrations of the Telecommunications Management Database and WITT Tracking.

3. Advanced Preparations

- Based on a previous stay during an Outreach endeavor, a request was made by the client to host the first of two TICTU Conferences at the Doubletree Hotel – Mission Valley, San Diego.

CONFERENCE REPORT

Booz | Allen | Hamilton

TICTU Conference – San Diego
Adams Mark Hotel
1550 Court Place
Denver, Colorado

Tuesday, June 06, 2006 – Wednesday, June 07, 2006

1. Conference Participants

Presenters/Support Personnel

Name	Title/Representing	Location	Telephone
	Acting Unit Chief, FBI/TICTU	Quantico, VA	703
	Chief Technologist, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	SSA, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	SSA, FBI/ATU	Quantico, VA	703
	Assistant GC, FBI/STLU	Quantico, VA	703
	SSA, FBI/DITU	Quantico, VA	703
	EE, FBI/DITU	Quantico, VA	703
	SSA/FBI/Technical Liaison Office	Quantico, VA	703
	Unit Chief, FBI/TPDU	Quantico, VA	703
	SA, FBI/TPDU	Quantico, VA	703
	Booz Allen Hamilton	Quantico, VA	703
	Booz Allen Hamilton	Quantico, VA	703
	Booz Allen Hamilton	Quantico, VA	703
	Booz Allen Hamilton	Quantico, VA	703

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FBI Field Office Personnel

Name	Office	Telephone	Name	Office	Telephone
	Albany	518		Denver	303
	Albany	518		Denver	303
	Albuquerque	505		Denver	303
	Albuquerque	505		Denver	303
	Atlanta	404		Denver/BAE	303
	Atlanta	404		Denver	303
	Baltimore	410		Denver	303
	Baltimore	443		Denver	303
	Boston	617		Denver	303
	Boston	781		Detroit	313
	Charlotte	703		Honolulu	808
	Cincinnati	513		Houston	713
	Cleveland	216		Houston	281
	Cleveland	216		Indianapolis	317
	Dallas	972		Indianapolis	317
	Dallas	972		Knoxville	865
	Miami	305		Portland	503
	Miami	305		Salt Lake City	801

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Name	Office	Telephone	Name	Office	Telephone
	Miami	305		Salt Lake City	801
	Milwaukee	414		San Antonio	210
	Newark	973		San Antonio	956
	Newark	973		San Francisco	925
	New York	212		San Francisco	415
	New York	212		Seattle	206
	New York	212		Seattle	206
	Philadelphia	215		Tampa	407
	Philadelphia	215		Tampa	813
	Portland	503			

Carrier Personnel

Name	Organization	Telephone	Name	Office	Telephone
	Alltel	864		Sprint/Nextel	913
	Alltel	864		Sprint/Nextel	703
	AT&T	732		SunCom	610
	AT&T	732		SunCom	610
	AT&T	816		T-Mobile	973
	AT&T	816		T-Mobile	425
	BellSouth	404		US Cellular	224
	BellSouth	404		US Cellular	630
	Cingular	561		US Cellular	773
	Cingular	561		Verizon Wrls	800
	Comcast	720		Verizon Wrls	908
	Comcast	720		Neustar	571
	Comcast	720		Neustar	571
	Comcast	720		Neustar	571
	Dobson	405		Verisign	360
	Iridium	480		Verisign	360
	Iridium	480		Vonage	732
	Metro PCS	214		Vonage	732
	Metro PCS	214		ICE/DHS	703
	Qwest	303		ICE/DHS	703
	Qwest	303		ICE/DHS	Not Available
	Qwest	303		ICE/DHS	703
	Qwest	303		DEA	703
	Qwest	206		DEA	212
	Qwest	303		DEA	703
	Qwest	303		DEA	703
	Qwest	303		NJSP	609
	Sprint/Nextel	703		OCTF	914

2. Purpose/Background

This conference was organized as a forum to educate the technically trained agents who routinely use collection equipment supported by the TICTU. Attendance included technical agents from twenty-six randomly selected FBI field divisions. The topics addressed were new DCS-3000 features and updates on many issues related to switch-based electronic surveillance including presentations and discussions with representatives from various service providers. The conference also provided updated information and demonstrations of the Telecommunications Management Database and WITT Tracking.

TRIP REPORT

Booz | Allen | Hamilton

TICTU South Conference
4415 E Paradise Village Parkway South
Phoenix, Arizona 85032
Tuesday, April 19, 2005 – Thursday, April 21, 2005

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1. Conference Participants

Presenters/Support Personnel

Name	Title/Representing	Location	Telephone
	Unit Chief, FBI/TICTU	Quantico, VA	703
	SSA, FBI/TICTU	Quantico, VA	703
	Chief Technologist, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	EE, FBI/TICTU	Quantico, VA	703
	Unit Chief, FBI/ATU	Quantico, VA	703
	EE, FBI/HAT	Quantico, VA	703
	EE, FBI/ETMU	Quantico, VA	703
	FBI/OGC	Washington, DC	202
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Dulles, VA	703
	Booz | Allen | Hamilton	Quantico, VA	703
	Booz | Allen | Hamilton	Phoenix, AZ	480
	FBI/CIU	Chantilly, VA	703
	DEA	New York, NY	347
	DEA	New York, NY	646
	DEA	Newington, VA	703
	DEA	Newington, VA	703
	DEA	Chantilly, VA	703
	ICE	Newington, VA	703
	ICE	Newington, VA	703

FBI Field Office Personnel

Name	Office	Telephone	Name	Office	Telephone
	Albuquerque	(505		El Paso	(915)
	Atlanta	(404		El Paso	(915)
	Atlanta	(404		Honolulu	(808)
	Charlotte	(704		Honolulu	(808)
	Charlotte	(704		Houston	(713)
	Columbia	(803		Jackson	(601)
	Dallas	(972		Jacksonville	(904)
	Dallas	(972		Jacksonville	(904)
	Denver	(303		Knoxville	(865)
	Denver	(303		Knoxville	(865)
	Denver BAE	(303		Los Angeles	(310)
	Los Angeles	(310		Phoenix - BAE	(602)

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	Memphis	(901)			Phoenix	(520)	
	Miami	(305)			Phoenix	(520)	
	Miami	(305)			Phoenix		
	Mobile	(251)			Richmond	(804)	
	New Orleans	(504)			Sacramento	(916)	
	New Orleans	(504)			San Antonio	(956)	
	Oklahoma City	(405)			San Antonio	(210)	
	Phoenix	(602)			San Diego	(858)	
	Phoenix	(602)			San Diego	(858)	
	Phoenix	(602)			San Francisco	(415)	
	Phoenix	(928)			San Francisco	(415)	
	Phoenix	(602)			San Francisco	(415)	
	Phoenix	(602)			San Juan	(787)	
	Phoenix	(602)			San Juan	(787)	
	Phoenix	(602)			Tampa	(813)	
	Tampa	(813)					

Carrier Personnel

Name	Organization	Telephone	Name	Office	Telephone
	Alltel	(501)		SBC	816
	Cingular	(561)		SBC	816
	Cingular	(561)		Sprint PCS	913
	Comcast	(720)		Sprint PCS	913
	Comcast	(720)		Suncom	610
	Cricket	(858)		T-Mobile	973
	Cricket	(858)		Time Warner	303
	Dobson	(405)		Time Warner	303
	Iridium	(480)		US Cellular	630
	Iridium	(480)		US Cellular	630
	Iridium	(480)		Verizon Wrls	908
	Metro PCS	(214)		Verizon Wrls	973
	Nextel	(703)		Western Wrls	425
	Qwest	(303)		Western Wrls	206
	Qwest	(303)			

FBI Field Office Personnel attending TMD Training Only

Name	Office	Telephone	Name	Office	Telephone
	Chicago	(312)		Los Angeles	(310)
	Dallas	(972)		San Antonio	(210)
	Houston	(713)		San Antonio	(210)
	Houston	(713)		San Diego	(858)
	Jackson	(601)		San Diego	(858)
	Los Angeles	(310)			

2. Purpose/Background

This conference was organized as a forum to educate field personnel from the southern part of the country who routinely use collection equipment supported by the TICTU. The topics addressed were new DCS-3000 features and updates on many issues related to switch-based electronic surveillance including presentations and discussions with representatives from many leading telecommunication companies. The conference also introduced the Telecommunications Management Database, a new tool developed in part to satisfy the TICTU's mandate to identify, track and analyze cost related to electronic surveillance operations in both the criminal and national security arenas.

3. Advanced Preparations

- [redacted] investigated and produced a cost analysis of potential venues for the TICTU South Conference. Among these cities were: Charleston, SC, Albuquerque, NM, Phoenix, AZ, Denver, CO, Nashville, TN, and Houston, TX.
- After reviewing itemized comparisons, Phoenix, AZ was chosen and approved by the client based on cost and availability.
- [redacted] researched potential conference facilities in the surrounding Phoenix International Airport area that would accommodate government rates and client requirements.
- [redacted] compiled a list of suitable hotels in the Phoenix and Scottsdale areas that were within a close proximity to the airport and to an assortment of restaurants. This list included the following hotels: The Doubletree Guest Suites, Embassy Suites/Scottsdale Golf Resort, Resort Suites of Scottsdale, Embassy Suites Phoenix North, Hilton Phoenix Airport, Chaparral Suites and Resorts, and The Scottsdale Plaza Resort.
- After a preliminary check on availability and willingness to accommodate the government rate [redacted] negotiated and scheduled site visits with each of these facilities.
- While on Carrier Outreach travel in Phoenix, AZ in January 2005 [redacted] visited the aforementioned hotels. The Embassy Suites/Scottsdale Golf Resort provided the best accommodations and willingness to stay within the TICTU budget.
- Immediately following this selection [redacted] negotiated a contract with the Embassy Suites/Scottsdale Golf Resort.
- Over the course of two months, [redacted] worked closely with the client to ensure all FBI presentations were created and/or updated as required and developed support materials for FBI and carrier participants.
- [redacted] worked with the client [redacted] to coordinate attendance of the appropriate technically trained agents from each field office.
- [redacted] drafted the TICTU South Conference Electronic Communication for approval by Unit Chief [redacted] Once approved [redacted] forwarded a courtesy copy to the field office personnel.
- [redacted] facilitated the development of invitations and conference information to all non-bureau participants and FBI field office personnel.
- [redacted] drafted the TMD Training Electronic Communication for approval by SSA [redacted] Once approved, [redacted] forwarded a courtesy copy to the field office personnel.
- A request for support was made to the Phoenix Division. TS [redacted] agreed to assist the TICTU with receiving and delivering materials to the Embassy Suites.
- [redacted] worked closely with the FBI personnel in charge of GTA and with representatives of Omega Travel, facilitating all the necessary paperwork for carrier travel arrangements. FBI funding was provided for airline and hotel costs for a maximum of two persons per carrier organization.
- [redacted] arrived in Phoenix in the evening of April 17, 2005 and coordinated with the Phoenix Office the delivery of the conference materials to the Embassy Suites/Scottsdale Golf Resort on Monday, April 18, 2005.
- [redacted] worked closely with the hotel to facilitate the appropriate audio/visual equipment.
- TICTU members completed facility setup and final preparations on Monday evening, April 18, 2005.
- Presentation team convened at 8:15 a.m. Tuesday, April 19, 2005 for final review and registration set up.

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2005 TICTU South Conference, Phoenix, AZ
TMD Training Sessions - April 21, 2005

Compilation of Training Session Comments

On April 21, 2005, as a supplement to the 2005 TICTU South Conference agenda, three concurrent Telecommunications Management Database (TMD) training classes were delivered by FBI instructors. The 63 participants of the two hour sessions ranged from experienced Technical Supervisors to Telecommunications Specialists. In most cases, this was their first exposure to the TMD application.

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There were 15 participants in the session led by TICTU [redacted] 24 attendees in the class anchored by TICTU SSA [redacted] and 24 attendees in the session led by [redacted] TICTU Engineer. Booz Allen personnel [redacted] monitored each of the three assemblies and documented attendee questions and comments as the training was delivered.

The following is a compilation of topics that surfaced, categorized into four general areas:

(1) "**Policy**" comments related to the implementation of the TMD as a means of tallying ELSUR costs for the FBI's Finance Division,
(2) "**Faults**" or functional inadequacies/suspected application errors,
(3) "**Suggestions**" for future enhancements, and
(4) "**Questions**" that, in some cases, could not be definitively addressed during the training session(s).

POLICY
Circuit/account bills: "There is no way that this system is faster than anything we do now." Displeased with being tasked with this additional burden.
"In some cases a case agent receives and pays bills. As a TTA, I do not have the authority to demand that a case agent use TMD so that we can track finances. If funds for circuits are coming out of case funds, nothing is going to happen if the case agent does not comply."
"If this is supposed to be a cost tracking database [there is a lot of information] that is not relevant."
Please confirm: "You are suggesting that the goal is to take [ELSUR cost] tracking away from the individual field offices and become the responsibility of ERF."
"TMD offers features that will be great for small field offices but will not be needed by flagship offices that have other resources available. Tech Agents do not report to the Finance Division, but to the Field Division management. The demands [for ELSUR cost data] are being made by managers who are not familiar with operations. If we fail to defend our turf who knows what type of questions and inquiries may follow." "I am concerned over the lack of TAC input when the [TMD] system was designed." The system "has some good features that will consolidate information and standardize methods [for all field offices]." *Note: The last three comments were presented during an earlier general conference session in which an overview of the TMD application was presented by [redacted] TICTU [redacted]*

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FAULTS
1. It is easy to "lose" a calendar that is displayed. It can be lost behind a screen. Then, when you log out of TMD, you have (one or more) calendar windows remaining on your desktop.
2. Computation of order expiration date incorrect. If you specify it as a 30 day order it shows an end date that is 31 days later.
3. Bills cannot be deleted, even when properly justified. Situation: User added bill, but linked it to the wrong case. He could re-enter the bill again, assigning it to the correct case, but could not delete the original erroneous one. Only apparent option was to change the amount to "$00.00."
4. Adding/editing users. You must be able to edit user's name (i.e. marriage/divorce). If you don't it will produce inaccurate reports.
5. Feedback form: You should already know name and location of person providing feedback based upon logon. You shouldn't have to enter this information again.
6. On the order entry screen there should be a "classification" field. If the order is classified, then appropriate classification markings must appear on related screens and reports. *Multiple comments received on this.*
7. Adding cases, there has to be a drop-down list for all divisions. Field offices can and do initiate orders for other divisions. *(See "Questions" #2)*
8. Adding cases, there must be a fourth field: "sub-file #"
9. Adding cases, sometimes case types change. There must be a way to edit.
10. Adding court orders: Address of target must not be mandatory. Sometimes that information is not known or available.
11. Concern expressed over "expiring" a court order when a renewal is received. For the purpose of report generation, the term should be changed from "expired" to "extended." Similarly, add a field for renewals on the court order screen rather than "expiring" or "extending" an order.
12. You cannot always move "back" to the page that was previously viewed.
13. You cannot easily view carrier info... you have to click on "edit."
14. (From a Tech Supervisor). Are we expected to be the data entry people?

SUGGESTIONS
1. Include the following user categories with a unique set of defined permissions: (a) Tech Supervisor, (b) Contractor, and (c) Telecom Specialist. *Multiple requests for this feature.* Note: No suggestion(s) made as to what authorities these categories should have. There seemed to be some general confusing as to the distinction was between different user categories.
2. Require users to input telephone numbers in a standardized format (i.e. "(202) 324-5555" or "202-324-5555") or convert inputted telephone numbers to a defined format.
3. Enable users to email TMD reports to recipients via TRILOGY/FBINET.
4. If you update a "warrant" in the DCS-3000 system, will it automatically update the order record in TMD? (Answered as "No" but perhaps worthy of consideration as a future enhancement.
5. Provide a means by which you can report all costs
6. For review of bills, add sort capability by Line#, Order#, Date, Case Agent, Squad and Case#.
7. Link field office with cost code.
8. Provide the capability to search "note" fields.
9. Provide the ability to search for all FISA orders. (*see "Faults" #6*)
10. Provide the ability to accept scanned court orders.
11. Is there a way to disable a user and not see the user listed in the future?

TRIP REPORT

Booz | Allen | Hamilton

TICTU North Conference
Embassy Suites – Kansas City/Plaza
220 West 43rd Street
Kansas City, MO 64111
Tuesday, May 24, 2005 – Thursday, May 26, 2005

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1. Conference Participants

Presenters/Support Personnel

Name	Title/Representing	Location	Telephone
Michael Elliott	Asst. Section Chief, FBI/ESTS	Quantico, VA	(703)
	Unit Chief, FBI/TICTU	Quantico, VA	(703)
	Tech. Liaison Office, FBI/ESTS	Quantico, VA	(703)
	SSA, FBI/TICTU	Quantico, VA	(703
	Chief Technologist, FBI/TICTU	Quantico, VA	(703)
	EE, FBI/TICTU	Quantico, VA	(703)
	EE, FBI/TICTU	Quantico, VA	(703)
	EE, FBI/TICTU	Quantico, VA	(703)
	Unit Chief, FBI/ATU	Quantico, VA	(703)
	EE, FBI/HAT	Quantico, VA	(703)
	EE, FBI/ETMU	Quantico, VA	(703)
	FBI/OGC	Washington, DC	(202)
	Unit Chief, FBI/CIU	Chantilly, VA	(703)
	Booz | Allen | Hamilton	Quantico, VA	(703)
	Booz | Allen | Hamilton	Quantico, VA	(703)
	Booz | Allen | Hamilton	Quantico, VA	(703)
	Booz | Allen | Hamilton	Quantico, VA	(703)
	Booz | Allen | Hamilton	Dulles, VA	(703)
	DEA	New York, NY	(347)
	DEA	New York, NY	(646)
	DEA	Kansas City, MO	(281)
	DEA/SOD	Phoenix, AZ	(480)
	DEA/CIU	Chantilly, VA	(703)

FBI Field Office Personnel

Name	Office	Telephone	Name	Office	Telephone
	Albany	(518)		Kansas City	(816)
	Albany	(518)		Kansas City	(816)
	Anchorage	(907)		Kansas City Police	(816)
	Baltimore	(410)		Louisville	(606)
	Baltimore	(410)		Louisville	(502)
	Birmingham	(205)		Newark	(973)
	Birmingham	(256)		Newark	(973)
	Boston	(617)		New Haven	(203)
	Boston	(617)		New York	(914)
	Boston	(617)		New York	(212)
	Buffalo	(716)		Kansas City	(816)

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	Chicago	(312)		New York	(212)	
	Chicago	(312)		Omaha	(402)	
	Chicago	(312)		Omaha	(402)	
	Chicago	(312)		Philadelphia	(215)	
	Cincinnati	(614)		Philadelphia	(215)	
	Cleveland	(216)		Pittsburgh	(412)	
	Cleveland	(216)		Pittsburgh	(412)	
	Cleveland	(216)		Portland	(503)	
	Dallas	(972)		Portland	(503)	
	Dallas	(972)		Seattle	(206)	
	Detroit	(313)		Seattle	(206)	
	Detroit	(313)		Springfield	(217)	
	Houston	(713)		Springfield	(217)	
	Indianapolis	(317)		St. Louis	(314)	
	Kansas City	(816)		Salt Lake City	(801)	
	Kansas City	(816)		WFO	(202)	
	Kansas City	(816)		WFO	(202)	
	Kansas City	(816)		WFO	(202)	

Carrier Personnel

Name	Organization	Telephone	Name	Office	Telephone
	Alltel	(501)		SBC	(816)
	Alltel	(501)		SBC	(816)
	Alltel	(602)		SBC	(314)
	Birch	(816)		SBC	(800)
	Cingular	(561)		SBC	(800)
	Cingular	(561)		SBC	(800)
	Comcast	(720)		Sprint PCS	(913)
	Comcast	(303)		Sprint PCS	(800)
	Dobson	(405)		Sprint PCS	(800)
	Dobson	(330)		Sprint PCS	(800)
	Iridium	(480)		Sprint PCS	(800)
	I-Wireless	(515)		T-Mobile	973-2
	Qwest	(303)		US Cellular	(630)
	Qwest	(303)		US Cellular	(630)
	SBC	816		Verizon Wrls	(908)
	SBC	816		Verizon Wrls	(800)

FBI Field Office Personnel attending TMD Training Only

Name	Office	Telephone	Name	Office	Telephone
	Albany	(315)		Denver	(303)
	Albany	(315)		Newark	(973)
	Albany	(518)		Omaha	(402)
	Baltimore	(410)		Salt Lake City	(801)
	Boston	(617)		Seattle	(206)
	Buffalo	(716)		St. Louis	(314)
	Cleveland	(216)			

2. Purpose/Background

This conference was organized as a forum to educate field personnel from the northern part of the country who routinely use collection equipment supported by the TICTU. The topics addressed were new DCS-3000 features and updates on many issues related to switch-based electronic surveillance including presentations and discussions with representatives from many leading telecommunication companies. The conference also introduced the Telecommunications Management Database, a new tool developed in part to satisfy the TICTU's mandate to identify, track and analyze cost related to electronic surveillance operations in both the criminal and national security arenas.

3. Advanced Preparations

- [redacted] investigated and produced a cost analysis of potential venues for the TICTU North Conference. Among these cities were: Norfolk, VA; Baltimore, MD; Annapolis, MD; Salt Lake City, UT; St. Louis Mo; Norfolk, VA; Minneapolis, MN
- After reviewing itemized comparisons, Kansas City, MO was chosen and approved by the client based on cost and availability.
- [redacted] researched potential conference facilities in the Kansas City, MO downtown area that would accommodate government rates and client requirements.
- [redacted] compiled a list of suitable hotels in the Kansas City downtown area that were within a close proximity to the airport and to an assortment of restaurants. This list included the following hotels: The Embassy Suites Kansas City Plaza, The Westin Crown Center, The Hyatt Regency Crown Center, and the Hilton Kansas City Airport.
- After a preliminary check on availability and willingness to accommodate the government rate, [redacted] negotiated and scheduled site visits with each of these facilities.
- [redacted] traveled to Kansas City, MO to conduct a site visit at the aforementioned hotels. The Embassy Suites/Kansas City - Plaza provided the best accommodations and willingness to stay within the TICTU budget.
- Immediately following this selection, [redacted] negotiated a contract with the Embassy Suites/Kansas City – Plaza.

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- Over the course of one month [redacted] worked closely with the client to ensure all FBI presentations were created and/or updated as required and developed support materials for FBI and carrier participants.
- [redacted] worked with the client [redacted] to coordinate attendance of the appropriate technically trained agents from each field office.
- [redacted] drafted the TICTU South Conference Electronic Communication for approval by [redacted] Once approved [redacted] forwarded a courtesy copy to the field office personnel.
- [redacted] facilitated the development of invitations and conference information to all non-bureau participants and FBI field office personnel.
- [redacted] drafted the TMD Training Electronic Communication for approval by SSA [redacted] Once approved [redacted] forwarded a courtesy copy to the field office personnel.
- A request for support was made to the Kansas City Division. TS [redacted] agreed to assist the TICTU with receiving and delivering materials to the Embassy Suites.
- [redacted] worked closely with the FBI personnel in charge of GTA and with representatives of Omega Travel, facilitating all the necessary paperwork for carrier travel arrangements. FBI funding was provided for airline and hotel costs for a maximum of two persons per carrier organization.
- [redacted] arrived in Kansas City on Monday, May 23, 2005 and coordinated with the Kansas City Division, the delivery of the conference materials to the Embassy Suites/Kansas City – Plaza that afternoon.
- Once the conference materials were received, TICTU members initiated facility setup and final preparation.
- Presentation team convened at 8:00 a.m. Tuesday, May 24, 2005 for final review and registration set up.
- Conference registration commenced as scheduled at 8:45 a.m. and promptly at 9:00 a.m. [redacted] greeted the attendees and gave a basic overview of the conference agenda.

2005 TICTU North Conference, Kansas City, MO
TMD Training Sessions - May 26, 2005

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Compilation of Training Session Comments

On May 26, 2005, as a supplement to the 2005 TICTU North Conference agenda, three concurrent Telecommunications Management Database (TMD) training classes were delivered by FBI instructors. The 65 participants of the two hour sessions ranged from experienced Technical Supervisors to Telecommunications Specialists and contractors. In most cases, this was their first exposure to the TMD application.

There were 22 participants in the session led by TICTU [redacted] 23 attendees in the class anchored by TICTU SSA [redacted] and 20 attendees in the session delivered by [redacted] TICTU Engineer. Booz Allen personnel [redacted] monitored the three assemblies respectively and documented attendee questions and comments as the training was delivered.

The following is a compilation of topics that surfaced, categorized into four general areas:

(1) "**Policy**" comments related to the implementation of the TMD as a means of tallying ELSUR costs for the FBI's Finance Division,
(2) "**Faults**" or functional inadequacies/suspected application errors,
(3) "**Suggestions**" for future enhancements, and
(4) "**Questions**" that, in some cases, could not be definitively addressed during the training session(s).

POLICY
1. Establishing user groups: While flexibility for individual divisions is appealing, this must be carefully controlled. Example: If some divisions create a multitude of groups while other divisions only use a select few, it may affect the validity of subsequent searches. There needs to be policy guidelines on issues such as this so that is can be properly controlled and TMD always delivers accurate information.
2. Will divisions be required to input historical information? If so, for what period of time? For closed cases, open cases or both?
FAULTS
1. Noted that multiple contacts can be associated with a carrier but, when displayed, only the first contact appears on-screen.
2. "Edit User" function: After edit is accepted, user should be able to press <enter> to continue. Should not have to use mouse to click on [continue] button. This works correctly in "Edit Group" function.
3. Order "Served Date" should not be mandatory. FISA orders are not served locally and field office may not have that information.
4. CALEA should not be a court order type. It is an implementation method, not an order type.
5. Circuit type: "DSL" is missing

FAULTS (continued)
6. "Monthly fee" field in "Add Circuit Account" form should not be mandatory. Some carriers do not bill until end of case and cumulative bill can be substantial. Consider an option to indicate that it is an "actual" or "estimated" amount.
7. If a case is classified as "secret" there is a requirement to identify the authorized person who classified it as such, the classified date and the declassify date.
8. Court order screen: If case is marked "(s)", the lettering is supposed to be in red, not black.
SUGGESTIONS
1. In the "Manage Search Preferences" section, add the ability to reorder the appearance of selected fields without having to delete and then add them.
2. Incorporate the ability to associate a case with a specific program (i.e. organized crime, drugs, etc.). Creation of program choices should be an administrative function that generates a drop-down list. The management of the dynamic program (drop-down) list should be managed globally by TICTU.
3. It might be appropriate to add "sub-groups" to existing groups to better identify the activity involved.
4. Add appropriate mask for all telephone numbers. Suggested as "(123) 456-7890"
5. "Manage Users" function: Enable double-click on individual user name to display data for that user.
6. Add memo field to add/edit circuits and add/edit cases to accommodate other special pieces of information (i.e. special POC at carrier for this case, notation of circuit trouble reporting, etc.)
7. When displaying case list, provide an option to limit display to "open," "closed," or "all" cases.
8. When displaying case list incorporate ability to sort list by fields (i.e. case name, number, date opened, etc.).
9. Expand type of order to accommodate pole camera orders.
10. In "orders," you must distinguish between a "start date" and an "order date." They may not be the same. Consider using same dates as in DCS-3000: start date/stop date.
11. Rethink the mandatory nature of all dates. If you restrict too much you preclude the partial entry of records as time allows.
12. Provide user with quick access to information on carrier rates (ELSUR fees). Provide a button on the circuit entry form that will display the current ELSUR fee schedule for the subject carrier. This information should be maintained globally by TICTU.
13. For each circuit entry, provide a division specific identifier that can be sorted on. (Division could use this unique number to cross-reference to other system, tech files, etc.).
14. Can you distribute a copy of the quick reference guides to those who took the class so that we can distribute it within our division?
15. Link 712 form, required at end of court orders, to TMD.
16. Since case numbers change often, queries should be associated with a field office abbreviation followed by numbers including sub-category. Example: 62A-IP-12345-sub1 could change to 222A-IP-12345-sub1. Sub-classifications should be standardized.
17. Cases are often combined. A flag should be applied to note when this case has been consolidated with another case(s).
18. If eventually linking to CALEA worksheets include a section in court order screen for name of Judge/Magistrate and court identity.
19. All reports should include language form FD871: "For internal use only, not for inclusion in any substantive case file."
20. Funding source should be another drop-down box, based on type (i.e. telephone service, leased line, digital service and Internet). This comes from "Confidential Funding Guide." For further info on this issue, contact TTA [redacted] Indianapolis Field Division.

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 07/18/2001

To: Laboratory

From: Laboratory
Cyber Technology Section/TICTU/OT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted] b6 b7C

Drafted By: [redacted] ehB

Case ID #: 269-HQ-1194270-4
268-HQ-1068430-204

Title: DCS-3000
WIRELESS INTERCEPT AND TRACKING TEAM (WITT)

Synopsis: To report travel to Minneapolis, Minnesota during 07/08-11/2002.

Details: At the request of the Minneapolis Division, Electronics Technician (ET) [redacted] traveled to Minneapolis, Minnesota to assist Special Agent (SA) [redacted] with installing DCS3000 networking equipment at [redacted] b2 b6 b7C b7E

SA [redacted] and ET [redacted] installed equipment to facilitate the lawfully authorized interception of [redacted] communications. Upon completion of the installation, SA [redacted] and ET [redacted] conducted testing and evaluation of the [redacted] and DCS3000's PTT intercept capabilities.

In addition to [redacted] SA [redacted] and ET [redacted] visited [redacted] located in Eagan, Minnesota. The purpose of this visit was twofold. The first purpose was to recover legacy equipment used to perform pre-CALEA-based intercepts. The second purpose was to discuss [redacted] handset locating capabilities. b2 b6 b7C b7E

Conversation with a [redacted] switch technician revealed that the [redacted] does support telephone location techniques that have been unreported and/or not utilized.

[redacted] b2

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/14/2001

To: Laboratory

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted]

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Drafted By: [redacted]

Case ID #: 80-HQ-875 [redacted]
269-HQ-1194267-[redacted] (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Pittsburgh, Pennsylvania during 12/12-13/2001.

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Details: At the request of the Pittsburgh Division, Electronics Technician (ET) [redacted] traveled to Pittsburgh, Pennsylvania to assist Special Agent (SA) [redacted] with installing [redacted] equipment in support of a [redacted] investigation.

ET [redacted] installed the [redacted] equipment and verified line provisioning on multiple [redacted]

CC: [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/04/2001

To: Laboratory

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 80-HQ-876-[redacted]
269-HQ-1194267-[redacted] (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Pittsburgh, Pennsylvania during 08/28-30/2001.

Details: At the request of the Pittsburgh Division, Electronics Technician (ET) [redacted] traveled to Pittsburgh, Pennsylvania to assist Special Agent (SA) [redacted] with installing DCS3000 equipment.

ET [redacted] while at the Pittsburgh Field Office, upgraded the DCS3000 software on Pittsburgh's workstation and installed a [redacted] to facilitate network connections to [redacted] In addition, ET [redacted] and SA [redacted] installed [redacted] located in Bridgeville, Pennsylvania.

CC: [redacted]
QT-ERF
QT-ERF
QT-ERF
QT-ERF

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/02/2001

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 269-HQ-1194267- (Pending)
80-HQ-876-78

Title: [redacted] b2
ON SITE FIELD SUPPORT

Synopsis: To report travel to Johnson City, Tennessee during 04/24-25/2001. b2 b6 b7C b7E

Details: At the request of the Knoxville Division, Electronics Technician [redacted] traveled to Johnson City, Tennessee to install DCS3000 collection equipment.

Wide area networking equipment and a DCS3000 Title III Client workstation to perform a second [redacted] intercept for an ongoing Organized Crime Drug Enforcement Task Force case was installed at the Johnson City Resident Agency.

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[redacted] b2

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/29/2001

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

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b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 269-HQ-1194267- (Pending)
80-HQ-876-75

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Johnson City, Tennessee on 03/27-28/2001.

Details: At the request of the Knoxville Division, Electronics Technician [redacted] traveled to Johnson City, Tennessee to install DCS3000 collection equipment.

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Wide Area Networking equipment and a DCS3000 Title III Client workstation to perform [redacted] was installed at the Johnson City Resident Agency.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 04/11/2001

To: Laboratory

Attn: [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 268-HQ-1012496 - 203
80-HQ-876 - 77

Title: WIRELESS NETWORKS
ON SITE FIELD SUPPORT

Synopsis: To report travel to Baltimore, Maryland on 04/07/2001.

Details: At the request of the Baltimore Division, Electronics Technician (ET) [redacted] traveled to Calverton, Maryland to install a prototype, multiple telephone line [redacted] system.

ET [redacted] and Special Agent [redacted] installed and tested the [redacted] room at the Calverton Resident Agency. Initial testing revealed a need for ET [redacted] to perform minor software modifications to the application software so that the [redacted] could more fully meet Baltimore's operational requirements. b2 b6 b7C b7E

The [redacted] will be utilized as a [redacted]

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Precedence: ROUTINE **Date:** 03/08/2001

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 80-HQ-876-[redacted]
269-HQ-1194267-[redacted]

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

b2 b6 b7C b7E

Synopsis: To report travel to Newark, New Jersey during 03/01-02/2001.

b6 b7C **Details:** At the request of the Newark Division, Supervisory Special Agent [redacted] and Electronics Technician (ET) [redacted] traveled to Newark [redacted] DCS3000 collection equipment.

[redacted] equipment was installed at the Newark Field Office and a DCS3000 Title III Client workstation to perform [redacted] was installed at the Somerset Resident Agency.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/08/2001

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

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Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 80-HQ-876-13
*269-HQ-1194267-170

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Baltimore, Maryland during 02/27-28/2001.

Details: At the request of the Baltimore Division, Electronics Technician (ET) [redacted] traveled to Baltimore, Maryland to install DCS3000 collection equipment.

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A DCS3000 Title III Client workstation, to perform [redacted] and wide area networking equipment were installed at the Baltimore Field Office.

In addition, ET [redacted] assisted Baltimore Field Office with moving their Central Monitoring Plant to an offsite location.

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MAR 14 2001
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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/10/2001

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted] b6 b7C

Drafted By: [redacted]

Case ID #: 269-HQ-1194267-197 (Pending)
80-HQ-876-71

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Baltimore, Maryland on 01/09/2001.

Details: At the request of the Baltimore Division, Electronics Technician (ET) [redacted] traveled to Calverton, Maryland to replace a faulty DCS3000 Title III client workstation. A DCS3000 Title III Client workstation to perform [redacted] was installed and tested at the Calverton Resident Agency approximately five weeks ago. The workstation has performed without incident until now. b2 b6 b7C b7E

Special Agent [redacted] reported hearing a loud 'hum' on the Title III audio and requested a replacement workstation. ET [redacted] replaced the faulty DCS3000 workstation with a known 'good' unit and returned the faulty unit to the Telecommunications Intercept and Collection Technology Unit's lab for additional testing and evaluation.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/03/2001

To: Laboratory **Attn:** [redacted] QT-ERF
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From: Laboratory
Technical Operations Section/TTCTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

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Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267-150 (Pending)
80-HQ-876-70

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Newark, New Jersey during 12/27-28/2000.

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Details: At the request of the Newark Division, Electronics Technicians (ET) [redacted] traveled to Newark, New Jersey to install a second DCS3000 Title III client workstation and two DCS3000 pen register client workstations. One DCS3000 pen register client workstation will be utilized for Title 50 intercepts while the other workstation will be utilized for criminal intercepts.

A DCS3000 Title III Client workstation to perform [redacted] was installed and tested at the Newark Field Office. In addition, client connectivity to the DCS3000 [redacted] server in Quantico was installed and tested.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/03/2001

To: Laboratory **Attn:** [redacted] QT-ERF
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From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted] MJM/HTE/REJ
[redacted] HTE/REJ
[redacted]

Drafted By: [redacted] :ehb

Case ID #: 269-HQ-1194267 (Pending)
80-HQ-876-69

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Newark, New Jersey during 12/19-20/2000.

Details: At the request of the Newark Division, Electronics Technicians (ET) [redacted] and [redacted] traveled to Newark, New Jersey to install a DCS3000 Title III client workstation and replace a [redacted]

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A DCS3000 Title III Client workstation to perform [redacted] was installed and tested at the Newark Field Office (FO). [redacted] was configured and installed to support [redacted] based in Somerset, New Jersey. In addition, ET [redacted] in the New York FO [redacted] and verified network connectivity between the Newark DCS3000 clients and the DCS3000 server located in the New York FO.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/11/2000

To: Laboratory **Attn:** [redacted], QT-ERF
[redacted] QT-ERF
[redacted], QT-ERF
[redacted] QT-ERF
[redacted], QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

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Approved By: [redacted] mjm/wgv
[redacted] mjE/wgv
[redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 145 (Pending)
80-HQ-876 1d

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Baltimore, Maryland during 12/04-05/2000.

Details: At the request of the Baltimore Division, Electronics Engineer [redacted] and Electronics Technicians [redacted] traveled to Baltimore, Maryland to install two DCS3000 Title III client workstations and [redacted] equipment.

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A DCS3000 Title III Client workstation to perform [redacted] to perform [redacted] intercepts were installed at the Calverton Resident Agency. In addition, [redacted] was installed at the Baltimore Field Office.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/11/2000

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 269-HQ-1194267-1A7 (Pending)
80-HQ-876-68

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Minneapolis, Minnesota during 11/20-24/2000. b2

Details: At the request of the Minneapolis Division, Electronics Technician [redacted] traveled to Minneapolis, Minnesota to install a DCS3000 Client workstation and relocate a DCS3000 Server used for [redacted] b6 b7C b7E

The DCS3000 Client workstation was installed and the Server was relocated from [redacted] to the Minneapolis Field Office.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 12/11/2000

To: Laboratory

Attn: [redacted] QT-ERF
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From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

Drafted By: [redacted]

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Case ID #: 269-HQ-1194267-1416 (Pending)
80-HQ-876-67

Title: DIGITAL DELIGHT
ON SITE FIELD SUPPORT

Synopsis: To report travel to Baltimore, Maryland on 11/14/2000.

Details: At the request of the Baltimore Division, Electronics Technicians [redacted] traveled to Baltimore, Maryland to replace a DCS3000 Client workstation used for a [redacted] at the Calverton Resident Agency.

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The DCS3000 Client workstation was replaced when troubleshooting revealed a ground-loop located somewhere in the PC was generating a hum on the Title III audio. Further troubleshooting revealed the ground-loop was not in the PC's power supply, but rather in its motherboard.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/11/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
[redacted] QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

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Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 80-HQ-876-65
269-HQ-1194267-141 (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Calverton, Maryland on 10/10/2000.

Details: At the request of the Baltimore Division, Electronics Technician (ET) [redacted] traveled to Calverton, Maryland to install a DCS3000 client workstation and networking equipment to perform a [redacted] on a target using a [redacted] telephone. Calverton's DCS3000 Title III client workstation will connect to the [redacted] to the Washington Field Office (WFO) DCS3000 Server.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 10/02/2000

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703[redacted]

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Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 80-HQ-876[illegible]
269-HQ-1194267[illegible] (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Knoxville, Tennessee during 09/20-21/2000.

Details: At the request of the Charlotte Division, Electronics Technician (ET) [redacted] traveled to Raleigh, North Carolina to install a DCS3000 client workstation and networking equipment to perform [redacted] on a target using a [redacted] telephone. Raleigh's DCS3000 Title III client workstation will connect to the [redacted] to the FBI field office in Atlanta, Georgia.

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S.D.J.

[redacted]

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(01/28/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/12/2000

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 80-HQ-876-[redacted]
269-HQ-1194267-(30 Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT b2 b6 b7C b7E

Synopsis: To report travel to Knoxville, Tennessee during 08/28-09/01/2000.

Details: At the request of the Knoxville Division, Electronics Technician (ET) [redacted] traveled to Knoxville, Tennessee to install a DCS3000 client workstation and networking equipment to perform a [redacted] on a target using [redacted] telephone. Knoxville's DCS3000 Title III client workstation will connect to the [redacted] to the FBI field office in Atlanta, Georgia.

ET [redacted] provided training on the operation of the DCS3000 software to Task Force members which included personnel from the Knoxville Division and Knoxville Police Department. Special Agent [redacted] received additional training relating to DCS3000 network trouble-shooting and system maintainance. b6 b7C

[redacted]

UPLOADED BY mhr 9/15/00

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ b2

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 07/05/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

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Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 80-HQ-876
269-HQ-1194267 (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Knoxville, Tennessee during 06/27-28/2000.

Details: At the request of the Knoxville Division, Electronics Technician (ET) [redacted] traveled to Knoxville, Tennessee to install a DCS3000 Title III/pen register workstation and networking equipment to perform an intercept on targets using [redacted] telephones. ET [redacted] deployed networking equipment and a DCS3000 client workstation at the Knoxville Field Office and verified network connectivity to the [redacted] server located at the FBI field office in Atlanta, Georgia.

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269-HQ-1194267-123

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ALL INFORMATION CONTAINED
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DATE 06-14-2007 BY 65179DMH/KSR/MAJ [redacted]

UPLOADED BY mhu-7/11/00

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 07/05/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted]

b6
b7C

Drafted By: [redacted] ehb

Case ID #: 80-HQ-876
269-HQ-1194267 (Pending)

Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to New York, New York during 05/17-18/2000.

Details: At the request of the New York Division, Electronics Technician (ET) [redacted] traveled to Bronx, New York to install a DCS3000 Title III workstation and networking [redacted] telephones. ET [redacted] deployed networking equipment and a DCS3000 client workstation at an off-site located in the Bronx borough and verified network connectivity to the [redacted] DCS3000 server located in Wayne, New Jersey.

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269-HQ-1194267-134

ALL INFORMATION CONTAINED
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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

[redacted]

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UPLOADED BY mhs 7/11/00

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 04/03/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Technical Operations Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

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Approved By: [redacted] RTC/MTE/REJ
[redacted] MTE/REJ
[redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT

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Synopsis: To report travel to Charlotte, North Carolina on 03/21-22/2000.

Details: At the request of the Charlotte Division, Electronics Technician (ET) [redacted] traveled to Charlotte, North Carolina, to install two DCS3000 Title III workstations to perform intercepts on targets using [redacted] telephones.

ET [redacted] also installed a [redacted] to support a DCS3000 wide area network between the Atlanta Field Office and the Charlotte Field Office.

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269-HQ-1194267-114

UPLOADED
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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 02/28/2000

To: Laboratory **Attn** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted] MJM/MTE/REJ b6
[redacted] MTE/REJ b7C
[redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT

Synopsis: To report travel to Norfolk, Virginia on 02/14-15/2000 to provide technical assistance. b2 b6 b7C b7E

Details: At the request of the Norfolk Division, Electronics Technician (ET) [redacted] traveled to Norfolk Virginia, to provide technical assistance with the installation of a DCS 3000 Client Title III collection system. ET [redacted] networked the DCS 3000 Client Title III collection system with [redacted] - Greensboro, North Carolina. Upon the completion of numerous test-calls using a [redacted] the system was deemed 'operational'.

269-HQ-1194267-105

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

UPLOADED
MAR 01 2000
S.D.J. ehb

[redacted]

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 02/28/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted] MJM/MTC/MCJ
[redacted] TC/RCJ
[redacted]

Drafted By: [redacted] ehb

Case ID #: *269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT

b2
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Synopsis: To report travel to Elmsford, New York on 02/16-17/2000 to provide technical assistance.

Details: At the request of the New York Division, Electronics Technician (ET) [redacted] traveled to Elmsford, New York, to provide technical assistance with the installation of Wide Area Networking equipment at the new Elmsford [redacted] serves the Manhatten borough of New York City.

269-HQ-1194267-106

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 02/28/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

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Approved By: [redacted] MJ MATE/REJ
[redacted] MATE/REJ
[redacted]

Drafted By: [redacted] ehb

Case ID #: *80-HQ-876-57 1A7
269-HQ-1194267- 1A7 (Pending)

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Title: ON SITE FIELD SUPPORT
DIGITAL DELIGHT

Synopsis: To report travel to Pittsburgh, Pennsylvania on 02/22-24/2000.

Details: At the request of the Cleveland Division, Columbus Resident Agency, Electronics Technician (ET) [redacted] traveled to Pittsburgh, Pennsylvania, to install [redacted] equipment in the FBI's DCS3000 Server at [redacted] Pittsburgh, Pennsylvania.

ET [redacted] also provided technical assistance, technical expertise and DCS3000 Client software to the [redacted] of Columbus, Ohio to support their installation of a remote, DCS3000 Pen Register Client and [redacted] - Pittsburgh.

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HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

UPLOADED
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(01/26/1998)

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/27/2000

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 80-HQ-876 ~~000~~

Title: ON SITE FIELD SUPPORT

Synopsis: To report travel to Philadelphia, Pennsylvania on 01/13-14/2000 to provide technical assistance.

Details: At the request of the Philadelphia Division, Electronics Technician (ET) [redacted] traveled to Philadelphia, Pennsylvania, to provide technical assistance with the installation of a DCS 3000 Client Title III collection system. ET [redacted] networked the DCS 3000 Client Title III collection system with [redacted]. Upon the completion of numerous test-calls using a [redacted] phone, the system was deemed 'operational'. b2 b6 b7C b7E

80-HQ-876-50

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(01/26/1998)

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/23/1999

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

b6
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Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO CHARLOTTE, NORTH CAROLINA

b2
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Synopsis: To report travel to Charlotte, North Carolina on 09/20-21/1999 to install [redacted] and DCS3000 Title III equipment.

Details: Electronics Technician (ET) [redacted] traveled to Charlotte, North Carolina on 09/20-21/1999 to install DCS3000 [redacted] system for the Charlotte Field Office. The [redacted] will facilitate a [redacted] between the Charlotte DCS3000 Client and the [redacted] DCS3000 Server that resides at the Atlanta Field Office.

In addition, ET [redacted] provided technical training on the operation and maintenance of the DCS3000 Client system to Special Agent [redacted] of the Charlotte Field Office.

269-HQ-1194267-[redacted]

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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 09/14/1999

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
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QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO PITTSBURGH, PENNSYLVANIA TO INSTALL [redacted] AND DCS3000 EQUIPMENT

Synopsis: To report travel to Pittsburgh, Pennsylvania on 08/31-09/03/1999 to install DCS3000 collection and networking equipment.

Details: Electronics Technician (ET) [redacted] traveled to Pittsburgh, Pennsylvania on 08/31-09/03/1999 to install a DCS3000 Client system at the Pittsburgh Field Office and install a [redacted] in Pittsburgh, Pennsylvania. b2 b6 b7C b7E

ET [redacted] provided technical assistance and expertise to the [redacted] DCS3000 Waiter system at [redacted] and in Zanesville, Ohio.

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 08/20/1999

To: Laboratory

Attn: [redacted]
QT-ERF
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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO PITTSBURGH, PENNSYLVANIA TO INSTALL
DCS3000 EQUIPMENT

Synopsis: To report travel to Pittsburgh, Pennsylvania on [redacted] to install a DCS3000 collection system for [redacted]

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Details: Electronics Technician [redacted] traveled to Pittsburgh, Pennsylvania on 08/16-18/1999 to install a DCS3000 collection system and [redacted] The DCS3000 Server workstation is installed in the [redacted] and will support DCS3000 Client connections from multiple federal and state/local agencies.

269-HQ-1194267-80

UPLOADED
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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

(01/26/1998)

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 07/16/1999

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

Drafted By: [redacted]:ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO MINNEAPOLIS, MINNESOTA TO INSTALL
DCS3000 EQUIPMENT

Synopsis: To report travel to Minneapolis, Minnesota on 06/28-07/02/1999.

Details: Electronics Technician [redacted] traveled to Minneapolis, Minnesota on 06/28-07/02/1999 to install a DCS3000 collection system and [redacted]. The DCS3000 workstation is installed in the Minneapolis Field Office (FO) and will connect to [redacted] in Minneapolis.

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ET [redacted] upgraded the Aerial DCS3000 client system located at the Minneapolis FO and upgraded the Aerial DCS3000 server system located at Aerial in Eagan, Minnesota.

269-HQ-1194267 - 76

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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/07/1999

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
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[redacted] QT-ERF
QT-ERF

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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 269-HQ-1194267 (Pending)

Title: *DIGITAL DELIGHT*
TRIP REPORT-NEW YORK CITY

Synopsis: To report travel to New York City, New York on 05/05-06/1999 to install [redacted]

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Details: Electronics Technicians [redacted] and [redacted] traveled to New York City, New York on 05/05-06/1999 to install [redacted] switch is a new switch which provides service to all of Long Island and the lower, east-side of Manhattan. This switch is now connected to the New York Field Office via a dedicated, leased line.

269-C-1194267-70

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HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

UPLOADED BY SDH 5/13/99

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/18/1999

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
QT-ERF

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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: [redacted] b2
TRIP REPORT-NASHVILLE

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Synopsis: To report travel to Nashville, Tennessee on 03/15-17/1999 to install a DCS3000 collection system.

Details: Electronics Technician (ET) [redacted] and ET [redacted] traveled to Nashville, TN on 03/15-17/1999 to install a DCS3000 collection system for the Nashville Resident Agency (RA) to support a [redacted] intercept on a target utilizing [redacted] telecommunication services.

In addition, ETs [redacted] and [redacted] provided in-depth training and instruction on the operation and maintenance of the DCS3000 system to Special Agent [redacted] of the Nashville RA.

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/18/1999

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
[redacted] QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted] b6 b7C

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267

Title: [redacted] b2
TRIP REPORT - RALEIGH

Synopsis: To report travel to the Raleigh Resident Agency (RA) on 03/08/1999 to install a DCS 3000 collection system network for an upcoming [redacted]

Details: On 03/08/1999 Electronics Technicians (ETs) [redacted] and [redacted] met with Technically Trained Agent [redacted] of the Charlotte Field Office. ETs [redacted] and [redacted] installed a [redacted] and a DCS 3000 workstation at an offsite location in the Raleigh area. This workstation was configured as the server and client for an upcoming [redacted] data from the New York, Atlanta, and Greensboro [redacted] This will allow contemporaneous collection at the Raleigh offsite of the pen register data regarding this target. b2 b6 b7C b7E

ETs [redacted] and [redacted] also reconfigured a workstation in the Raleigh RA to act as a client so the information for the target at the Offsite can be uploaded to the Telephone Applications database. Prior to departure, ETs [redacted] and [redacted] tested the DCS 3000 network and found it to be fully operational.

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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

269-HQ-1194267-58

UPLOADED BY SDH 3/31/99

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 02/10/1999

To: Laboratory Attn: [redacted] QT-ERF
QT-ERF
QT-ERF
QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703[redacted]

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Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO COLUMBIA, SOUTH CAROLINA TO INSTALL DCS3000 COLLECTION SYSTEM FOR [redacted]

Synopsis: To report travel to Columbia, South Carolina on 02/03-04/1999 to install a DCS3000 collection system.

Details: Electronics Technician (ET) [redacted] traveled to Columbia, South Carolina on 02/03-04/1999 to install a DCS3000 collection system at the Columbia Field Office (FO). Coinciding with ET [redacted] travel, Electronics Engineer (EE) [redacted] traveled to Atlanta to install DCS3000 networking equipment in the Atlanta FO. The equipment installed by ET [redacted] and EE [redacted] will allow the Columbia FO to collect intercept information from [redacted] via the Atlanta FO DCS3000 server.

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In addition, ET [redacted] provided in-depth training and instruction on the operation and maintenance of the DCS3000 system to Special Agent [redacted] of the Columbia FO.

(01/26/1998)

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/23/1998

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF
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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703 [redacted]

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: [redacted]
TRAVEL TO BALTIMORE, MARYLAND TO INSTALL DCS3000 COLLECTION SYSTEM FOR [redacted]

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Synopsis: To report travel to Baltimore, Maryland on 12/22/1998 to install DCS3000 collection system.

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Details: Electronics Technician (ET) [redacted] traveled to Baltimore, Maryland on 12/22/1998 to install DCS3000 networking equipment for the DCS3000 collection system at [redacted]. In addition, ET [redacted] installed a DCS3000 workstation in the Baltimore Field Office and provided in-depth training and instruction on the operation and maintenance of the DCS3000 system to Special Agent [redacted]

269-HQ-1194267-47

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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/18/1998

To: Laboratory **Attn:** [redacted] QT-ERF
QT-ERF
QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] (703) [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted] :ehb

Case ID #: 269-HQ1194267

Title: DIGITAL DELIGHT
TRIP REPORT

Synopsis: To report on travel to the Calverton Resident Agency (RA) on 12/16/1998 to install a DCS 3000 collection system.

Details: On 12/16/1998 Electronics Technician (ET) [redacted] and [redacted] met with Technically Trained Agent (TTA) [redacted] of the Baltimore Field Office. TTA [redacted] requested that a DCS 3000 collection System be installed at the Calverton RA. The DCS 3000 was installed and demonstrated to TTA [redacted] ET [redacted] and ET [redacted] preformed a test of the Data Delivery (Pen Register information) with an FBI test phone, and found the DCS 3000 to be fully operational. b2 b6 b7C b7E

[redacted] informed TTA [redacted] that [redacted] had started using a new switch in Hanover, Maryland. The target's home location was moved from the Silver Spring location to Hanover. In order for the FBI to gather Pen Register information on this target, EST-3 will be required to install a DCS 3000 collection system at the Hanover switch. Once EST-3 installs the DCS 3000 at the Hanover switch, the FBI will have complete state coverage of the target. b2 b6 b7C b7E

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HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

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(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 12/16/1998

To: Laboratory **Attn:** [redacted] QT-ERF
[redacted] QT-ERF
[redacted] QT-ERF
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[redacted] QT-ERF

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From: Laboratory
Electronic Surveillance Technology Section/TICTU/QT-ERF
Contact: [redacted] 703-[redacted]

Approved By: [redacted]

Drafted By: [redacted]

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Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO NEW YORK CITY, NEW YORK TO INSTALL [redacted]

Synopsis: To report travel to New York, New York on 12/08-10/1998 to install equipment at [redacted] and provide training and instruction on the DCS3000 collection system to New York Division.

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Details: Electronics Technician (ET) [redacted] and Electronics Engineer (EE) [redacted] traveled to New York City, New York on 12/08-10/1998 to upgrade New York Division's [redacted] DCS3000 collection system. Also on 12/08-10/1998, ET [redacted] and EE [redacted] installed an additional DCS3000 collection system for the purpose of collecting intercept information from [redacted] ET [redacted] and EE [redacted] provided training and instruction on the operation on the DCS3000 collection system to Special Agent [redacted] of the New York Field Office.

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DATE 06-14-2007 BY 65179DMH/KSR/MAJ

UPLOADED BY DH 12/22/98

(01/28/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 12/02/1998

To: Laboratory Attn: [redacted] QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/CIMU/QT-ERF
Contact: [redacted] (703) [redacted]

Approved By: [redacted] b6
[redacted] b7C

Drafted By: [redacted] :ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
TRAVEL TO PHILADELPHIA, PENNSYLVANIA AND ATLANTIC CITY, NEW JERSEY TO INSTALL DCS3000 COLLECTION SYSTEMS

Synopsis: To report travel to Philadelphia, Pennsylvania and Atlantic City, New Jersey on 11/17-19/1998 to install equipment and provide training and instruction on the DCS3000 collection system.

Details: Electronics Technicians (ETs) [redacted] and [redacted] traveled to Philadelphia, Pennsylvania on 11/17/1998 to upgrade the Philadelphia Division's DCS3000 collection system. Also on 11/17/1998, ETs [redacted] and [redacted] traveled to Atlantic City, New Jersey to install a DCS3000 collection system in the Atlantic City Resident Agency (RA). On 11/18/1998, ETs [redacted] and [redacted] provided training and instruction on the operation on the DCS3000 collection system to Special Agent [redacted] of the Atlantic City RA. b2 b6 b7C b7E

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

UPLOADED BY SDH 12/7/98

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 10/02/1998

To: Laboratory Attn: [redacted] QT-ERF

From: Laboratory
Electronic Surveillance Technology Section/CIMU/QT-ERF
Contact: [redacted] (703) [redacted] b6 b7C

Approved By: [redacted]

Drafted By: [redacted] ehb

Case ID #: 269-HQ-1194267 (Pending)

Title: DIGITAL DELIGHT
OPERATIONAL TRAVEL TO KANSAS CITY, MISSOURI

Synopsis: To report travel to Kansas City, Missouri on 09/27-10/01/98 to assist in the installation of [redacted] intercept equipment.

Details: Electronics Technicians [redacted] and [redacted] traveled to Kansas City, Missouri to assist in the installation of [redacted] equipment. They worked with Special Agents [redacted] and [redacted]. Equipment was installed at the service provider [redacted] and the Kansas City Field Office. Electronics Technicians [redacted] and [redacted] also provided in-depth training on the operation and maintenance of the system. b2 b6 b7C b7E

UPLOADED BY [redacted]

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

TRIP REPORT ONLY

(01/26/1998)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/20/1998

To: Information Resources **Attn:** [redacted] QT ERF

From: Information Resources
Electronic Surveillance Technology Section, EST-4,
NADU, QT ERF
Contact: [redacted] (703) [redacted]

b6
b7C

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 281F-ME-47043
269-HQ-1194267

Title: INSTALLATION OF [redacted] AT [redacted] FOR MEMPHIS FIELD OFFICE

Synopsis: To report details on the deployment of equipment to perform electronic surveillance.

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b7E

Details: Electronics Technician (ET) [redacted] and Electronics Engineer (EE) [redacted] traveled to Memphis, TN, to deploy Title III and pen register intercept hardware and software for [redacted].

In addition, ET [redacted] and EE [redacted] provided technical expertise and training on the configuration, operation and maintenance of the [redacted]

(Rev. 10-01-1999)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/31/2002

To: Laboratory

From: Laboratory
Cyber Technology Section/TICTU/QT-ERF
Contact: [redacted] 703[redacted]

Approved By: [redacted]

b6
b7C

Drafted By: [redacted]:ehb

Case ID #: 268-HQ-1012496

Title: WIRELESS NETWORKS

Synopsis: In accordance with Project Management Office (PMO) requirements, the Telecommunications Intercept and Collection Technology Unit (TICTU) is submitting the Statement of Need (SON) for the DCS3000 Interactive Voice Response Authentication System activity.

Enclosures: DCS3000 Interactive Voice Response Authentication System SON

Details: The DCS3000 Interactive Voice Response Authentication System engineering activity has been completed. In accordance with PMO directives, a SON has been prepared and is being submitted under this EC for review by the PMO. It is requested that this SON be entered in the file. Questions about the project and/or the enclosed documentation may be directed to [redacted] TICTU at 703-[redacted]

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b7C

CC: [redacted] QT-ERF
[redacted] QT-ERF (Enc)
[redacted] QT-ERF (Enc)
[redacted] QT-ERF (Enc)

♦♦ b6
b7C

ALL INFORMATION CONTAINED
HEREIN IS UNCLASSIFIED
DATE 06-14-2007 BY 65179DMH/KSR/MAJ

[redacted]

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DCS3000
INTERACTIVE VOICE RESPONSE AUTHENTICATION SYSTEM

File No. 268-HQ-1012496

STATEMENT OF NEED

PHASE 1

Telecommunications Intercept and Collection Technology Unit
Technical Operations Section

APPROVAL

PREPARED BY:
(Originator)

[redacted]
Print Name

_____ 05/01/01
Signature Date

CONCURRED BY:
(User Representative)

[redacted]
Print Name

_____ _____
Signature Date

b6
b7C

CONCURRED BY:
(Unit Chief)

[redacted]
Print Name

_____ _____
Signature Date

NEW PROJECT PROPOSAL TITLE: DCS3000 INTERACTIVE VOICE RESPONSE AUTHENTICATION (DCS_IVR) SYSTEM.

ORIGINATOR: [redacted] b6 b7C

DATE OF ORIGINATION: May 01, 2001

PURPOSE: To request the start of a new engineering activity within the Technical Operations Section (TOS), Telecommunications Intercept and Collection Technology Unit (TICTU).

The purpose of the new activity is to develop a computer-based DCS_IVR System for use by TICTU that will greatly enhance their capabilities in tracking the deployment of the FBI's DCS3000 software application.

RECOMMENDATIONS/STATUS:

1. That the TOS approve the start of a new engineering activity to develop a DCS_IVR System. b6 b7C

2. That Electronics Technician [redacted] be made Project Leader for this engineering activity.

3. That file number 268-HQ-1012496 be used for this engineering activity.

DETAILS: The TICTU is responsible the for research, development, and field-deployment of Electronic Surveillance (ELSUR) systems that perform 'switch-based' intercept and collection of wireless telecommunication data and audio. One of those ELSUR systems TICTU developed is the DCS3000.

The DCS3000 is a computer-based ELSUR system that performs 'switch-based' intercept and collection of call detail (data) and call content (audio) information. Call detail and call audio information is delivered over a local area network from cellular, enhanced specialized mobile radio and GSM service providers to the DCS3000 System. The DCS3000 is currently in use by the FBI, [redacted] and many state and local law enforcement agencies. b2 b7E

It is the goal of TICTU to authenticate and log each installation of the DCS3000 software ***before*** the software is installed on a computer. Therefore, to facilitate the authentication process, TICTU engineered an authentication function in the DCS3000 Setup Application to better track the numerous deployments of the DCS3000 software. This authentication function runs at the beginning of the DCS3000 installation process and forces the user to perform an Authentication Request Call to TICTU.

The TICTU personnel, after receiving this Authentication Request call, must access a computer with the DCS3000 Authority Program, manually input the Authentication Request Number and wait for the computer to calculate the Authorization Result Code. When the calculation is finished, TICTU personnel must then verbally relay the Authorization Result Code to the caller and enter the date/time/caller's name and organization in a DCS3000 Authentication Log. Unfortunately these procedures take up valuable work time (typically 5 to 7 minutes per call) and TICTU personnel must be available on a 24-hour basis to answer Authentication Request Calls.

The goal of this engineering activity is to provide TICTU with a
self-contained, DCS_IVR System that will provide Automated Call Attendant features with intuitive Interactive Voice Response messages. The DCS_IVR System's capabilities will ultimately save TICTU valuable work time and ensure that each installation of DCS3000 Software is authenticated and accurately recorded in a database log.

DCS_IVR SYSTEM REQUIREMENTS

- Operate from a Windows NT PC
- Ability to answer incoming calls
- Ability to decode, log and display Caller ID
- Ability to place outgoing call to caller's callback number and/or Caller ID
- Provide automated logging of Authentication Requests

- Provide automated logging of Authorization Result Codes
- Provide friendly, Interactive Voice Responses to help guide the caller through the Authentication Process
- Provide digital audio recording of caller's name and organization
- Provide a date/time stamp for all calls
- Provide DTMF digit decoding capabilities
- Provide an Access Database Log of all information
- Provide a robust Report Generator Utility to facilitate generation of reports

1. MISSION/REASON

The purpose of this new engineering activity is to provide TICTU with a self-contained, DCS_IVR System that will provide Automated Call Attendant features with intuitive Interactive Voice Response messages. The DCS_IVR System's capabilities will ultimately save TICTU valuable work time and ensure that each installation of DCS3000 Software is authenticated and accurately recorded in a database log.

2. BASIS OF NEED

There are no DCS_IVR Systems currently available for TICTU, FBI, other government agencies, and/or state and local law enforcement agencies to use.

3. ASSESSMENT OF CAPABILITIES

The DCS_IVR System activity will focus on providing TICTU, FBI, other government agencies, and/or state and local law enforcement agencies with a user-friendly, feature rich DCS_IVR System capable of fully meeting the technical requirements listed in the details section.

A. Existing Capability

Currently, the FBI has no deployable DCS_IVR Systems.

B. Planned or Programmed Capability

Develop a user friendly, feature-rich DCS_IVR System.

The DCS_IVR System will utilize commercial-off-the-shelf (COTS) computer equipment and digital telephony hardware controlled by TICTU-developed software. The DCS_IVR System will be programmable so that various modes of operation are possible. The DCS_IVR System will be

developed to accommodate future methods to be fully defined at a later date.

The TICTU personnel will provide system development, integration, configuration, and final testing of the DCS_IVR System. The DCS_IVR System development activities will also include the release of information and/or equipment by TICTU, FBI, other government agencies, and/or state and local law enforcement agencies.

No other programs are known which are developing DCS_IVR System capabilities.

4. NEEDED CAPABILITY

The TICTU has studied the technical specifications required for the successful deployment of a DCS_IVR System. Based upon these studies, TICTU has determined that COTS equipment or system components will meet the hardware requirements for the DCS_IVR System. The TICTU will utilize COTS hardware in conjunction with TICTU-developed software to develop the DCS_IVR System.

From: [redacted] b6 b7C
To:
Date: Fri, Mar 16, 2001 9:21 AM
Subject: Distrbution of DCS-3000 Software

[redacted]

I talked with [redacted] yesterday about tracking the installations of the DCS-3000 Software. [redacted] told me that the [redacted] is up and running and will be used to track the installations of the DCS-3000. He also stated it is the responsibility of each group member to create installation disks and there are two methods used to distribute the DCS-3000 software:

[redacted] b2 b6 b7C b7E

When the DCS-3000 software is installed will the phone number of the [redacted] appear durng the installation?

If not what is the phone number of the [redacted]

Will we use the [redacted] when installing DCS-3000 software on FBI Computers?

I understand that new versions of the DCS-3000 software are e-mailed to [redacted] from BAH. Can new version of the DCS-3000 software and any release notes be forwarded to all members of TAG so installation disk can be made?

Thanks

[redacted]

CC: [redacted]

From: [redacted]
To:
Date: Tue, Aug 14, 2001 3:14 PM
Subject: Re: DCS_IVR Authentications

b6
b7C

[redacted]

Yes I would. Once we get the Help Desk set up, I would like the ladies to review the system daily and log the agencies that have requested authorization codes.

[redacted]

>>> [redacted] 08/14 8:33 AM >>>
This is a Report for 6/11/2001 - 8/14/2001.....

[redacted] do you want me to archive the records and wav files to removable media?

b6
b7C

From: [redacted]
To: [redacted]
Date: Fri, Dec 13, 2002 3:52 PM
Subject: DCS3000 enhancement

here's a suggestion/addition for the DCS3000 that will facilitate consensual recordings...

add a CW list so that every time a source/CW calls a number in that list, the call is recorded. if the source/CW calls a number that isnt in the list - that call is NOT recorded and the information is discarded.

this wouldn't be that hard to code'

let me know - thanks! :o)

From: [redacted]
To: [redacted]
Date: Fri, Dec 13, 2002 4:58 PM
Subject: Re: DCS3000 enhancement

[redacted]
please consider [redacted] request.

b6
b7C

thanks,
m.e.

>>> [redacted] 12/13 3:52 PM >>>
here's a suggestion/addition for the DCS3000 that will facilitate consensual recordings...

add a CW list so that every time a source/CW calls a number in that list, the call is recorded. if the source/CW calls a number that isnt in the list - that call is NOT recorded and the information is discarded.

this wouldn't be that hard to code'

let me know - thanks! :o)

CC: [redacted]

b6
b7C

From: [redacted]
To: [redacted]
Date: Mon, Dec 16, 2002 8:07 AM
Subject: Re: DCS3000 enhancement

b6
b7C

in addition to a Calling List there would
be options of...

a) only incoming calls from #
b) only outgoing calls to #
c) both incoming & outgoing calls

'we' would want to use the 'warrant start & stop dates' too.

CC: [redacted]

b6
b7C

From: [redacted]
To:
Date: Wed, Jul 25, 2001 10:07 AM
Subject: Re: DCS3000 Tracker Software

b6
b7C

Sounds good [redacted] Can't wait to see it.

I was working with some agency guys yesterday. They are putting together a system with a flat panel ant. and a loggerhead and doing locations based on registrations. It works. They have a later software version on their loggerheads (I think). It will really help when we can use your software for real time display of the loggerhead activity. As it is, you have to make a pass in the area, move somewhere else, look at the log, etc. Any word on when Harris can make the change to the loggerhead?

>>> [redacted] 07/24 10:05 AM >>>
JP is finished with the software mods that support the multi-van [redacted] integration.

We are waiting delivery of the COM driver and the final approval of the [redacted]

b2
b6
b7C
b7E

b6
b7C

From: [redacted]
To:
Date: Fri, Mar 16, 2001 9:21 AM
Subject: Distrbution of DCS-3000 Software

[redacted]

I talked with [redacted] yesterday about tracking the installations of the DCS-3000 Software. [redacted] told me that the [redacted] is up and running and will be used to track the installations of the DCS-3000. He also stated it is the responsibility of each group member to create installation disks and there are two methods used to distribute the DCS-3000 software:

b2
b6
b7C
b7E

[redacted]

When the DCS-3000 software is installed will the phone number of the [redacted] appear durng the installation?

If not what is the phone number of the [redacted]

Will we use the [redacted] when installing DCS-3000 software on FBI Computers?

I understand that new versions of the DCS-3000 software are e-mailed to [redacted] from BAH. Can new version of the DCS-3000 software and any release notes be forwarded to all members of TAG so installation disk can be made?

Thanks

[redacted]

CC: [redacted]

b6
b7C

b6
b7C

From:
To:
Date: Mon, Oct 6, 2003 2:50 PM
Subject: Certification and Accreditation Kickoff meeting for DCS

Per our conversation this morning, I would like to schedule a kickoff meeting for the certification and accreditation effort for the Digital Collections Systems for 11:00 a.m. on Thursday, 16 October 2003 at the ERF facility. I think the meeting will take about two hours plus lunch break.

The purpose of the meeting is to introduce to you and your team our DCS C&A strategy, explain the C&A process and discuss any pertinate issues you or your team may have including answering any questions. I would suggest as attendees from your end to include (DCS 6000), (DCS 5000 & ARACHNET), Yourself (DCS 3000), (DCSNet), Trigger Fish), and a representative for any system that will interface with the DCS 3000 or anyone of the above systems. You may also want to have attend as well. Of course anyone else you feel appropriate to attend will be welcome.

b6
b7C

Our attendees will include (FBI) our team leader (DAA representative) (Wireless), and myself (Certifiers). All our folks are contractors except for who is FBI. I will send the appropriate contractor information to for access to the ERF facility.

Please confirm that this is a good date and time for you and your team.

Thanks!

b6
b7C

CC:

From: [redacted]
To: [redacted]
Date: Tue, Oct 14, 2003 10:32 AM
Subject: DCS 3000, 5000, 6000 CNA Effort

b6
b7C

There is a meeting scheduled Thursday, October 16, 2003, at 11:00am in the main conference room for the DCS 3000, 5000, 6000 CNA efforts.

Your attendance is appreciated. If you are unable to attend, please send a representative from your group.

[redacted]

b6
b7C

b6
b7C

From: [redacted]
To:
Date: Tue, Oct 14, 2003 9:46 AM
Subject: Fwd: Certification and Accreditation Kickoff meeting for DCS

[redacted], please try and attend...this is very important.

thanks!

CC: [redacted]

[redacted] (OTD) (FBI)

From: [redacted] (MP) (FBI) b6
Sent: Monday, June 12, 2006 4:20 PM b7C
To: [redacted] (OTD) (FBI)
Subject: RE: WITT

SENSITIVE BUT UNCLASSIFIED
NON-RECORD

...Okay, I'll make arrangements to move out there...

...just busting your nuts....

[redacted] b6
b7C
Squad [redacted]
Minneapolis TTTF
(W) 612 [redacted]
(C) 612 [redacted]

-----Original Message-----
From: [redacted] (OTD) (FBI)
Sent: Monday, June 12, 2006 2:28 PM
To: [redacted] (MP) (FBI)
Subject: RE: WITT b6
b7C

SENSITIVE BUT UNCLASSIFIED
NON-RECORD

[redacted]

Please don't confuse my 'probes' as any type of 'offer'...I do not, nor ever expect to for that matter, have any say as to who works for or is even considered for any position. I am merely a servant like yourself. I was only 'probing' to see who is still in the program, and/or who even has an interest in the program. Nothing in the way of a formal transfer has been offered to myself, nor anyone else - as far as I know. I have been contacted and was asked if I had any input that may help to re-establish the WITT as a viable program within OTD. I figured what better place to get raw input than the field. Accordingly, I have 'reached-out' to a few individuals whom I thought were still involved, one of which was you. Given the fact that I left that program almost two years ago, I felt it was prudent to communicate with people from the field in an effort to hear what the field had to say/offer. I'm willing to listen to anyone and will always help in whatever way I can. I sincerely appreciate the time you have taken in writing your thoughts and observations and I look forward to talking/working with you again soon. Take Care!
mQ>

-----Original Message-----
From: [redacted] (MP) (FBI) b6
Sent: Monday, June 12, 2006 2:55 PM b7C
To: [redacted] (OTD) (FBI)
Subject: WITT

SENSITIVE BUT UNCLASSIFIED b6
NON-RECORD b7C

[redacted]

...Both of my brain cells have been thinking throughout the weekend about our conversation on Friday afternoon. Sounds like the good guy(s) may actually win one and conquer the bullshit monster. I appreciate your request for me to come back and work with you at the "new" ATU. However, the situation with [redacted]

[redacted]

This is a rambling dissertation...so take some Ritalin mixed with cough syrup so our brains will match....please pardon the typos...

Regarding the CID and OTD people working together in the WITT program...that's a can of worms. It may sound like it's very plausible on paper, but you're trying to mix oil and vinegar here. First, from what I understand, the CID training came about because criminal case Agents were complaining that they Tech guys were unwilling to help them. Well, yes, and no... We've always been willing to help here in MP, as long as we were satisfied that it was not a waste of time. One thing we consider is whether or not the criminal Agents have done any preliminary investigation, such as, where does the subject hang out during the day? Do they have any type of pattern established from the DCS-3000 tracker? What phone numbers does he frequently call? If they know he's in a particular area, is there a relative, business or girlfriend that he frequents? When we ask these questions, we are usually greeted with a blank stare. These guys always want to take the WITT vehicle out and drive around half of town to find the guy. Then, when we explain that we need to have someone sitting at the DCS-3000 to keep an eye on call activity and general location of the phone, we're expected to find someone ourselves to do this. We also encounter resistance when we tell criminal Agents that we need more than one Tech Agent to run the WITT vehicle...two at a minimum. The common thread to all of these stories is...we don't have enough Tech Agents to dedicate someone full-time to driving around in the WITT vehicle. When we are asked to do a mission, we have to make sure that we are not wasting our time. This is often construed as lack of cooperation or lack of willingness to help, and off go the e-mails to CID claiming that the Tech guys in Division XX won't help. Bureau-wide, Tech Agents are being run ragged. Under the current setup, TTAs are counted against the Divisions' FSLs. Therefore, it pays to keep the number of TTAs low. Thus...TTA burnout, exactly what I went through exactly a year ago. WITT is only one duty that we must undertake in addition to FISA, Title III/50, GPS tracking, consensual, CCTV, microwave, etc.... Try telling that to the Criminal Agents who have the biggest, baddest, bad-ass on the run. End result: more e-mails to CID telling of Tech Agents' unwillingness to help.

We also have some other issued in MP (second issue). We deal mostly with the Fugitive squad here, and, like in many other offices, these guys have a reputation for cutting corners (I'm not bashing them; it's the way they do business). Getting a court order is the absolute last step, if they have to. Before I had a blow-up with a particular Agent almost exactly one year ago, we were constantly asked to call our contacts at service providers to see if we could get various information without having to get a court order. This gets old, believe me... Doing this once or twice to help out turns into SOP (i.e. it's expected, and you're criticized as a Tech Agent if you refuse to do this later on). I also had a problem with the Fugitive guys calling the service providers and telling them that it was I who was calling. I discovered this when I received a call-back from the service provider. Imaging my embarrassment (and anger). We also had an Agent try to knowingly pass a bad court order to us. When we discovered the error, he said, "Oh, I was hoping you guys didn't notice..." Some other legality issues also have arisen, after which we as Tech Agents are usually left scrambling to cover the paperwork or other legalities (that ain't our job...). This particular Agent just so happens to be the one who was chosen by CID to undergo WITT training. While I cannot definitively speak for the other Tech Agents in the office, I can pretty much assure you that no one in the Tech department will work with this guy. There is no doubt in my mind that he is going to be using the WITT vehicle without a court order. Which brings up another issue...

Why don't the Marshals need a court order to track fugitives (third issue)? The Patriot Act is the Patriot Act, Federal Government is the Federal Government, DOJ is DOJ...why the two different standards for the FBI and the USMS? This undoubtedly has caused some of the rift between CID and OTD. The USMS can go out and use their WITT equipment without a court order, yet the FBI Tech guys insist on having a court order before they will even deploy. Again, e-mails to CID are sent regarding the Tech Agents' lack of support.

Next, we move on to the lack of support being provided by ATU. Most recently, I sent off an e-mail to SSA [redacted] asking for guidance on computer passwords for the CID Agents. I thought it was a bad idea to give them the Tech passwords, which allow administrative rights on our equipment. I will forward these e-mails to you for your reading enjoyment. Anyway, I heard nothing in return from [redacted] for two or three weeks. [redacted] ended up emailing the Unit Chief. To make a long story short...nothing has been resolved regarding the computer issue. This is only one example of why I don't even bother contacting ATU unless I absolutely have to. Keep in mind that I've been out of the full-time Tech loop since last October, so I haven't had much reason to contact ATU lately.

b6
b7C

I hope this gives you an idea as to what the Tech Agents go through with the WITT program.

If you need any further input or other help, please let me know.

Luv ya,

[redacted]