

**at&t**

\*\*\*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/examples.\*\*\*

**AT&T Internet Services (SBC & BellSouth Region IPs and Domains):**

**Domains:** sbcglobal.net, ameritech.net, pacbell.net, nvbell.net, snet.net, swbell.net, prodigy.net, flash.net, wans.net, att.net, bellsouth.net, wayport.com, wayport.net

Most IP addresses currently advertised as:

**AT&T Internet Services/SBC Internet Services/BellSouth.net Inc.**

**AT&T Internet Services Subpoena Compliance**

Address to: AT&T Internet Services - Custodian of Records

Phone: (210) 351-3216

Phone: (210) 351-5129

Fax: (707) 435-6409

1010 N. St. Mary's St., Rm. 315-A2  
San Antonio, TX 78215

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

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

Most IP addresses currently advertised as:

**AT&T WorldNet Services**

(IP addresses from 12.0.0.0 to 12.255.255.255)

**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

**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

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**AT&T Court Order Bureau (Landline and Broadband intercepts & CALEA requests):**

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

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**AT&T wireless (Cingular intercepts and CALEA requests):**

Court Order & CALEA requests: 1-800-635-6840

**Additional Internet Subpoena information:**

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 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 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 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 date, time, 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 AT&T. 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.