

# Subpoena Compliance

Notes for Law Enforcement When Serving Subpoenas, Court Orders, And Other Lawful Process On Time Warner Cable Seeking High-Speed Data (Internet), Telephone, and Video Subscriber Data

## Emergency Requests

We will only process emergency requests of a life-and-death nature on an expedited basis if law enforcement first contacts us via phone to alert us that such a request is being submitted. If you write "urgent" or "emergency" on your request, we will not be able to distinguish this as a true life-and-death situation, as so many other important matters contain these notes.

Please read this document thoroughly. If your question remains unanswered, you may email us at subpoenaquery@twcable.com. Thank you for your compliance with this request.

How to Proceed Required Information Extra Info Contact Info

### Subpoena Requests

a tooltip

### Intercept Requests

a tooltip

### Insight

a tooltip

If you are a member of a **government or law enforcement agency**, please submit your subpoena or request via fax at 704-345-3192. We will accept service by fax, email, etc. based on your preferred method of service. [Learn more >>](#)

If you are a member of a **low firm/involvement in a civil case**... [Learn more >>](#)

Please note that we can only provide **basic account-identifying information** upon service of a subpoena. If you require detailed billing records, email content, or other similar records beyond identifying information, pursuant to federal law, we will require a court order or warrant, depending on the nature of the records sought. You may wish to contact us for more information before pursuing the appropriate request so that we may offer direction.

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### Required Information for Processing IP Address Requests

- Please provide the phone number in question and the specific information you are interested in.
- In the interest of saving time and preventing your agency from submitting a request to us that does not correspond to a Time Warner Cable subscriber, we highly suggest that you consult the Neustar LEAP database before sending your lawful process. This database can be found at <http://leap.neustar.biz>. Note that the LEAP database is a subscription-based product available only to law enforcement agencies.

### Required Information for Processing Phone Requests

- Please provide the phone number in question and the specific information you are interested in.
- In the interest of saving time and preventing your agency from submitting a request to us that does not correspond to a Time Warner Cable subscriber, we highly suggest that you consult the Neustar LEAP database before sending your lawful process. This database can be found at <http://leap.neustar.biz>. Note that the LEAP database is a subscription-based product available only to law enforcement agencies.

### Required Information for Processing Email Address Requests

- We can only provide information on email addresses assigned by Time Warner Cable.
- Please supply the full email address and we will conduct a search for the current subscriber.
- We have no historical data so would be unable to confirm any information regarding former subscribers.

### Required Information for Processing Cable and Other Requests

- You may also provide an individual's name and street address, account number, etc. and we can research whether or not that person has (or ever had) an account with Time Warner Cable.
- Please note that we can only provide basic account-identifying information for HSD, phone, or Home Security subscribers upon service of a subpoena. If you require detailed billing records, email content, cable information (including cable-only subscribers), or other similar records beyond identifying information, pursuant to federal law, we will require a court order or warrant, depending on the nature of the records sought.

How to Proceed Required Information Extra Info Contact Info

### Government Agencies Serving Subpoenas, etc. on Time Warner Cable

For government agencies, the preferred method of service is via fax (704-345-3192), but we will accept service by fax, email, etc. based on your preferred method of service.

Legal requests must be signed, dated, and addressed to Time Warner Cable. They should also contain a do-not-disclose statement to avoid delays in processing. For example: "Time Warner Cable is directed not to disclose this subpoena to any part as such disclosure may interfere with an ongoing investigation." Please include both a contact number and fax number with your request.

When serving a court order or a warrant that is a follow-up to a prior preservation request, please include a copy of your request so that we can easily locate our pre-existing file in a timely manner.

Due to the volume of subpoena requests received by Time Warner Cable, responsive information is generally provided within 10 to 14 business days. Expedited responses, if resources permit, will generally be provided within 3 business days. Emergency responses are attempted to be made in real time.

Finally, please note that we can only provide basic account-identifying information for internet or phone subscribers upon service of a subpoena. If you require detailed billing records, e-mail content, cable information, or other similar records beyond identifying information, pursuant to federal law, we will require a court order or warrant, depending on the nature of the records sought.

### Civil Case Policy

- Civil cases must be served either in person to a non-retail location, or through our registered service agent, CT Corporation. Please refer to their website for local contact information.
- 47 USC § 551(c), the federal Cable Privacy Act (the "Act"), prohibits a cable operator from disclosing "personally identifiable information concerning any subscriber without the prior written or electronic consent of the subscriber concerned or a court order." You must provide us with the appropriate consent or court order so that we can assist you while complying with federal law. Please note that upon receipt of an order we will, as required by the Act and unless otherwise directed by the Court, provide our subscriber with notice of your request.
- Your request should include your contact number and fax number for any required follow-up.

### Records Retention

- IP Address Assignment Logs: Up to 6 months
- Call Records: Call Detail Records ("CDRs") for billed calls (i.e., international, OS/DA, any interstate billed call), inbound calls and local/intrastate calls are maintained for 18 months
- Preservation Requests: 90 days. Preservation requests may only be requested by government agencies
- Connection Logs: We do not maintain information regarding connection logs or start/stop times for internet use
- E-mail content: E-mail content is generally not available as subscriber E-mail is stored on our server only until it is opened. We do not store deleted emails on our servers.

### Cost Reimbursement

- We reserve the right to seek cost reimbursement in connection with any request served upon us
- For intensive requests, we charge different amounts depending on the time and effort required to comply with your request and we will seek a cost reimbursement agreement with your office prior to prosecuting any such request

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### Employee Records

Charlotte Corporate Office  
7800 Crescent Executive Drive  
Charlotte, NC 28217  
Phone: 704-206-4660 ext. 1641507

### Lawsuits

NYC Corporate Office  
60 Columbus Circle  
New York, NY 10023  
Phone: 212-364-8200

Emergencies: (703) 345-3422

Fax: (703) 345-3422

Business Hours: 8:30 am - 5:30 pm EST

American Registry for Internet Numbers

Addresses?

### Update Regarding Insight Communications

Please note that Time Warner Cable has purchased Insight Communications. As of May 4, 2012, all law enforcement requests for subscriber data regarding Insight Communications customers should be issued to and served upon Time Warner Cable for processing.

This area can be used for any kind of disclaimer information