



2260 Apollo Way, Santa Rosa, CA 95407
(707) 522-1000

Notice to Parties Serving Valid Legal Process on Sonic

How to Reach Sonic

SubpoenaResponse@corp.sonic.net

Fax: (707) 595-4620

Sonic's mailing address:

Sonic
Attn: Legal Records
2260 Apollo Way
Santa Rosa, CA 95407

STATUS REQUESTS AND QUESTIONS

For security reasons, all questions must be submitted in writing along with a copy of the valid legal process and response. Please take note of all sections of this document – a complete submittal will assure we are able to respond in a timely fashion.

RECORD RETENTION:

Identification of Internet Protocol Addresses:

Sonic currently maintains its dynamic IP address log files for a period of from zero to fourteen days. If asked to make an identification based upon a dynamic IP address that was used more than 14 days prior to records request, Sonic will not have information to provide.

Please Note: Sonic's system of allocating IP addresses uses Dynamic Host Configuration Protocol (DHCP.) Dynamic IP users are not assigned a single or constant IP address. Dynamic IP addresses are assigned and have the potential to change at any time. As a result, it is necessary in all requests for subscriber information linked to a specific IP address that you supply specific date and time including time zone of the incident when an IP address is involved.

Identification of records Based on Telephone Number:

Sonic can only provide account information on telephone numbers for which we currently or have historically provided service. Sonic retains the following information about telephone toll calls for a period of 18 months, as currently required by Federal Communication Commission regulations §42.6: the name, address, and telephone number of the caller, telephone number called, date, time, and length of the call.

Record Retention Timeline

The following retention policies generally apply to frequently sought records:

Dynamic IP Assignment Logs:	0-14 Days
Static IP Assignment Logs:	Indefinite
Call Records:	18 Months
Preservation Requests:	90 Days

Customer Notification Policy

For civil legal process - It is Sonic's policy to notify customers upon receipt of a civil subpoena demand of their account information. There is a two week wait period before disclosure of information.

Sonic will advise the customer that the information will be disclosed unless Sonic is in receipt of a document seeking a court approved protective order prior to the date on which Sonic must legally comply with the demand.

Fee for Civil Subpoena Processing: Sonic charges a fee for the processing of civil subpoenas.



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For criminal legal process – Sonic will notify customers upon receipt of criminal legal process seeking information about their accounts unless prohibited by law.

Please note: If due to emergency threat to life, or legal process prohibits notification, Sonic will notify customer after emergency has ended, or once suppression order expires.

User Content:

Sonic will not provide user content without a U.S. search warrant.

Required Information to be submitted:

- Subpoena, Court Order or Warrant and,
- Subscriber IP and/or,
- Email Address and/or,
- Telephone Number and,
- Date/Time & Time Zone

- What responsive information is required

COST REIMBURSEMENT (Authorized under 18 U.S.C. § 2706)

Sonic reserves the right to require payment in advance, to withhold delivery of information until payment is received and to seek enforcement of charges. Non-binding estimates can be provided to the requesting parties. However, entities that fail to pay charges must serve process by the registered agent within the appropriate state and requests for expedited response will not be granted.

Cost Reimbursement Fees: (Authorized under 18 U.S.C. § 2706)

Sonic will provide an estimate upon request. Please fax all required documentation and state on fax cover sheet, "Estimate Request".

Civil Subpoenas:

- \$25.00 per customer or IP notification and processing fee and \$125.00 hourly fee. One hour minimum per customer or IP.

Criminal Subpoenas:

- \$125.00 hourly fee. One hour minimum per response.

Please Note: No charge for matters relating to child pornography or child endangerment investigations and investigations involving harassing or abusive calls, if documented when requested and unless expedited response is sought.

*Requests based on IP addresses must include date and time information including time zone.



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**Procedure
Submit to Legal Records**

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Payment Methods

Checks: Make payable to: Sonic

Credit Cards: American Express, Visa, MasterCard and Discover are accepted.

Check Sheet – All Items Below Must be Submitted with Payment

- Subscriber IP, email, name or telephone number
- Copy of valid legal process
- Incident Date/Time & Time Zone

Payment Information

Please provide subpoena or case reference number on check when sending payment. Records will be held for 30 days if payment is not submitted, please assure payment follows promptly.

Checks: Make payable to: Sonic
Mail To: Sonic Attn: Legal request processing
2260 Apollo Way
Santa Rosa, CA 95407

- American Express Visa MasterCard Discover

Company: _____

Card Billing Address: _____

Name On Card: _____

Card Number: _____

Validation #: _____ **Expiration Date:** ____/____/____

Total Amount Due: _____

Services Requested: Please check all that apply and total above:

- \$25.00 Civil Processing Fee
- \$125.00/hr Civil/Criminal Hourly Rate. Minimum of 1 hr is assessed.
- No Charge Matters relating to child pornography or endangerment investigations and investigations involving harassing or abusive calls, if documented when requested and unless expedited response is sought.