Spark
TELECOMM

SECURITY AND JUSTICE

Historical versions

Version	Update	Responsible	Date
1.0	Document creation	Legal	-
1.1	Review and Update	Legal	20/02/2024
1.2	Format and design	Process	20/02/2024
1.3	Translation to English	Translation area	22/02/2024

Responsible area: Legal and Regulatory Department
Email: legal@sparktelecomm.com
Contact phone: +55 8792 4605 and/or +55 2263 0337

Presidente Masaryk Ave.
Masaryk 29 floor 1, office 16
Polanco, 5th Section
Miguel Hidalgo, CDMX 11560

Below, we describe the complementary processes for addressing requirements applicable to Collaboration matters in matters of Security and Justice:

a) Intervention of Private Communications:
  i. The Request must be accompanied by the court order that authorizes the intervention of private communication, as well as the "Format for the Management of Information Requirements in the Matter of Security and Justice" (the "Format") or, failing that, the information contained in the Fourth Section of the Agreement by which the Plenary Session of the Federal Telecommunications Institute issues the Collaboration Guidelines on Security and Justice and modifies the fundamental technical numbering plan, published on June 21, 1996 (the "Agreement").

b) Preserved Data:
  i. For requests via email, you must contact the following email: legal@sparktelecomm.com, or by physical delivery to the following. Address: Presidente Masaryk Ave. Masaryk 29 floor 1, office 16 Polanco, 5th Section, Miguel Hidalgo, CDMX 11560 (office hours Monday to Friday from 9:00 a.m. to 6:00 p.m.). For any questions, we have the following telephone numbers: +55 8792 4605 and +55 2263 0337.
  ii. Any provision may be accompanied by the "Format for the Management of Information Requirements in the Matter of Security and Justice" (the "Format"), which is identified as Annex I of the Agreement and will provide the information indicated in the Fourth numeral of the Agreement.
  iii. After accepting the Request or the Form by the responsible Area, it will be reviewed that the formalities and requirements corresponding to current legislation are met, and a response will be given to the Authority that requests the information and by the same means by which it was ordered. If the corresponding formalities and requirements are not met, the request will be returned, indicating non-compliance to the Authority.

Personal communications intervention process:

• Once the Requirement or Format is received, the Responsible Area will review that they comply with the formalities and requirements stipulated by the Federal Telecommunications and Broadcasting Law (the "Law") and the Agreement and the intervention of private communication. If applicable, it will submit the corresponding report to the issuing authority.

• If the Request or the Format does not comply with the requirements established by the Law and the Agreement or if the court order authorizing the intervention of the private communication is not accompanied, it will be returned to the issuing authority that it is not possible to comply with the request.

Note: Because Sparktelecomm, S.A. de C.V, does not offer mobile telephony, the provisions of Chapter III of the Agreement -On the real-time geographical location of mobile terminal devices or equipment- do not apply to it.

WELCOME

📞 55 3238 3885

✉️ sales@sparktelecomm.com

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