

# Guidance for Law Enforcement

Comcast is often asked to assist law enforcement agencies and government entities in their criminal or administrative investigations, and we do so while protecting subscriber privacy as required by law and our subscriber privacy policies. In order to obtain Comcast subscriber information, law enforcement agencies and government entities must provide Comcast with a valid legal request appropriate for the matter or responsive information will not be released.

Comcast reviews and evaluates each request on a case-by-case basis, considering any special procedural or legal requirements and applicable laws while protecting and maintaining the privacy of our subscribers, business information, and records. Our goal is to respond to a valid legal request within five to seven business days.



## Legal Response Center

Comcast’s Legal Response Center (“LRC”) responds to valid legal requests from government entities and law enforcement agencies for information and records relating to Comcast residential and commercial subscribers.

### How To Submit A Request



**Online Portal**  
<https://lea.comcast.com>

- Registration required
- *Help?* Call 866-947-8LRC



**Mail\***  
 Legal Response Center  
 1800 Bishops Gate BLVD  
 Mount Laurel, NJ 08054



**Fax\***  
 866-947-5587

Where there is an **emergency** involving danger of death or serious bodily injury, Comcast will expedite release of subscriber information without legal process. Proper legal process must be submitted within a reasonable time after the emergency has subsided. Contact the LRC’s emergency number (877-249-7306) to initiate this process.

\* Include a cover letter/page with your contact information and any relevant information.



## Types of Legal Requests

**Court Orders.** A court order must be signed by a judge, indicating that the law enforcement officer or government entity has made the requisite showing required under the law. Pursuant to applicable law, Comcast does not provide any content (text messages or email) or details on the selection of video programming to law enforcement in response to a court order. Certain content requires a warrant. A wiretap, pen register, or trap and trace all require a court order.

**Subpoenas.** A government entity or law enforcement official may issue a subpoena to seek evidence relevant to the investigation of a possible crime. This can include a Grand Jury, trial, or statutorily authorized administrative subpoena. 18 U.S.C. 2703(c) (2) (A)-(F) lists the types of information to be released in response to a subpoena:

- Customer name and address
- Call detail and record of internet usage (session times and duration; bandwidth)
- Length of service; types of services
- Telephone or other subscriber account identifying numbers, including IP addresses
- Payment records



## Types of Legal Requests

**Warrants.** Warrants require a government entity or law enforcement agency to demonstrate that there is “probable cause,” or a reasonable belief that the person whose records are being sought has committed, is committing, or is about to commit a crime. A warrant may be used to obtain stored content or more basic subscriber or transactional information. Stored content refers to communications or data that subscribers create and store through their Comcast services such as email, cell site location, photographs, and home security video.

**Consent from Subscriber.** Law enforcement may obtain subscriber records upon a showing that lawful consent was obtained from the subscriber.

**Child Exploitation.** Lawful demands for subscriber information that relates to the exploitation of children are prioritized. To provide a faster response, the demand must state that the matter involves or potentially involves the exploitation of children. Comcast will make information available to the National Center for Missing and Exploited Children as required by 18 U.S.C. 2258A.

**FISA.** 50 U.S.C. 1801-1862 and 105 A and B submissions to Comcast should be coordinated with the applicable FBI field office. A Special Agent or other authorized FBI employee must hand deliver the request to Comcast.

**Pen Register/Trap and Trace Device.** 18 U.S.C. 3123 provides a mechanism for authorizing and approving the installation and use of a pen register or a trap and trace device pursuant to court order. All orders must be coordinated with the LRC for implementation.

**National Security Letters.** Delivery of all National Security Letters should be coordinated through the FBI field office in Washington, D.C. and delivered to Comcast via the [Law Enforcement Portal](#).

**Wiretaps and Interception of Communications.** 18 U.S.C. 2510 provides a mechanism for authorizing and approving the interception of a wire, oral, or electronic communication pursuant to court order. All such orders must be coordinated with the LRC prior to submission to Comcast.

**Civil Matters.** Submissions of legal requests for civil matters must be served through Comcast’s registered agent, CT Corporation, in the relevant state. Attorney-signed subpoenas are insufficient when seeking subscriber information; Comcast must receive a judge-signed court order providing for notice to the subscriber before releasing subscriber information in a civil matter. For CT Corporation locations, click [here](#) or call 866-925-9916.



## What We Can Provide

### Telephone Numbers

Comcast can provide certain account information when provided with a landline or mobile telephone number it currently or has historically served.

### Xfinity Mobile

Confirm with [Neustar](#) that the mobile telephone number is assigned to Xfinity Mobile – results will show as “CELLCO PARTNERSHIP DBA – VERIZON WIRELESS – PA.” Verizon does not maintain Xfinity Mobile subscriber information.



## What We Can Provide

### Xfinity Mobile (cont'd)

Comcast can provide an Xfinity Mobile customer's billing information such as name, address, and the device used, plus call detail records and text message details (date, time, and recipient telephone numbers). Text message **content** must be sought from Verizon. Verizon maintains responsibility for CALEA surveillance, pen register/trap and trace, SMS content, video, images, and geolocation services for Xfinity Mobile customers.

### Xfinity Voice

When provided with an Xfinity Voice landline telephone number, Comcast can provide billing information, call detail information, and support CALEA surveillance, pen register, and trap and trace requests.

### Internet Protocol (IP) Addresses

Please confirm that the IP address is assigned to Comcast by running a query at <http://www.ip2location.com/free.asp>. Comcast's residential subscribers are not assigned a constant or static IP address, but rather are assigned a dynamic IP address. It is therefore necessary that all requests for subscriber information based on an IP address include the specific date, time, and time zone for which information is sought. IP address logs are retained for 180 days. Comcast uses Carrier Grade NAT ("CGN") for IPv4 Wi-Fi addresses, so request for Xfinity Wi-Fi IP addresses must also include the source port number of the IP address for full identification capability.

### Email Addresses

#### Residential Accounts

Residential email address accounts issued through Xfinity Internet end in comcast.net (i.e., JohnDoe@comcast.net). If an email account ends in any other domain (e.g., @gmail.com or @yahoo.com), Comcast will not have information regarding the email address. Xfinity Internet customers are provided with or can create their own email address, which Comcast will maintain even after Xfinity Internet service is cancelled or terminated. Email content can only be provided in response to a warrant.

#### Commercial Accounts

Requests for Comcast Business subscriber information must be emailed to Microsoft at [uslreq@microsoft.com](mailto:uslreq@microsoft.com) or faxed to (425) 708-0096. Comcast does not maintain information or content for any business email addresses.

### Other Comcast Products and Services

Our [Law Enforcement Portal](#) has detailed information about retention periods for each type of customer information we maintain. If you do not have access to the portal, please call the LRC at 866-947-8LRC for retention information.



## What to Include

Requests should include the street address, account number, phone number, or other identifiable information about the subscriber.

**Names.** Comcast responds to requests for identification based on a name exactly as it is written on the request. For example: if the request asks for information relating to James Doe in Springfield and Comcast's records reveal a J. Doe or a Jim Doe in Springfield, Comcast will require additional legal process to determine if it has responsive information. If initials or nicknames are used, include all variations of the subject's name.

**Addresses.** Requests based on an address must include the full street address, including the house or apartment number, street name, city, state, zip, and the specific period covered (subscribers at an address may change).

**Account Numbers.** Incomplete account numbers cannot be processed.

**Financial Information.** Requests must include a complete credit card number, the date the payment being referenced was processed, the amount of the payment, and the card issuer. Requests involving a bank account must include the account and routing numbers.

**Payment History.** Requests must include the date, amount of payment(s), the account number used to make the payment(s) or if cash was used. If a request seeks information about how a payment was made (i.e., in person, at a store, or over the phone), it should specifically request such information.



## Preservation Requests

If an agency is in the process of obtaining a legal request, it may request that subscriber information at the LRC be preserved beyond its normal retention period. Information responsive to the preservation request will be retained for 90 days, after which if no valid legal request is made or no 90-day extension is sought, the information may be deleted in accordance with our retention periods. The 90-day extension must be received prior to the expiration of the initial period. If an agency seeks real-time data after submitting a preservation request, a valid wiretap or pen register/trap and trace order must be presented rather than successive preservation requests.



## Costs

Comcast reserves the right to seek reimbursement for processing and responding to legal process as permitted by law. Our policy is to discuss reimbursement with you before we incur any costs (except in emergencies).

**Pen Registers/Traps.** \$1,100 for initial set-up (including the first month of intercept service or any part thereof) and \$850 for each subsequent month or any part thereof in which the order or any extensions are active.

**Special Technical Support.** \$500 upon implementation of each new docket number and for any renewal period. Stand-alone email collections (header information and/or full content) will be charged in the same manner. Requesting agencies must complete a CALEA worksheet providing detailed billing information and authorized point(s) of contact. Billing will occur either monthly or at 60-day intervals, depending on the volume.

**Call Detail Records.** \$150 per week for once per week for the duration of the order and any extension (\$50 extra for more frequent delivery).