



Date: Nov, 16<sup>th</sup> 2020

Chief, Foreign Investment Review Section (FIRS)  
Deputy Chief, Compliance and Enforcement (FIRS)  
On Behalf of the Assistant Attorney General for National Security  
United States Department of Justice  
National Security Division  
175 N Street, NE  
Washington, DC 20530

Subject: FCC # ITC-214-20180405-00074  
Application by Telecom2Go, LLC for authority pursuant to Section 214 of the Communications Act of 1934, as amended, to provide facilities-based and resale services between the United States and permissible international points.

Dear Sir/Madam:

This Letter of Agreement (“LOA” or “Agreement”) sets forth the commitments that Telecom2Go, LLC (“Telecom2Go”) makes to the U.S. Department of Justice (“USDOJ”), following a review by USDOJ, the Department of Homeland Security, and the Department of Defense (with USDOJ, collectively the “Agencies”), to address national security and law enforcement risks arising from Telecom2Go’s application to the Federal Communications Commission (“FCC”) requesting authority to provide facilities-based and resale service between the United States and permissible international points pursuant to Section 214 of the Communications Act of 1934, as amended, 47 U.S.C. § 214, and the implementing regulations at 47 C.F.R. § 63.18(e)(1), (2).

Telecom2Go certifies as true and correct, under penalties outlined in 18 U.S.C. § 1001, all statements Telecom2Go or its representatives have made to USDOJ, including the Federal Bureau of Investigation (“FBI”), the Department of Homeland Security, the Department of Defense, and the FCC in the course of the reviews of the above-referenced applications that were conducted pursuant to Executive Order 13913, and they hereby adopt those statements as the basis for this LOA.

Telecom2Go has agreed to provide this LOA to USDOJ and understands that upon execution of this LOA, the FCC will be petitioned to condition the 214 license for Telecom2Go on compliance with this LOA.

### **Definitions**

1. For purposes of this LOA, the following definitions apply:



- a. “Access” means: (1) to enter a location; or (2) to obtain, read, copy, edit, divert, release, affect, alter the state of, or otherwise view data or systems in any form, including through information technology (“IT”) systems, cloud computing platforms, networks, security systems, and equipment (software and hardware). For the avoidance of doubt, Access shall be construed broadly to include rather than exclude considered conduct.
- b. “Call Detail Record” (“CDR”) means the data records or call log records that contain information about each call made by a user and processed by switch, call manager, or call server.
- c. “Customer Proprietary Network Information” (“CPNI”) means as set forth in 47 U.S.C. § 222(h)(1).
- d. “Date of this LOA” means the date on which Telecom2Go executes this LOA.
- e. “Domestic Communications” (“DC”) means:
  - (i) Wire Communications, or Electronic Communications (whether stored or not), from one location within the United States, including its territories, to another location within the United States; or
  - (ii) The U.S. portion of a Wire Communication or Electronic Communication (whether stored or not) that originates or terminates in the United States or its territories.
- f. Domestic Communications Infrastructure” (“DCI”) means any Telecom2Go system that supports any communications originating or terminating in the United States, including its territories, including any transmission, switching, bridging, and routing equipment, and any associated software (with the exception of commercial-off-the-shelf (“COTS”) software used for common business functions, *e.g.*, Microsoft Office) used by, or on behalf of, Telecom2Go to provide, process, direct, control, supervise, or manage DC, but does not include the systems of entities for which Telecom2Go has a contracted arrangement for interconnection, peering, roaming, long-distance, or wholesale network access.



- g. “Electronic Surveillance” means:
- (i) The interception of wire, oral, or electronic communications as set forth in 18 U.S.C. § 2510(1), (2), (4) and (12), respectively, and electronic surveillance as set forth in 50 U.S.C. § 1801(f);
  - (ii) Access to stored wire or electronic communications, as referred to in 18 U.S.C. § 2701 et seq.;
  - (iii) Acquisition of dialing, routing, addressing, or signaling information through pen register or trap and trace devices or other devices or features capable of acquiring such information pursuant to law as set forth in 18 U.S.C. § 3121 et seq. and 50 U.S.C. § 1841 et seq.;
  - (iv) Acquisition of location-related information concerning a subscriber or facility;
  - (v) Preservation of any of the above information pursuant to 18 U.S.C. § 2703(f); and
  - (vi) Access to or acquisition, interception, or preservation of, wire, oral, or electronic communications or information as described in (i) through (v) above and comparable state laws.
- h. “Foreign” means non-United States, or its territories.
- i. “Government” means any government, or governmental, administrative, or regulatory entity, authority, commission, board, agency, instrumentality, bureau or political subdivision, and any court, tribunal, judicial or arbitral body.
- j. “Lawful U.S. Process” means U.S. federal, state, or local court orders, subpoenas, warrants, processes, directives, certificates or authorizations, and other orders, legal process, statutory authorizations and certifications for Electronic Surveillance, physical search and seizure, production of tangible things or Access to or disclosure of DC, call-associated data, transactional data, Subscriber Information, or associated records.
- k. “Managed Network Service Provider” or “MNSP” means any third party that has Access to Principal Equipment for the purpose of:
- (i) network operation; provisioning of Internet and telecommunications services; routine, corrective, and preventative maintenance, including



switching, routing, and testing; network and service monitoring; network performance, optimization, and reporting; network audits, provisioning, creation and implementation of modifications or upgrades; or

- (ii) provision of DC or operation of DCI, including: customer support; Operations Support Systems (“OSS”); Business Support Systems (BSS); Network Operations Centers (“NOCs”); information technology; cloud operations/services; 5G (SDN, NFV, Applications); and datacenter services and operations.

l. “Network Operations Center” or “NOC” means any locations and facilities performing network management, monitoring, accumulating accounting and usage data, maintenance, user support, or other operational functions for DC.

m. “Offshore” means performing obligations of this LOA using entities and personnel outside of the territorial limits of the United States, whether or not those entities or personnel are employees of Telecom2Go.

o. “Outsource” means, with respect to DC, supporting the services and operational needs of Telecom2Go at issue in this LOA using contractors or third parties.

p. “Personally Identifiable Information” or “PII” means any information that uniquely identifies and correlates to a natural person or can be used to distinguish or trace a natural person’s identity, alone, including his or her name, social security number, or biometric records, or when combined with other personal or identifying information that is linked or linkable to a specific individual, including date and place of birth, or parent's surname.

q. “Principal Equipment” means all telecommunications and information network equipment (including hardware, software, platforms, OS, applications, protocols) that supports telecommunications or information services, functions, or operations.

r. “Security Incident” means:

- (i) Any known or suspected breach of this LOA, including a violation of any approved policy or procedure under this LOA;
- (ii) Any unauthorized Access to, or disclosure of, PII;
- (iii) Any unauthorized Access to, or disclosure of, information obtained from or relating to Government entities; or



- (iv) Any one or more of the following which affect the company's computer network(s) or associated information systems:
- A. Unplanned disruptions to a service or denial of a service;
  - B. Unauthorized processing or storage of data;
  - C. Unauthorized modifications to system hardware, firmware, or software; or
  - D. Attempts from unauthorized sources to Access systems or data if these attempts to Access systems or data may materially affect company's ability to comply with the terms of this LOA.

s. "Subscriber Information" means any information of the type referred to and accessible subject to the procedures set forth in 18 U.S.C. § 2703(c)(2) or 18 U.S.C. § 2709, as amended or superseded.

t. "U.S. Records" means Telecom2Go's customer billing records, Subscriber Information, PII, CDRs, CPNI, and any other information used, processed, or maintained in the ordinary course of business related to the services offered by Telecom2Go within the United States, including information subject to disclosure to a U.S. federal or state governmental entity under the procedures set forth in 18 U.S.C. § 2703(c), (d) and 18 U.S.C. § 2709.

## **Personnel**

2. Telecom2Go agrees to designate and maintain a U.S. law enforcement point of contact ("LEPOC") in the United States who will be subject to prior approval by USDOJ, including the Federal Bureau of Investigation ("FBI"). The LEPOC shall be a non-dual U.S. citizen residing in the United States or its territories unless USDOJ otherwise agrees in writing. The LEPOC must be approved by the FBI to receive service of Lawful U.S. Process for U.S. Records and, where possible, to assist and support lawful requests for surveillance or production of U.S. Records by U.S. federal, state, and local law enforcement agencies.

3. Telecom2Go agrees to provide the LEPOC's PII to USDOJ within 15 days of the FCC approval of Telecom2Go's application.

4. Telecom2Go agrees to notify USDOJ, including the FBI, in writing at least 45 days prior to modifying its LEPOC for USDOJ and FBI objection or non-objection.

5. Telecom2Go agrees that the designated LEPOC will have Access to all U.S. Records, and, in response to Lawful U.S. Process, will make such records available promptly and, in any event, will respond to the request no later than five days after receiving such Lawful U.S. Process unless USDOJ grants an extension.



6. Telecom2Go agrees to implement, either directly or through a vendor, a process to screen existing or newly hired Telecom2Go personnel or any personnel of an approved Outsourced or Offshored service provider performing under an agreement with Telecom2Go.

The personnel screening process shall include background investigations, public criminal records checks, or other analogous means to ascertain a person's trustworthiness. Telecom2Go further agrees to provide USDOJ with a written description of this personnel-screening process no later than 75 days after the Date of this LOA for USDOJ objection or non-objection.

### **Lawful U.S. Process and Requests for Information**

7. Telecom2Go agrees to comply with all applicable lawful interception statutes, regulations, and requirements, including the Communications Assistance for Law Enforcement Act ("CALEA"), 47 U.S.C. §§ 1001-1010, and its implementing regulations, as well as comply with all court orders and other Lawful U.S. Process for lawfully authorized Electronic Surveillance. Telecom2Go further agrees to certify to USDOJ its CALEA compliance within thirty 30 days from the Date of this LOA.

8. Telecom2Go agrees to provide notice of any material modification to its lawful intercept capabilities to USDOJ within 30 days of such modification and will re-certify its compliance with CALEA no more than 60 days following its notice to USDOJ of any material new facilities, services, or capabilities.

9. Telecom2Go agrees to comply with all court orders and Lawful U.S. Process, including process relating to Electronic Surveillance.

10. Upon receipt of any Lawful U.S. Process, Telecom2Go agrees to place any and all information responsive to the Lawful U.S. Process within the territorial boundaries of the United States and otherwise provide information to the requesting officials, in a manner and time consistent with the Lawful U.S. Process.

11. Telecom2Go agrees not to provide, or otherwise allow the disclosure of, or Access to, U.S. Records, Domestic Communications, or any call content or call data information, to any Foreign Government or any Foreign person not approved by USDOJ pursuant to Paragraph 22, without prior written consent of USDOJ, or a court of competent jurisdiction in the United States.

12. Telecom2Go agrees not to disclose the receipt of Lawful U.S. Process, or compliance with Lawful U.S. Process, to any Foreign Government, or any person not authorized under the Lawful U.S. Process, without prior written consent of USDOJ, or a court of competent jurisdiction in the United States.



13. Telecom2Go agrees to refer any requests for information described in Paragraph 10 from a Foreign person not approved by USDOJ pursuant to Paragraph 22 or a Foreign Government, including any legal process from a Foreign Government, to USDOJ as soon as possible, but in no event later than five days after such a request, or legal process, is received by, or made known to, Telecom2Go, unless disclosure of the request, or legal process, would be in violation of U.S. law, or in violation of an order of a court of competent jurisdiction in the United States.

14. Telecom2Go agrees not to comply with such requests from Foreign Governments and Foreign persons without prior written consent of USDOJ, or an order of a court of competent jurisdiction in the United States.

15. Telecom2Go agrees to ensure that U.S. Records are not subject to mandatory destruction under any Foreign laws.

#### **Unauthorized Access and Security Incidents**

16. Telecom2Go agrees to take all practicable measures to prevent unauthorized Access to U.S. Records, DC, and the DCI.

17. Telecom2Go agrees to take all practicable measures to prevent any unlawful use or disclosure of information relating to U.S. Records or DC.

18. Telecom2Go agrees to draft: (1) a Cyber Security Plan; and (2) an updated version of the Network System Security Plan (“NSSP”), which Telecom2Go will provide to USDOJ within 75 days of the Date of this LOA for objection or non-objection.

19. Telecom2Go agrees that the NSSP will address, among other things, information security, remote access, physical security, cyber-security, third-party contractors, Outsourcing and Offshoring, maintenance and retention of system logs, protection of Lawful U.S. Process, protection of U.S. Records obtained by Telecom2Go in the ordinary course of business, and Telecom2Go’s specific plan regarding new contracts or amendments to existing contracts with third-party providers requiring those third parties to notify Telecom2Go in the event of a breach or loss of U.S. Records within a specified time period after discovery, not to exceed 48 hours from the time of discovery.

20. Telecom2Go agrees to provide to USDOJ updated network diagrams to include all facilities, devices, Points of Presence (“PoPs”), and NOCs within 60 days from the Date of this LOA, and thereafter, within 14 days upon USDOJ request.

21. Telecom2Go agrees to notify USDOJ at least 45 days prior to changing the location for storage of U.S. Records for USDOJ objection or non-objection. Such notice shall



include:

- a. A description of the type of information to be stored in the new location;
- b. The custodian of the information (even if such custodian is Telecom2Go);
- c. The location where the information is to be stored; and
- d. The factors considered in deciding to store that information in the new location.

22. Telecom2Go agrees to notify USDOJ of all Foreign persons, including employees, vendors, contractors, MNSPs, or other entities or individuals that Telecom2Go intends to allow Access to U.S. Records, DC, or DCI. Telecom2Go agrees to make such notification no less than 45 days prior to the date for which Telecom2Go is seeking such Access be granted for USDOJ objection or non-objection. Telecom2Go further agrees to provide the PII to USDOJ for each Foreign person identified as requiring such Access.

### **Reporting Incidents and Breaches**

23. Telecom2Go agrees to report to USDOJ promptly, and in any event no later than 72 hours, after if it learns of information that reasonably indicates:

- a. A Security Incident;
- b. Unauthorized Access to, or disclosure of, any information relating to services provided by Telecom2Go, or referring or relating in any way to Telecom2Go's customers in the United States or its territories;
- c. Any unauthorized Access to, or disclosure of, DC in violation of federal, state, or local law; or
- d. Any material breach of the commitments made in this LOA.

24. Telecom2Go agrees to require any third-party service provider to disclose to Telecom2Go any data breach of any U.S. Records, or any loss of U.S. Records, whether from a data breach, or other cause, within 48 hours of the third party discovering the breach or loss.

25. Telecom2Go agrees to notify USDOJ, including the points of contact ("POC") listed in Paragraph 38, in writing of any of the Security Incidents or breaches described in Paragraphs 23 or 24 of this LOA. Consistent with Paragraph 23, the notification shall take place no later than 72 hours after Telecom2Go or any third party providing Outsourced or Offshored services to Telecom2Go discovers the incident, intrusion, or breach has taken or is taking place, or sooner when required by statute or regulations.

26. Telecom2Go agrees to notify the FBI and U.S. Secret Service as provided in Section 47 C.F.R. § 64.2011 within seven business days after reasonable determination that a person without authorization, or in exceeding their authorization, has gained Access to, used, or disclosed CPNI, or that of a third party used by Telecom2Go, and shall electronically report the matter to the central reporting facility through the following portal:





<https://www.cpnireporting.gov/cpni/content/disclaimer.xhtml?dswid=8089>

### **Principal Equipment**

27. Telecom2Go agrees to provide USDOJ within 45 days from the date Telecom2Go receives the FCC's approval, a Principal Equipment List for USDOJ objection or non-objection. The Principal Equipment List shall include the following:

- a. A complete and current list of all Principal Equipment, including:
  - (i) a description of each item and the functions supported,
  - (ii) each item's manufacturer, and
  - (iii) the model and/or version number of any hardware or software.
- b. Any vendors, contractors, or subcontractors involved in providing, installing, operating, managing, or maintaining the Principal Equipment.

28. Telecom2Go agrees to notify USDOJ in writing at least 45 days prior to introducing any new Principal Equipment or modifying any of its Principal Equipment for USDOJ objection or non-objection.

29. Telecom2Go agrees to provide USDOJ with the names of providers, suppliers, and entities that will perform any maintenance, repair, or replacement that may result in any modification to its Principal Equipment or systems or software used with or supporting the Principal Equipment. USDOJ will object or non-object to such new Principal Equipment or modification to the Principal Equipment within 30 days of receipt of notice.

### **Outsourced and Offshored Services**

30. Telecom2Go agrees to provide the USDOJ within 45 days from the date Telecom2Go receives the FCC's approval, a list of all Outsourced or Offshored service providers that provide services to Telecom2Go for USDOJ objection or non-objection. The list should include any Outsourced or Offshored service provider that provides services for:

- a. MNSP services;
- b. NOC(s);
- c. Network maintenance services;
- d. Billing or customer support services;
- e. Any operation or service that could potentially expose the DCI, DC, or U.S. Records to include CPNI such as CDRs; and



- f. Deploying any network elements, hardware, software, core network equipment, and network management capabilities that are owned, managed, manufactured, or controlled by a Foreign Government or non- public entities.

31. Telecom2Go agrees to notify USDOJ in writing no less than 30 days prior to the use of any new Outsourced or Offshore service providers that will provide any of the services described in Paragraph 30(a)-(f).

32. USDOJ agrees to object or non-object to any new Outsourced or Offshore service providers, within 30 days of receiving notice.

### **Network Operations Centers**

33. Telecom2Go agrees to notify USDOJ in writing at least 75 days prior to changing the location of its NOCs for USDOJ objection or non-objection.

### **Peering Agreements and Interconnecting Carriers**

34. Telecom2Go agrees to provide USDOJ with lists of its existing peering agreements and interconnecting carriers on a biannual basis beginning six months from the Date of this LOA.

35. Telecom2Go agrees to provide additional lists of its peering agreements and interconnecting carriers within 14 Days upon USDOJ request.

### **Change in Ownership and Service Portfolio**

36. Telecom2Go agrees to provide USDOJ notice of any changes to its business, including but not limited to corporate structure changes, ownership changes, corporate name changes, business model changes, corporate headquarter location changes, or business operation location changes no less than 30 days in advance of such change. Telecom2Go also agrees to provide USDOJ notice within 30 days of initiating any bankruptcy proceeding or any other legal proceeding undertaken for the purpose of liquidating, reorganizing, refinancing, or otherwise seeking relief from all or some of Telecom2Go's debts.

37. Telecom2Go agrees to provide USDOJ notice of any material change to its current portfolio of services offering, including offering other services beyond its current service portfolio to include offering any end-user or 5G-based services or applications, no less than 45 days in advance of such change for USDOJ objection or non-objection.

### **Annual Report**

38. Telecom2Go agrees to provide an annual report to USDOJ regarding the company's compliance with this LOA, to include:



- a. Certification that there were no changes during the preceding year (where no changes were reported to USDOJ during the year);
- b. Notice(s) regarding the company's handling of U.S. Records, DC, and Lawful U.S. Process (*i.e.*, whether handled properly and in accordance with the assurances contained herein) including a list of individuals with access to U.S. Records and DC;
- c. Notification(s) of the installation and/or purchase or lease of any Foreign-manufactured Principal Equipment (including, but not limited to, switches, routers, software, hardware);
- d. Notification(s) of any relationships with Foreign-owned telecommunications partners, including any network peering (traffic exchange) or interconnection relationships;
- e. Updated network diagrams showing all facilities, devices, PoPs, and NOCs,
- f. Updated NISSP and Cyber Security Plan;
- g. Report(s) of any occurrences of Security Incidents including but not limited to cyber-security incidences, network and enterprise breaches, and unauthorized access to U.S. Records;
- h. A re-identification of the location that Telecom2Go stores U.S. Records;
- i. Recertification of the services that Telecom2Go provides or confirmation that no additional services are being offered;
- j. A re-identification of the name of and contact information of the LEPOC;
- k. Notification of all of Telecom2Go's filings or notices to the FCC in the prior year, and a copy of these filings if requested by USDOJ;
- l. Certification of Telecom2Go's compliance with CALEA and any other applicable U.S. lawful interception statutes, regulations, and requirements;
- m. A description of the services that Telecom2Go provides in the United States and the specific services provided using the international Section 214 authorization as well as services it provides in the United States that do not require Section 214 authority; and
- n. Notification of any reasonably foreseeable matter that would give rise to an obligation under this LOA.

The annual report will be due one year after the Date of the LOA and every year thereafter. Telecom2Go agrees to send electronic copies of the annual report and all notices and communications required under this LOA to the following individuals or any other individuals that DOJ identifies to Telecom2Go in the future: Jason Trigger, USDOJ (at Jason.Trigger2@usdoj.gov); Loyaan Egal, USDOJ and Eric S. Johnson, USDOJ (at Compliance.Telecom@usdoj.gov). Upon USDOJ request, Telecom2Go agrees to provide USDOJ with paper copies of any annual report, notices, or communications required under this LOA.



### **Site Visits**

39. Telecom2Go agrees to permit USDOJ's requests for site visits and approve all requests to conduct on-site interviews of Telecom2Go employees and inspection of Telecom2Go's facilities, including U.S. Records and equipment.

### **Miscellaneous**

40. Telecom2Go agrees to permit disclosure of confidential information submitted to the FCC pursuant to 47 C.F.R. § 0.442 to Federal government departments, agencies, and offices whose principals are listed in Exec. Order 13913 § 3.

41. If USDOJ finds that the terms of this LOA are inadequate to resolve any national security or law enforcement risks, Telecom2Go agrees to resolve USDOJ's concerns, according deference to the USDOJ's views on the need for modification. Rejection of a proposed modification shall not alone be dispositive, but failure to resolve national security or law enforcement risks may result in a request that the FCC modify, condition, revoke, cancel, terminate, or render null and void any relevant license, permit, or other authorization granted by the FCC to Telecom2Go or its successors-in-interest, or any other appropriate enforcement action required to address the concern.

42. Telecom2Go agrees that in the event that Telecom2Go breaches the commitments set forth in this LOA, to include conduct contrary to timely USDOJ objection to any notice submitted pursuant to this LOA, a recommendation may be made that the FCC modify, condition, revoke, cancel, enter other declaratory relief, or render null and void any relevant license, permit, or other authorization granted by the FCC to Telecom2Go or its successors-in-interest, in addition to pursuing any other remedy available by law or equity.

43. For purposes of counting days in this LOA, the day of the event that triggers the period is excluded, but every day thereafter is counted, including intermediate Saturdays, Sundays, and legal holidays. Include the last day of the period, but if the last day is a Saturday, Sunday, or legal holiday, the period continues to run until the end of the next day that is not a Saturday, Sunday, or legal holiday.

44. Telecom2Go understands that, upon execution of this LOA by an authorized representative or attorney, or shortly thereafter, the FCC will be notified that there is no objection to grant of the application.



Sincerely,

A handwritten signature in black ink, appearing to read "Alonso Van Der Biest", is written over a horizontal line.

Alonso Van Der Biest

President

November 16, 2020

**Telecom2Go, LLC**