Administrative Subpoena Protocol:

1. All administrative subpoena requests should be submitted by email or by fax to the designated contact
   1. Cyber: [Nor.admin.cyber@state.ma.us](mailto:Nor.admin.cyber@state.ma.us) / 781-897-8862
   2. Phone: [nor.admin.phone@state.ma.us](mailto:nor.admin.phone@state.ma.us) / 781-897-6821
2. Email Accounts:
   1. The cyber email address will be attached to the cyber paralegal’s Outlook only
   2. The phone email address will be attached to the phone paralegal’s Outlook only
   3. Each email address will have the same password
3. Phone Numbers: The admin phone numbers will be used on all communications with law enforcement and providers, as well as listed on subpoenas
   1. The Cyber Admin phone number is 781-897-6710
   2. The Phone Admin phone number is 781-897-6711
   3. The numbers will be docked with the paralegal assigned to each team
   4. Voicemail password is the same for both numbers
4. Tracking of subpoenas: All subpoenas will be tracked on a spreadsheet stored on the global drive SIU/Administrative Subpoenas
   1. Hard copies of Cyber subpoenas will be kept in filing cabinets in the conference room and Melissa Madden’s desk.
   2. Hard copies of Phone subpoenas will be kept at Laura McLaughlin’s desk.
5. Backup Procedure: The cyber and phone paralegals will be designated backup for each other. It will be the responsibility of the absent paralegal to notify his/her replacement of any out of office days.
   1. For absences of four or fewer days: the backup paralegal will log in to both the email and voicemail accounts and respond to emergency/exigent requests only. Upon return from absence, the assigned paralegal will be responsible for responding to all messages left during absence.
   2. For absences of five or more days: the backup paralegal will log into both email and voicemail accounts and respond to all requests
   3. All responses must be documented on the respective spreadsheets and hard copies will be maintained in the normal course.