



RIF

*** Please do not send Internet related requests to the Telephone Subpoena Compliance Center or Telephone related requests to the Internet Subpoena Compliance Centers. Please address subpoenas to the proper regions name, and fax to the proper regions fax number. Improperly routed requests will be forwarded but will create unnecessary delays in processing your requests.

AT&T Landline Telephone Entities:

AT&T Southwest "SBC" (Missouri, Oklahoma, Kansas, Arkansas & Texas)

Address the subpoena to: AT&T Southwest - Custodian of Records
Phone: (800)291-4952
Fax: (248)552-1764

208 S. Akard Street, 10th Floor
Dallas, TX 75202

AT&T Southeast "BellSouth" (Alabama, Mississippi, Louisiana, Kentucky, Tennessee, Georgia, Florida, South Carolina and North Carolina)

Address the subpoena to: AT&T Southeast - Custodian of Records
Phone: (800)291-4952
Fax: (248)395-4398

208 S. Akard Street, 10th Floor
Dallas, TX 75202

AT&T West (California & Nevada)

Address the subpoena to: AT&T Pacific Bell or Nevada Bell - Custodian of Records
Phone: (800)291-4952
Fax: (248)552-1793

208 S. Akard Street, 10th Floor
Dallas, TX 75202

AT&T Midwest "SBC/Ameritech" (Illinois, Michigan, Indiana, Ohio and Wisconsin)

Address the subpoena to: AT&T Midwest - Custodian of Records
Phone: (800)291-4952
Fax: (248)552-3201

208 S. Akard Street, 10th Floor
Dallas, TX 75202

AT&T East (Connecticut)

Address the subpoena to: AT&T East - Custodian of Records
Phone: (800)291-4952
Fax: (248)552-1764

208 S. Akard Street, 10th Floor
Dallas, TX 75202

AT&T Corp "Pre-Merger AT&T" (ALL other states)

Address the subpoena to: AT&T Corp - Custodian of Records
Phone: (800)291-4952
Fax: (248)552-3236

208 S. Akard Street, 10th Floor
Dallas, TX 75202

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Additional Telephone Subpoena Guidelines:

* Please address the Subpoena to the proper legal entity *

Legal Process Contents

The body of the legal process request must include the following information:

- 1.) Full description of information requested
- 2.) Complete Telephone number including area code
- 3.) Toll, Local Calls, Subscriber, Credit, Custom
- 4.) Calling Features
- 5.) Time Frame of information requested

How Should Records be provided?

- 1.) Court Appearance
- 2.) Mailed or Fax Recommended Wording: **In Lieu of Appearance, records may be mailed to:**
 - a. Name of officer
 - b. Full address and zip code
 - c. Fax number
 - d. Contact for Requesting Officer
 - e. Case Number
 - g. Non Disclosure Statement.

Non-Disclosure statement (Not applicable to Grand Jury Subpoenas)

- 1.) Customer must be notified if the Non-Disclosure statement is not in the subpoena

a. **Example:** You are requested not to disclose the existence of this request. Any such disclosure could impede the criminal investigation being conducted and thereby interfere with the enforcement of the law.

Fax Transmittal Content Requirements

- 1.) Requesting Agency and Originating Officer's Name and Contact Number
- 2.) Subject of the Request
- 3.) Originator's Fax Number
- 4.) Brief Description of Communication Faxed

Recommended Wording

- 1.) Subscriber / Billing / Credit Only

a. Please provide billing and subscriber information for the following telephone number(s)
xxx-xxx-xxxx.

- 2.) Subscriber / Local / Long Distance

a. Please provide Subscriber Information and Records of Local** and Long Distance Calls for telephone number(s) xxx-xxx-xxx. Include the "from and to" time frames of the records requested (Example: From Dec 2001 to Feb 2002).

Note: Please do not call the Subpoena Center to check on delivery. This will not expedite processing. Your fax transmittal confirmation will serve as proof of delivery.

For specific questions not answered, please contact the (all-regions) Telephone Subpoena Compliance Center at 1 (800) 291-4952. Thank you.

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AT&T wireless (Cingular) remains:

AT&T wireless (Cingular) Subpoena Compliance

Address to: AT&T - Custodian of Records
Phone: (800)635-6840
Fax: (888)938-4715

P.O. Box 24679
West Palm Beach, FL 33416-4679

* All IP related requests must contain the date, time, and time zone reference configuration of the event log in the search criteria of the subpoena. Please see the last page of this document for explanations and examples. *

AT&T Internet (SBC Region IPs and Domains) remains:

Domains: sbcglobal.net, ameritech.net, pacbell.net, nycbell.net, snet.net, swbell.net, prodigy.net, flash.net, ans.net
***att.net** domain could be any of the 3 ISP regions, but can be initially sent to San Antonio for compliance*

Most IP addresses currently advertised as: **AT&T Internet Services SBCIS / AT&T Internet Services**

AT&T Internet Services Subpoena Compliance

Address to: AT&T Internet Services - Custodian of Records
Phone: (210)351-3216
Fax: (210)370-1073

130 E. Travis Street Room 3-P-01
San Antonio, TX 78205

AT&T Internet (BellSouth Region IPs and Domains) remains:

Domains: BellSouth.net

Most IP addresses currently advertised as: **BellSouth.net Inc.**

AT&T Internet Services Subpoena Compliance

Address to: AT&T Internet Services Southeast - Custodian of Records
Phone: (404)499-5211
Phone: (404)499-5217
Fax: (404)499-5222

575 Morosgo Drive Suite 5D42
Atlanta, GA 30324

AT&T Internet (AT&T WorldNet Region IPs and Domains) remains:

Domains: worldnet.att.net, att.com, attglobal.net, attens.com, prserv.net

Most IP addresses currently advertised as: **AT&T WorldNet Services**

AT&T Internet Services Subpoena Compliance

Address to: AT&T Internet Services - Custodian of Records
Phone: (919)319-8182
Fax: (919)319-8154

1800 Perimeter Park Drive suite 100
Morrisville, NC 27560

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ALL AT&T ENTITIES, REGIONS AND SERVICES EMERGENCY CONTACT:

Emergency (Normal Business Hours) Law Enforcement Hotline: 800-813-6442

Emergency (After Hours) Law Enforcement Hotline: 800-807-4205 Option 3

AT&T Court Order Bureau (Landline and Broadband Intercepts):

Court Order & CALEA requests: 1-800-813-6442

Additional Internet Subpoena information:

legal obtaining info
rev 6.5.0...

To expedite your request please ensure it contains the following contact information:

- Contact name, contact telephone number, fax number, and email address

All Internet related requests must include at least one or more of the following:

- AT&T allocated IP address with a specific date and time (including a time zone reference)
- AT&T Email address or BellSouth Username
- Full name of AT&T subscriber (common names accompanied by other identifying information)
- AT&T telephone number

Required information needed for all IP related requests

- All IP address related requests must include a single specific date and time (including the time zone reference). If a specific date and time (including the time zone reference) is not included we will be unable to process your request. Please reference the following example:

68.18.245.13 on January 16, 2007 at 18:35:22 EST (GMT -0500)

AT&T Southeast Internet Records Available

- Customer Account Records
 - Account owner, contact information, service type, service location, email addresses, etc.
- IP Address Assignment Records
 - Dynamic IP assignment records are available for approximately 1 year (retention may vary)

AT&T Southeast Internet Records Not Available

- Historical Email (headers and/or content)
- Internet Activity (surfing, downloading, instant messaging, etc)

What is a time, date and time zone reference? How do I obtain them?

The time, date and time zone reference is the exact second the IP record was created or generated, also commonly referred to as an "event log".

Time – Can be in 12 hour (AM/PM) or 24 hour (military) format

Date – Specific date of the incident (event)

Time Zone Reference – Time Zone (Configuration) used by the hardware or software (server, firewall, email header, etc) that captured or created the record. It is not the local time zone where incident occurred. Time zones can be commonly used examples such as Eastern Standard Time (EST) or can be provided as a numeric figure relative to Greenwich Mean Time (GMT) such as GMT -0500.

Example of a complete event log:

68.18.245.13 on Tuesday January 16, 2007 at 18:35:22 EST (GMT -0500)

Why is a time, date, or time zone reference required?

Dynamic IP Addresses

The majority of AT&T customers are assigned dynamic IP addresses. Dynamic IP assignment provides individual customers a temporary IP address that changes each time they log on to AT&T. When that customer terminates that internet session, that specific IP address goes back into an IP pool and is then reassigned to completely different customer.

Static IP Addresses

Static IP assignment provides individual customers an IP address that does not change each time they log on to BellSouth. However, static IP addresses are not permanently assigned to a single customer forever and may be provided to other customers as needed. An example being; a previous customer was assigned Static IP 65.4.3.2 but cancelled service several months ago. Since 65.4.3.2 is now available it can be reassigned to a completely different customer. If no time, date, or time zone reference is provided, AT&T is unable to determine which customer is your true target.

I do not have the time, date and time zone reference. What do I do?

You must contact the original provider of the IP logs. They will have the additional information that's required. There are very, very rare instances in which an exact time, date, and time zone reference is not available.