

## Cellular Telephone and Social Media Subpoena Guide – updated May 2015

The chart below contains the contact information for the Subpoena Compliance Centers for a few major cell phone companies and social media networks. These existing contacts may be out of date; if so, more updated contact information for subpoena compliance centers for law enforcement can be found [here](#). Additionally included are the NC registered agents for the out of state entities. If this information is out of date, the registered agent information can be found on the North Carolina Secretary of State’s [website](#).

To comply with the North Carolina rules of ethics, an attorney should serve the subpoena on the NC registered agent or local office capable of accepting service. Then the attorney may send a courtesy copy of the subpoena to the out-of-state Subpoena Compliance Center, explaining to the local office that they are being served to comply with the Rules of Professional Conduct and a courtesy copy is being sent to the out-of-state Subpoena Compliance Center. The courtesy copy should clearly state that it is a courtesy copy (no legal effect).

NC State Bar [2014 Formal Ethics Opinion 7](#) (October 24, 2014) requires that a lawyer inform an out of state entity without a registered agent in North Carolina that North Carolina subpoenas are unenforceable out of state. A written letter/statement explaining that the subpoena is not enforceable, that the recipient is not required comply with the subpoena, and that the subpoena is being supplied solely for the entity’s records should accompany the subpoena. The out of state entity may decide whether to voluntarily comply with the subpoena.

Provider	NC Registered Agent	Address of Subpoena Compliance Center	Phone	Fax	Notes
<b>AT&amp;T Landline service a.k.a. BellSouth</b>	AT&T c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601- 2957 Phone: (919) 821- 7139	AT&T Southeast Custodian of records 308 S. Akard, 14 <sup>th</sup> Floor – L Dallas, TX 75202	(800) 291-4952	<u>SE Landline</u> (248) 395-4398  <u>Online Tool</u> (248) 552-3233	<ul style="list-style-type: none"> <li>- <a href="http://www.att.com/subpoena">www.att.com/subpoena</a></li> <li>- Can fax subpoena to them</li> <li>- WARNING <ul style="list-style-type: none"> <li>- Typically takes 3 months to get their records</li> </ul> </li> </ul> <p><u>Information Required for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Full description of information requested <ul style="list-style-type: none"> <li>- Subscriber information</li> <li>- Usage records for outgoing calls</li> <li>- Timeframes</li> </ul> </li> <li>- Complete list of target telephone numbers <ul style="list-style-type: none"> <li>- Include area code</li> </ul> </li> <li>- Electronic method for return of records produced (i.e., email address / fax number)</li> </ul> <p><u>Procedure for Service of Process</u></p> <ul style="list-style-type: none"> <li>- Can use “online tool” for certain requests <ul style="list-style-type: none"> <li>- Is used to expedite subpoena requests</li> </ul> </li> <li>- Go to <a href="http://www.att.com/subpoena">www.att.com/subpoena</a></li> </ul>

					<ul style="list-style-type: none"> <li>- Address subpoena to proper AT&amp;T legal entity</li> <li>- Wireless → AT&amp;T Mobility, LLC</li> <li>- Use corresponding AT&amp;T legal entity fax</li> <li>- Or “online tool” fax if applicable</li> </ul>
<b>AT&amp;T wireless (includes Cingular, Cricket, GoPhone)</b>	AT&T c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601- 2957 Phone: (919) 821- 7139	AT&T Wireless Subpoena Compliance Center 11760 US Highway 1, Ste. 600 North Palm Beach FL 22408	(800) 291-4952	<u>National Compliance</u> (888) 938-4715  <u>Wireless</u> (877) 971-6093	<p>Provide email for response AT&amp;T will charge \$40 per hour to process subpoena</p> <p>AT&amp;T will accept email service at <a href="mailto:attmobility.ncc@att.com">attmobility.ncc@att.com</a></p> <p>Additionally see AT&amp;T Line notes regarding AT&amp;T’s “online tool.”</p>
<b>Century Link</b>	CenturyLink Communications LLC c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601- 2957 Phone: (919) 821- 7139	Century Link Custodian of Records 5454 W. 110 <sup>th</sup> Street Overland Park, KS 6621	(877) 451-1980	(844) 254-5800	<ul style="list-style-type: none"> <li>- Offers cell service through Verizon</li> <li>- May be necessary to send subpoena to both CenturyLink and to Verizon</li> </ul> <p><u>Information Required for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Phone number</li> <li>- Timeframe</li> </ul>
<b>Facebook (also accepts service for Instagram)</b>	Facebook, Inc. c/o Corporation Service Company 327 Hillsborough Street Raleigh, NC 27603 Phone: (866) 403- 5272	Facebook, Inc. Attn: Facebook LE Response Team 1601 Willow Road Menlo Park, CA 94025	(650) 543-4800	(650) 644-0239	<p><u>Procedure</u></p> <ul style="list-style-type: none"> <li>- Contact via email (<a href="mailto:legal@facebook.com">legal@facebook.com</a>) or phone to inform them a request is coming.</li> <li>- Fax subpoena then follow-up with email copy and a paper copy</li> <li>- Facebook requires that its legal name of Facebook Inc. not Facebook.com be used</li> </ul> <p><u>Required Information for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Facebook user ID or Group ID</li> <li>- If ID is unknown, give account email address</li> </ul> <p><u>Other Helpful Information for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Full name</li> <li>- School or Networks</li> <li>- Date of birth</li> <li>- Known email addresses</li> <li>- AIM ID</li> <li>- Known phone numbers</li> <li>- Full address</li> </ul>

					<ul style="list-style-type: none"> <li>- URL to Facebook profile</li> <li>- Other known website</li> <li>- Known IP addresses</li> </ul> <p><u>Information Available from Facebook</u></p> <ul style="list-style-type: none"> <li>- User Neoprint</li> <li>- User Photoprint</li> <li>- User Contact Info</li> <li>- Group Contact Info</li> <li>- IP Logs</li> </ul>
<b>Google (including Gmail)</b>	Google, Inc. c/o Corporation Service Company 327 Hillsborough Street Raleigh, NC 27603 Phone: (866) 403-5272	Google Inc. c/o Custodian of Records 1600 Amphitheatre Parkway Mountain View, CA 94043	(650) 253-3425	(650) 253-0001	<p>Google will notify users before disclosure of any information.</p> <p><u>Required Information for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Product/service requested</li> <li>- identify email address or unique identifier</li> </ul>
<b>Hotmail</b>	Microsoft Corporation c/o Corporation Service Company 327 Hillsborough Street Raleigh, NC 27603 Phone: (866) 403-5272	Microsoft Corporation Online Services 1065 La Avenida, SVC4/1120 Mountain View, CA 94043	(425) 722-1299	(425) 708-0096	<p><u>Required Information</u></p> <ul style="list-style-type: none"> <li>- Account requested</li> </ul>
<b>MagicJack (voIP phone service)</b>	YMax Communication Corp. c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601-2957 Phone: (919) 821-7139	MagicJack YMax Communications ATTN: Lorraine Fancher PO Box 6785 West Palm Beach, FL 33405	(561) 586-3380	(888) 762-2120	<ul style="list-style-type: none"> <li>- <a href="http://www.magicjack.com">http://www.magicjack.com</a></li> <li>- <a href="mailto:Lorraine.Fancher@ymaxcorp.com">Lorraine.Fancher@ymaxcorp.com</a></li> </ul> <p><u>Information Required for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Phone number</li> <li>- Timeframe</li> <li>- Requested information</li> </ul>
<b>MetroPCS</b>	MetroPCS c/o Corporation Service Company 327 Hillsborough Street Raleigh, NC 27603 Phone: (866) 403-	MetroPCS Attn: Custodian of Records 2250 Lakeside Boulevard Richardson, TX 75782	(800) 571-1265	(972) 860-2635	<p><u>Information Required for Subpoena</u></p> <ul style="list-style-type: none"> <li>- Phone number</li> <li>- Timeframe</li> <li>- Requested information</li> </ul> <p><u>Email</u></p> <p><a href="mailto:subpoenas@metropcs.com">subpoenas@metropcs.com</a></p>

	5272				<p><u>Procedure for Service of Process</u></p> <p>- Via fax or email is preferred</p> <p>* Call records are kept for 6 months</p> <p>* Text records are kept for 60 days</p>
<b>MySpace</b>		Custodian of Records MySpace.com 407 N. Maple Drive Beverly Hills, CA 90210	(888) 309-1311	(310) 362-8854	<p><u>Required Information for Subpoena</u></p> <p>- The "Friend ID"</p> <p>- Requested information</p> <p><u>Sample Language for Subpoena</u></p> <p>Records concerning the identify of the user with the Friend ID ##### consisting of name, postal code, county, e-mail address, date of account creation, IP address at account sign-up, logs showing IP address and date stamps for account access, and the contents of private messages in the user's inbox, and sent mail folders.</p> <p><a href="mailto:Compliance@support.myspace.com">Compliance@support.myspace.com</a></p>
<b>Sprint (includes Virgin Mobile and Boost Mobile)</b>	Sprint PCS Wireless Sprint Spectrum, L.P. c/o Corporation Service Company 327 Hillsborough Street Raleigh, NC 27603 Phone: (866) 403- 5272	Sprint PCS Wireless Sprint Spectrum, L.P. 6160 Sprint Parkway Overland Park, KS 66251	<u>Sprint Spectrum</u> (800) 829-0965  <u>Compliance HQ</u> (913) 315-0660  <u>ASAP Requests</u> (913) 315-8774	<u>Compliance HQ</u> (913) 315-0736 (816) 600-3111 <u>ASAP Requests</u> (816) 600-3121	<p>See manual for specific/additional information <a href="http://info.publicintelligence.net/SprintSubpoenaManual.pdf">http://info.publicintelligence.net/SprintSubpoenaManual.pdf</a></p> <p><u>Trials and/or Appearances</u> CSTrialTeam@sprint.com</p>
<b>Time Warner Cable/Road Runner</b>	Time Warner Cable c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601- 2957 Phone: (919) 821- 7139	Time Warner Cable Subpoena Compliance 13820 Sunrise Valley Drive Herndon, VA 20171	(703) 345-3422	(704) 697-4911	<p>Time Warner Cable accepts service electronically <a href="mailto:subpoenainquiry@twcable.com">subpoenainquiry@twcable.com</a></p> <p>For additional information about compliance policies see <a href="http://help.twcable.com/subpoena-compliance.html">http://help.twcable.com/subpoena-compliance.html</a></p>
<b>T-Mobile</b>	T-Mobile USA, Inc. c/o Corporation Service Company 327 Hillsborough Street	Subpoena Compliance Department 4 Sylvan Way Parsippany, NJ 07054	(973) 292-8911	(973) 292-8697	<p><u>Information Required for Subpoena</u></p> <p>- Phone number</p> <p>- Timeframe</p> <p>- Requested information</p>

	Raleigh, NC 27603 Phone: (866) 403-5272				<u>Procedure for Service of Process</u> - Via U.S. mail or fax
<b>TracFone Wireless (including Straight Talk Wireless, Net10, Total Wireless, TelCel, and Safelink)</b>	TracFone Wireless, Inc. c/o Corporate Creations Network Inc. 15720 Brixham Hill Avenue #300 Charlotte, NC 28277 Phone: (704) 248-2540	TracFone Wireless, Inc. Subpoena Compliance 9700 NW 112 <sup>th</sup> Avenue Miami, FL 33178	(800) 810-7094	(305) 715-6932	<u>Information Required for Subpoena</u> - Phone number - Timeframe - Requested information  <u>Procedure for Service of Process</u> - Via fax is preferred  *Allow 7 – 10 days for processing of request
<b>Twitter</b>		Twitter, Inc. c/o Trust & Safety 1355 Market Street, Ste. 900 San Francisco, CA 94103		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 from LEO delivered by mail or by fax  <u>Questions can be sent to:</u> <a href="mailto:lawenforcement@twitter.com">lawenforcement@twitter.com</a>
<b>U.S. Cellular</b>		U.S. Cellular Subpoena Compliance Department One Pierce Place, Suite 800 Itasca, IL 60143	(630) 875-8270	(866) 669-0894	- Roaming partner with Verizon  <u>Information Required for Subpoena</u> - Phone number - Timeframe - Very specific details re: requested information  <u>Procedure for Service of Process</u> - Via U.S. mail or fax - subpoena.compliance@uscellular.com
<b>Verizon (includes INpulse, Alltel, AirTouch, and Jitterbug services)</b>	Cellco Partnership dba Verizon Wireless c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601-	Cellco Partnership dba Verizon Wireless Custodian of Records 180 Washington Valley Road Bedminster, NJ 07921	(800) 451-5242	<u>Subpoenas</u> (888) 667-0028	<u>Information Required for Subpoena</u> - Phone number - Timeframe - Detailed description of information requested  <u>Procedure for Service of Process</u> - Via fax is preferred

	2957 Phone: (919) 821-7139				
<b>Vonage</b>	Vonage Holdings Corp. c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601-2957 Phone: (919) 821-7139	Vonage Holdings Corp. ATTN: Legal Affairs Administrator – Legal Department 23 Main Street Holmdel, NJ 07733	(732) 231-6705	(732) 202-5221	- <a href="http://www.vonage.com">http://www.vonage.com</a>  <u>Email</u> <a href="mailto:SubpoenaProcessTeam@vonage.com">SubpoenaProcessTeam@vonage.com</a>  <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
<b>Yahoo!</b>	Yahoo! Inc. c/o CT Corporation System 150 Fayetteville St., Box 1011 Raleigh, NC 27601-2957 Phone: (919) 821-7139	Yahoo! Inc. Compliance team 701 First Avenue Sunnyvale, CA 94089	408-349-3687	408-349-5400	<u>Required Information for Subpoena</u> - Username or email address