

**TESTIMONY OF
CHRIS MILLER
SENIOR VICE PRESIDENT AND GENERAL COUNSEL,
VERIZON CONSUMER**

BEFORE THE

**SUBCOMMITTEE ON PRIVACY, TECHNOLOGY, AND THE LAW
UNITED STATES SENATE**

**ARCTIC FROST ACCOUNTABILITY: OVERSIGHT OF TELECOMMUNICATIONS
CARRIERS' RESPONSES TO JACK SMITH'S WITCH HUNT**

FEBRUARY 10, 2026

Chairman Blackburn, Ranking Member Klobuchar, and members of the Subcommittee, my name is Chris Miller. I am the Senior Vice President and General Counsel, Verizon Consumer Group. I appreciate the opportunity to be here today.

I want to begin by acknowledging the frustration and concerns raised by Members and many of you here today over the subpoenas that were issued in 2023 and the responses we provided. We were compelled to provide this information under law, and we complied. No matter who is the target of a subpoena Verizon cannot ignore a valid legal demand.

But our processes could have been better suited to meet what was a new and unique set of circumstances for us, and for other companies. We have put new processes in place to increase transparency to Members whose information is sought by law enforcement. This allows the Member to take the necessary actions to assert their rights and privileges. We have been working closely with Congress and the Administration for the past few months to address the important issues raised by this Committee's inquiry.

Let me provide some context and a timeline of relevant events. I will then discuss the new procedures that we have put in place when law enforcement serves Verizon legal process involving a Member of Congress.

Congress has long recognized that telecom carriers have access to information that can help law enforcement. We respect valid law enforcement requests and historically have not inquired about the substance of their investigations. Verizon processes over 300,000 legal demands and urgent inquiries from public safety officials each year. We are required to respond to these requests for information promptly, sometimes in real time.

Beginning in late 2022, Verizon received multiple federal grand jury subpoenas from the former Special Counsel's office. Some of these subpoenas are related to the Arctic Frost investigation and requested records associated with specific telephone numbers. One subpoena demanded subscriber information and call detail records for 12 telephone numbers between January 4 and January 7, 2021.

That subpoena only listed telephone numbers and did not include any names or any other information identifying these numbers as belonging to Members. And at the time, we did not have a process in place to identify and escalate numbers that belong to Members before we responded. We now know that some of those numbers were associated with Members of Congress—these were personal lines, campaign lines, or official lines.

A judge issued a non-disclosure order preventing us from disclosing this request to anyone—including those being targeted. As was our practice at the time, our response team reviewed this subpoena and non-disclosure order and determined they were valid and legal. As a result, we responded to the subpoena and produced call detail records for these lines.

These were unprecedented circumstances, and while we fully complied with the law, we also acknowledge that we could have done better in terms of our process. One year ago, we began working with the Senate Sergeant at Arms on changes to the handling of legal demands for official Senate lines. And we have expanded those changes to include personal and campaign lines. Here's what we are doing.

First, for law enforcement requests related to Members, we will ensure that Verizon senior leadership is notified and consulted before any information is disclosed. This will allow for informed and thoughtful decisionmaking at the highest levels of the company.

Second, before producing records, Verizon will contact law enforcement officials to verify that they, in fact, intend to seek records for a Member's telephone number.

Third, we will notify the Member of the law enforcement request to the fullest extent provided by the law. And if we receive a non-disclosure order preventing notice, we will challenge the order in court.

This will require coordination with the House and Senate to ensure we know which numbers are covered. We have also met with the White House Counsel's Office and are working with them on a similar process for the Administration.

Verizon is committed to getting this right. We have worked closely with the Congressional committees investigating these matters, and we will continue to cooperate as you examine these issues.

I look forward to answering your questions. Thank you.