



## Responding to Law Enforcement Records Requests

Skype Communications Sarl has established a Law Enforcement Relationship Management (LERM) Team to ensure the safe and responsible use of its communications platforms and to encourage legal prosecution of those responsible for misconduct on them. LERM handles all inbound requests from law enforcement for records concerning Skype users.

All relevant records are maintained by Skype Communications Sarl, a Luxembourg corporation. Subpoenas must be lodged against: **Skype Communications Sarl, 22/24 Boulevard Royal, L-2449 Luxembourg.**

To formally request records, please send the subpoena to Skype LERM by fax:

+352 26 20 15 82

Please follow the fax by mailing a hard copy of the subpoena or order to: **Skype Communications Sarl, Law Enforcement Relationship Management, 22/24 Boulevard Royal, L-2449 Luxembourg.**

When Skype's LERM receives a faxed subpoena, the team will begin preparing the information, but will only release the records upon receipt of the mailed document.

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### Skype LERM can provide the following records:

In response to a subpoena or other court order, Skype will provide:

- Registration information provided at time of account registration
- E-mail address
- IP address at the time of registration
- Financial transactions conducted with Skype in the past year, although details of the credit cards used are stored only by the billing provider used (for instance, Bibit, RBS or PayPal)
- Destination telephone numbers for any calls placed to the public switched telephone network (PSTN)
- All service and account information, including any billing address(es) provided, IP address (at each transaction), and complete transactional information

Skype is not able to comply with non-subpoena requests, verbal requests or letter requests, even if placed on department letterhead. **All requests for Skype records require a subpoena.**

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#### Suggestions for Effective Data Requests:

- In order to obtain all subject operated accounts, request "any and all related accounts"
- Be sure to request non-disclosure if you do not want your request disclosed to the account holder
- Include your e-mail address, phone number, fax number and physical address (no post office boxes)
- To assist us in searching for records, please include the following in your request (if available):
  - Specific e-mail address of the subject
  - Full name of the subject and any aliases
  - Known addresses and phone numbers
  - Known IP addresses used by the subject

#### General Information:

- Skype can provide records showing account creation, financial transaction and use of PSTN interconnections
- Due to the way by which Skype works, Skype does NOT have any records of user "logins", "log offs" or other general online/offline status
- The Skype system is designed in such a way that voicemail is not centrally stored
- Calls, IMs and other activities between Skype users do not create billing records
- All records are dated in Coordinated Universal Time (UTC). All dates are formatted yyyy-mm-dd hh:mm:ss using 24-hour clock time.
- Average turnaround time for all requests is up to ten business days, depending on the volume of information requested

For any further questions you may have of Skype's Global Law Enforcement Relationship Management please send an e-mail to:

[lerm@skype.net](mailto:lerm@skype.net)

*This e-mail address is reserved strictly for Law Enforcement and Government Agencies. Please do not distribute it outside of your organization.*