

Legal Inquiries to Level 3 Communications, LLC (“Level 3”)

<p>Civil Subpoenas for Subscriber Information and/or Records</p>	<p>Level 3 requires a properly served civil subpoena, as well as receipt of its research fees, prior to processing requests for subscriber information and/or records.</p> <p>Please note that many Level 3 telephone numbers (TNs) are resold to other carriers or resellers, which means Level 3 often has no relationship with the end-user of the TN. In that situation, Level 3 can provide only the name and address of the Level 3 reseller customer to whom the number or IP address was resold. That reseller customer will likely have end user account information.</p>
<p>Proper Service</p>	<p>Proper service upon Level 3 is effected by serving CT Corporation, Level 3’s registered agent, in the state in which the matter is pending. Service addresses for all states may be found here: https://ct.wolterskluwer.com/sop-locations</p> <p>For example, if your matter is pending in Georgia, you may serve Level 3 as follows:</p> <p>Level 3 Communications, LLC c/o CT Corporation System 1201 Peachtree Street, NE Atlanta, GA 30361</p>
<p>Research Fees</p>	<p>Level 3 requires receipt of its research fees (<i>\$5.00 per each telephone number or IP address to be researched</i>) prior to processing requests for subscriber information and/or records. To avoid delays in receipt and processing of your subpoena, please enclose your check made payable to “Level 3 Communications, LLC” along with your properly served subpoena. Additional fees may apply depending on the information requested.</p>
<p>At minimum, your subpoena should include:</p>	<ul style="list-style-type: none"> • All properly issued subpoenas must be signed and dated. • All subpoenas must identify the proper legal entity from which information is requested: Level 3 Communications, LLC (or one of its acquired companies). • All subpoenas should be properly served, as detailed above.
<p>Required Information re TN requests</p>	<ul style="list-style-type: none"> • Complete 10-digit Telephone Number (TN) • Relevant time period. If no relevant time period is identified by the subpoena, assigned subscriber information for the most recent period will be provided.
<p>Required Information re IP requests</p>	<ul style="list-style-type: none"> • Prior to sending your request, please verify the IP address is assigned to Level 3 (or one of its acquired companies) here: http://whois.arin.net/ui/ • Complete IP address • Date, time and time zone during which the IP usage in question occurred (date ranges alone may be insufficient to accurately process your request) • Port number may be necessary for certain types of requests

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Customer Notification	For any subpoena seeking production of customer data beyond customer contact information, it is Level 3’s policy to notify its customer of the subpoena in order to allow the customer an opportunity to object to the subpoena prior to production. In the event Level 3’s customer notification would jeopardize a confidential, law enforcement investigation, the law enforcement agency must obtain an appropriate Court Order, expressly ordering production of relevant data without any disclosure or notification to the customer by Level 3.	
Confidential Information	If the information sought by the subpoena is confidential, Level 3 may either redact confidential information or require a confidentiality agreement or protective order in place prior to production of confidential information.	
Records Retention	Preservation Requests <i>(by Government Agencies ONLY)</i>	90 Days
	Call Detail Records (“CDRs”)	2 Years
	Text Message Data	N/A <i>(Text message data is not recorded or stored by Level 3)</i>
Testimony	Level 3 does not provide expert testimony. Additionally, any records produced by Level 3 are self-authenticating and therefore do not require the testimony of a records’ custodian.	
Cost Reimbursement	Level 3 reserves the right to seek cost reimbursement in connection with any request served upon us. Level 3 charges \$75.00 per hour for extensive research requests and/or voluminous data production, <u>payable in advance</u> . Narrowing your subpoena scope so that it requests only the information you need can minimize these costs.	
Other Inquiries		
Consumer Complaints	Any complaints regarding misuse of phone numbers or IP addresses assigned to Level 3 should be submitted by selecting the following: <ol style="list-style-type: none"> 1) “Security, Law Enforcement and Acceptable Use Policy” http://www.level3.com/en/security-law-enforcement-and-acceptable-use-policy 2) “Abuse Issues” link (under the “Report an Incident” heading). 	
Customer Requests for Data	Customer data is available to customers through the customer portal, which may be accessed by selecting the following: <ol style="list-style-type: none"> 1) “Customer Center” http://www.level3.com/en/customer-center 2) “MyLevel3 Portals” http://www.level3.com/en/customer-center 3) “Access MyLevel3 Portal” http://www.level3.com/en/customer-center <p>If the data you seek is not available through the customer portal, please contact your Account Manager for further assistance. <i>Please note that all Call Detail Records (“CDRs”) in excess of 2 years old are automatically purged from our system pursuant to Level 3’s data retention policy.</i></p>	