

Social Media Subpoena Guide – updated June 2018

The chart below contains the contact information for the social media network subpoena compliance centers. Included is the Connecticut registered agent for service for the out of state entities. If this information is out of date, the registered agent information can be found on the Connecticut Secretary of State’s CONCORD website. The CT Business ID is included with the CT Registered Agent Information.

<i>Provider</i>	<i>CT Registered Agent</i>	<i>Address of Subpoena Compliance Center</i>	<i>Phone/Fax</i>	<i>Notes</i>
Facebook (also accepts service for Instagram)	Facebook, Inc. c/o Corporation Service Company 50 Weston Street, Hartford, CT, 06120-1537 (866) 403-5272 CT ID: 0883875	Facebook, Inc. Attn: Facebook LE Response Team 1601 Willow Road Menlo Park, CA 94025	Phone: (650) 543-4800 Fax: (650) 644-0239	<p><u>Procedure:</u></p> <ul style="list-style-type: none"> - Contact via email (legal@facebook.com) or phone to inform them a request is coming. - Fax subpoena then follow-up with email copy and a paper copy - Facebook requires that its legal name of Facebook Inc. not Facebook.com be used <p><u>Required Information for Subpoena:</u></p> <ul style="list-style-type: none"> - Facebook user ID or Group ID - If ID is unknown, give account email address <p><u>Other Helpful Information for Subpoena:</u></p> <ul style="list-style-type: none"> - Full name - School or Networks - Date of birth - Known email addresses - AIM ID - Known phone numbers - Full address - URL to Facebook profile - Other known website - Known IP addresses <p><u>Information Available from Facebook:</u></p> <ul style="list-style-type: none"> - User Neoprint - User Photoprint - User Contact Info - Group Contact Info - IP Logs

<i>Provider</i>	<i>CT Registered Agent</i>	<i>Address of Subpoena Compliance Center</i>	<i>Phone/Fax</i>	<i>Notes</i>
Foursquare		Foursquare Labs, Inc. 568 Broadway, 10th Floor New York, NY 10012 Attn: Legal Department, Law Enforcement Request		All requests must identify requested records with particularity and include the following: Law Enforcement Information <ul style="list-style-type: none"> • Requesting agency name • Requesting agent name and badge/identification number • Requesting agent employer issued e-mail address • Requesting agent direct phone contact • Deadline to Respond User Information <ul style="list-style-type: none"> • User email address (if available) • User profile URL with username (e.g., https://foursquare.com/johnnybegood) or user id (e.g., https://foursquare.com/user/51831127)
Google (including Gmail)	Google, Inc. c/o Corporation Service Company 50 Weston Street, Hartford, CT, 06120-1537 (866) 403-5272 CT ID: 0818011	Google Inc. c/o Custodian of Records 1600 Amphitheatre Parkway Mountain View, CA 94043	Phone: (650) 253-3425 Fax: (650) 253-0001	Google will notify users before disclosure of any information. <u>Required Information for Subpoena:</u> - Product/service requested - identify email address or unique identifier
Hotmail	Microsoft Corporation MSN Hotmail c/o Corporation Service Company 50 Weston Street, Hartford, CT, 06120-1537 (866) 403-5272 CT ID: 0191632	MSN Hotmail Attn: Custodian of Records 1065 La Avenida, Building 4 Mountain View, CA 94043	Phone: (425) 722-1299 Fax: (650) 693-7061	<u>Required Information</u> - Account requested Basic Subscriber Information may be Disclosed with a Subpoena. Court Orders are Required for the Rest of the Customer's Profile Search Warrants are Required for All Email Content Under 180 days More info: https://info.publicintelligence.net/MSN-Compliance.pdf
Instagram (See Facebook)				
LinkedIn		LinkedIn Corporation Attn: Legal Department 1000 West Maude Avenue Sunnyvale, CA 94085		LinkedIn requires each Request to identify the account(s) subject to the Request by providing the following information: <ul style="list-style-type: none"> • The full (first and last) name of the LinkedIn Member and email address associated with the account; or, • The LinkedIn public profile URL. See also: https://www.linkedin.com/help/linkedin/answer/56372

I.R.I.S. LLC

www.irisinvestigations.com (860) 522-0001

Digital Evidence Toolbox: SOCIAL MEDIA SUBPOENA GUIDE

Version 1 June 20, 2018

Page 3 of 6

<i>Provider</i>	<i>CT Registered Agent</i>	<i>Address of Subpoena Compliance Center</i>	<i>Fax</i>	<i>Notes</i>
Microsoft (MSN Online Services) -see also Hotmail	Microsoft Corporation c/o Corporation Service Company 50 Weston Street, Hartford, CT, 06120-1537 (866) 403-5272 CT ID: 0191632	Microsoft Corporation Attn: MSN Custodian of Records One Microsoft Way Redmond, WA 98052-6399	Phone: (425) 722-1299 Fax: (425) 727-3490	<u>Required Information</u> - Account requested Basic Subscriber Information may be Disclosed with a Subpoena. Court Orders are Required for the Rest of the Customer's Profile Search Warrants are Required for All Email Content Under 180 days More info: https://info.publicintelligence.net/MSN-Compliance.pdf
SnapChat	SnapChat LLC c/o C T Corporation System One Corporate Center - Floor 11 Hartford, CT 06103-3220 Phone: (860) 724-9044 CT ID: 1229478	Custodian of Records Snap Inc. 63 Market Street Venice, CA 90291	Phone: (310) 684-3062 For Law Enforcement Emergency Requests Only	Email for communications and General Requests: lawenforcement@snapchat.com
Time Warner Cable/Road Runner	Time Warner c/o C T Corporation System One Corporate Center - Floor 11 Hartford, CT 06103-3220 Phone: (860) 724-9044 CT ID: 0518107	Time Warner Cable Subpoena Compliance 13820 Sunrise Valley Drive Herndon, VA 20171	Phone: (703) 345-3422 Fax: (704) 697-4911	Time Warner Cable accepts service electronically at subpoenainquiry@twcable.com For additional information about compliance policies see http://help.twcable.com/subpoena-compliance.html
Tumblr		Tumblr, Inc. Attn: Trust & Safety 70 Broadway - Oath, 5th Flr New York, NY 10003		Official law enforcement authorities may email requests to lawenforcement@tumblr.com . NOTE: If you are not an official law enforcement authority, do not send email to that address, as it is designated for official law enforcement requests only. Tumblr will not respond to non-law enforcement emails sent to that address. More info: https://www.tumblr.com/docs/en/law_enforcement
Twitter		Twitter, Inc. c/o Trust & Safety 1355 Market Street, Ste. 900 San Francisco, CA 94103	Phone: Fax: Attn: Trust & Safety (415) 222-9958	<u>Required Information for Subpoena</u> - Username and URL of Twitter profile - Details of specific information requested - Relationship of information to the investigation - Valid e-mail address so Twitter can contact you <u>Service of Process</u> Twitter accepts legal process ONLY delivered by mail or by fax <u>Questions can be sent to:</u> lawenforcement@twitter.com

I.R.I.S. LLC

www.irisinvestigations.com (860) 522-0001

Digital Evidence Toolbox: SOCIAL MEDIA SUBPOENA GUIDE

Version 1 June 20, 2018

Page 4 of 6

<i>Provider</i>	<i>CT Registered Agent</i>	<i>Address of Subpoena Compliance Center</i>	<i>Phone/Fax</i>	<i>Notes</i>
Vonage	Vonage America, Inc. c/o C T Corporation System One Corporate Center - Floor 11 Hartford, CT 06103-3220 Phone: (860)724-9044 CT ID: 0862658	Vonage Holdings Corp. ATTN: Legal Affairs Administrator – Legal Department 23 Main Street Holmdel, NJ 07733	Phone: (732) 231-6705 Fax: (732) 202-5221	<u>Website:</u> http://www.vonage.com <u>Email:</u> SubpoenaProcessTeam@vonage.com <u>Information Required for Subpoena:</u> - Phone number - Timeframe - Requested information <u>Procedure for Service of Process:</u> - Via U.S. mail or by fax
WhatsApp		WhatsApp Inc. 1601 Willow Road Menlo Park, CA 94025 Attn: WhatsApp Inc., Law Enforcement Response Team	Phone: Fax:	Law enforcement officials should send a request from an official government-issued email address to records@whatsapp.com . All requests must identify requested records with particularity and include the following: <ul style="list-style-type: none"> • The name of the issuing authority, badge or ID number of responsible agent, email address from a law enforcement domain and direct contact phone number • The WhatsApp account number, including any applicable country codes
Yahoo!	Yahoo! Inc. c/o C T Corporation System One Corporate Center - Floor 11 Hartford, CT 06103-3220 Phone: (860) 724-9044	Yahoo! Inc. Compliance team 701 First Avenue Sunnyvale, CA 94089	Phone: (408) 349-3687 Fax: (408) 349-5400	<u>Required Information for Subpoena:</u> - Username or email address

<i>Provider</i>	<i>CT Registered Agent</i>	<i>Address of Subpoena Compliance Center</i>	<i>Phone/Fax</i>	<i>Notes</i>
YouTube		Legal Support YouTube (Google, Inc.) 901 Cherry Ave. San Bruno, CA 94066	Phone: Fax: (650) 872-8513	legal@support.youtube.com Claims submitted within the body of an email are processed more quickly than those submitted as a PDF.