

## **Civil Subpoena Policy**

**Dated: August, 2010**

**General.** Verizon Online's Privacy Policy provides that we will not release account information or information sufficient to identify a subscriber except under certain specific circumstances. Our Privacy Policy states:

"Verizon does not sell or disclose individually-identifiable information obtained online, or information about you or your account or service, to anyone outside of Verizon or its authorized vendors, contractors and agents unless you specifically authorize it, disclosure is required or permitted by law, required by court order, warrant or subpoena; requested by government officials with reasonable grounds to believe that the information is a communication of a computer trespasser; or deemed necessary by Verizon in its sole discretion to protect the safety, rights or property of Verizon or any other person or entity."

**Service of Subpoenas.** If you seek the identity of or account information about a Verizon Online subscriber in connection with a civil (as opposed to criminal) legal matter, you must serve Verizon Online with a valid subpoena at the address below and agree to compensate Verizon Online for our subpoena response services according to the terms of this policy. In order to respond to a legal demand for IP records, the following information is required: Internet Protocol ("IP") address, date of connection, time of connection, and time zone.

### **Verizon Legal Compliance Contact Information:**

*Telephone Number:* 1-888-483-2600

*Fax Number* 325-949-6916

*Mailing Address*

Verizon Legal Compliance

Custodian of Record

P.O. Box 1001

San Angelo, TX 76902

*Fax Number:* 325-949-6916

**Notice to Subscribers, Response Time and Subscriber Objections.** Upon receipt of a valid subpoena or other legal process in a civil case, it is Verizon Online's policy to attempt to notify the subscriber whose information is sought via email or U.S. mail sent to the email address or mail address on file with Verizon Online. In non-emergency circumstances, unless legally required to do so, Verizon Online will generally not produce the subpoenaed information until approximately two weeks after receipt of the subpoena, although in certain circumstances -- for example, where we receive a request for information regarding a substantial number of customers -- the time period for producing the requested information may be longer. Subscribers objecting to the disclosure of their information may wish to consult with an attorney. Verizon Online will disclose the information requested by the subpoena or legal request unless we receive a copy of a request for court order that we not do so no later than noon on the day before our compliance with the request is due.

**Fees for Subpoena Compliance.** Verizon Online charges the following rates for compliance with civil subpoenas and other legal process. For subpoenas and other legal process that require substantial effort by Verizon Online, Verizon Online reserves the right to charge a rate of \$75 per hour (plus overtime costs if necessary) and to collect an estimated fee in advance. Except as set forth in the preceding sentence, Verizon Online's subpoena compliance fees and charges are as follows:

\$40.00 per IP record requested (unless overtime charges apply)

\$22.00 per Federal Express or actual shipping charges if higher

\$0.25 cents per copy

**Policies Regarding Email.** Verizon Online is subject to the provisions of the [Electronic Communications Privacy Act, 18 U.S.C. §2701 et seq](#), which prohibits an electronic communications service provider from producing the contents of electronic communications, even pursuant to legal process, except in limited circumstances.

Verizon Online reserves the right to request a copy of the complaint and any supporting documentation to indicate how Verizon Online's records are related to the pending litigation which underlies a subpoena or other legal process. We also reserve the right to limit the number of IPs requested within a given timeframe to a reasonable quantity.