



**NOTES FOR LAW ENFORCEMENT WHEN SERVING
SUBPOENAS, COURT ORDERS,
AND OTHER LAWFUL PROCESS ON
TIME WARNER CABLE SEEKING
HSD, TELEPHONE, AND VIDEO SUBSCRIBER DATA**

1) High Speed Data Subscriber Requests:

If you are seeking information in connection with a Road Runner High Speed Data (“RR”) IP address, please provide the IP address, along with a specific date, time and time zone on which the IP was in use. Because our residential IP addresses are assigned dynamically, we cannot conduct a search unless provided with this data (our commercial accounts are assigned static IP addresses).

If you are seeking information on a RR e-mail address, supply the e-mail address and we will conduct a search. However, note that e-mail addresses are less reliable data on which to conduct a search than are IP addresses; IP addresses are always preferable and we are more likely to locate responsive data. Also, please note that we are only able to inform you if an account is assigned a particular e-mail address on the date on which we conduct our research. We have no historical data and may be unable to confirm who owned or used the address on any other date.

You may also provide an individual’s name and street address and we can research whether or not that person has (or ever had) a RR account with Time Warner Cable.

Finally, please note that we can only provide basic account identifying information upon service of a subpoena. If you require detailed billing records, e-mail content, or other similar records beyond identifying information, we will require a court order or warrant, depending on the nature of the records sought. You may wish to contact us for more information before pursuing the appropriate request so that we can offer direction.

2) Telephone Subscriber Requests:

Administrative work relating to Time Warner Cable’s CALEA responses are generally performed by Neustar. Neustar may contact the law enforcement authority to discuss any issued process on Time Warner Cable’s behalf.

3) Notice to Time Warner Cable’s RR and Telephone Subscribers:

Absent explicit direction from law enforcement to the contrary, it is Time Warner Cable’s current practice to provide meaningful notice to our customers of any process that seeks personally identifiable information about them. It typically takes 10-14 calendar days to notify our customers and provide them an opportunity to object before we comply with any such request for their information.

If a law enforcement authority is issuing a subpoena for customer information pursuant to an ongoing investigation and there is concern that providing notice to that customer may jeopardize their investigation, **the subpoena must include a “non-disclosure” request or statement.** For example: “Time Warner Cable is directed not to disclose this

subpoena to any party as such disclosure may interfere with an ongoing investigation.” If non-disclosure is not important, please so note on the process so that we don’t waste time contacting you to confirm that disclosure will not interfere with your investigation.

4) Video Subscriber Requests:

47 U.S.C. s. 551(c), the federal Cable Privacy Act (the “Act”), prohibits a cable operator from disclosing "personally identifiable information concerning any subscriber without the prior written or electronic consent of the subscriber concerned or a court order. You must provide us with the appropriate consent or court order so that we can assist you while complying with federal law. If you are planning on seeking information through a court order, please provide us with sufficient advance notice of the hearing date so we can provide notice of it to our subscriber. Please also note that upon receipt of an order we will, as required by the Act and unless otherwise directed by the Court, provide our subscriber with notice of your request.

Please contact Amanda Brown or Alexis Schweizer at the numbers below if you would like to receive additional information about this process before pursuing a court order.

5) Service of Lawful Process Instructions for Requests Seeking **Video and RR** Subscriber Data:

Time Warner Cable accepts lawful process by fax to 203-328-4840, U.S. Mail, or any courier service to (please only send via one of these methods):

**Law Department
Time Warner Cable
290 Harbor Drive
Stamford, CT 06902
Tel: 203-328-0600
Attn: Amanda Brown or Alexis Schweizer**

6) Service of Lawful Process Instructions for Requests Seeking **Telephone** Subscriber Data:

Time Warner Cable accepts lawful process by fax to 203-328-4042, U.S. Mail or any courier service to (please only send via one of these methods):

**Law Department
Time Warner Cable
290 Harbor Drive
Stamford, CT 06902
Tel: 203-328-0600
Attn: Gary Wengrofsky**

7) Questions:

Service of process questions and status requests should be submitted via e-mail to SubpoenaInquiry@twcable.com. Please do not call us with these inquiries. If you are seeking the status of a subpoena you submitted, please include the name of the agent who submitted the request; the date the request was submitted; the name, address, IP address, e-mail address, or phone number for which information is being sought.

8) Emergency Requests:

We will only process emergency requests of a life and death nature on an expedited basis if law enforcement first contacts us via phone to alert us that such a request is being submitted. If you write “urgent” or “emergency” on your request, we will not assume it is a life and death situation unless we also receive a phone call from you.

If assistance is required with an emergency request involving a RR or Video subscriber account, law enforcement authorities may contact Amanda Brown (203-328-4844) or Alexis Schweizer (203-328-4074) in the Time Warner Cable Law Department. For ***emergency requests outside normal business hours only***, contact Time Warner Cable’s National Operations Center at 1/877-777-2263.

If assistance is required with an emergency request involving a telephone subscriber account, law enforcement authorities may contact Gary Wengrofsky in the Time Warner Cable Law Department at 203-351-2147. For ***emergency requests outside normal business hours only***, contact Neustar at 1/877-510-4357, option 1.

9) Time for Response:

Due to the volume of subpoena requests received by Time Warner Cable, responsive information is generally provided within 10-14 business days. Expedited responses, if resources permit, will generally be provided within 3 business days.

10) Cost Reimbursement:

We reserve the right to seek cost reimbursement in connection with any request served upon us. For intensive requests, we charge different amounts depending on the time and effort required to comply with your request and we will seek a cost reimbursement agreement with your office prior to processing any such request.

11) Records Retention:

The following retention policies generally apply to frequently sought records:

IP Address Assignment Logs: Up to 6 months

Call Records: Call Detail Records (“CDRs”) for billed calls (i.e., international; OS/DA; any interstate billed call) are maintained for 18 months. CDRs for inbound and local/intrastate calls are maintained for 90 days.

Preservation Requests: 90 days

12) Surveillance Orders:

Pen Register/Trap and Trace Orders and Wiretap Orders should be submitted to Jim Carhart in the Herndon, VA office of Time Warner Cable.

Address: 13241 Woodland Park Rd
Herndon, VA 20171
Phone: 703-345-3192
Fax: 703-345-3607

The information in this instruction sheet can also be found at the following site:
<http://www.timewarnercable.com/corporate/SubpoenaInstructions.html>.

Updated 11/25/11