



SUBPOENA COMPLIANCE

Submitting a Subpoena. To submit a subpoena for records to GoNetspeed, please email, mail, fax, or hand deliver to the Custodian of Records your request to the following address:

GoNetspeed
Custodian of Records
396 Griffin Road, Suite 110
Bangor, ME 04401

Email: legal@gonetspeed.com

Fax: (207) 992-0407

GoNetspeed may require a copy of the complaint and any supporting documentation to indicate how GoNetspeed's records are related to the pending litigation. GoNetspeed reserves the right to object to the subpoena on any applicable grounds. GoNetspeed also may limit the number of telephone numbers and IP addresses requested within a given timeframe to a reasonable quantity. Responses are provided within 14 business days. Expedited responses, if resources permit, are provided within 3 business days. Emergency requests will be addressed as quickly as possible.

Basic Subscriber Information. A request for basic subscriber information (telephone number, date of installation, billing name, billing address, service address, features, other associated telephone number, other associated addresses) must include a description of the information requested, the telephone number in question or the subscriber name, date the response is needed, and the contact information where the response should be directed.

Detailed Records. Any request for call detail information must include all of the above, as well as the call type (incoming or outgoing) and the applicable dates and times of the calls. If the information requested relates to an IP address, please provide the IP address, applicable date, time, and the time zone that the IP address was in use. In addition, pursuant to 18 USC §2703, a court order or warrant must be provided. Finally, technical limitations may limit the availability of certain records.

IP Address Records. All requests regarding subscriber information for a specific IP address **must include the port number for the connection associated with the IP address, session dates and times**, or a subscriber name and address. A port number needs to be included because an IP address could be part of a CGNAT block, and as such could have been assigned to any one of up to thirty-six customers at the given date and time. **If a subpoena is missing any of the required information it will be returned to the sender.**



Notification to Subscribers. It is GoNetspeed's policy to notify our subscribers that they are a subject of a subpoena. Any law enforcement agency issuing a subpoena requiring confidential treatment must include a "non-disclosure" request or statement within the subpoena.

Civil Subpoenas. All subpoenas regarding civil legal matters must be issued by a court. If GoNetspeed's customer requests information regarding his or her own account through an attorney, the attorney submitting the subpoena must include a signed waiver by the customer.

In addition, GoNetspeed will charge the following rates for compliance with civil subpoenas:

- \$40.00 per IP record requested
- \$40.00 per telephone number requested
- \$22.00 Federal Express or actual shipping charges, if higher
- \$0.25 cents per copy

For subpoenas that require substantial effort and resources, GoNetspeed will charge a rate of \$75 per hour (plus overtime costs if necessary) and collect an estimated fee in advance.