

About Intermedia

Intermedia provides small and medium-sized business with cloud IT services and business applications.

Intermedia Law Enforcement Data Request Guidelines

These operational guidelines are a reference for law enforcement officials seeking customer records or data from Intermedia.

These guidelines are created as a courtesy and do not create obligations concerning how Intermedia will respond in any particular case. Intermedia reserves the right to modify these guidelines without notice.

Intermedia's Policy on Responding to Law Enforcement Requests

Intermedia respects the rules and laws of the jurisdictions in which we operate as well as the privacy and rights of our customers. Consequently, Intermedia provides customer information in response to law enforcement requests only when we believe that we are legally required to do so.

To obtain non-public customer information, law enforcement must provide the appropriate legal documents required for the type of information being sought, such as a subpoena, court order, or a warrant. To protect our customers' rights, we scrutinize all requests to make sure they comply with the law.

What Intermedia Customer Information May Be Available in Response to a Lawful Request?

The following information may be available in response to an enforceable government request:

- **Intermedia Business Information**
 - Customer account information, including email address, phone number, and address
 - IP addresses associated with log-ins to a specific customer account
 - URLs and applications accessed and time/date of that access
 - Billing information (name, billing address, credit card details)

- **Customer Information**
 - Customer content contained in applications and repositories hosted by Intermedia, such as email content

Please NOTE, however, that Intermedia may not retain a copy of customer content if deleted or revised by the customer. In addition, business information, such as log-ins and IP addresses associated with log-ins may not be comprehensive and may be overwritten on a regular basis.

Will Intermedia Preserve Customer Information?

Yes. Intermedia will comply with reasonable requests to preserve customer and business information. If Intermedia does not receive formal legal process for the preserved information before the end of the preservation period, the preserved information may be deleted when the preservation period expires.

Preservation requests must be sent on law enforcement letterhead, must be signed, and must include:

- The relevant account information identified below (“What information must I include in my request?”) for the customer whose information is requested to be preserved;
- Valid employer-issued return email address and phone number; and
- A statement that steps are being taken to obtain a court order or other legal process for the data sought to be preserved.

Preservation requests may be sent via the service method described below.

How Do I Serve a Data Request on Intermedia?

A preservation request or a data request for documents may be sent via email:

records@intermedia.net

Requests seeking testimony must be served on our registered agent for service of process. We do not accept those requests by email, mail or via fax.

While we agree to accept service of law enforcement requests by this method, neither Intermedia nor our customers waive any legal rights based on this accommodation.

What Information Must I Include in My Request?

When requesting customer information, please provide as much of the following information that is available at the time of the request. Failure to provide the following information may hinder Intermedia’s ability to respond in a timely manner.

- **Contact information for the authorized law enforcement agency official submitting the request,** including:
 - Requesting agency name;
 - Requesting agent name and badge/identification number;
 - Requesting agent employer-issued email address;
 - Requesting agent phone contact, including any extension;
 - Requesting agent mailing address (P.O Box will not be accepted); and
 - Requested response date (see details below for emergency requests).
- **Customer Information,** including:
 - usernames;
 - email addresses;
 - IP addresses;
 - phone numbers;
 - time/date; and
 - time zone.
- **Details** about the specific information requested and its relation to your investigation.

Will Intermedia Notify its Customers of Requests for Account Data?

We may notify our customers of requests for their data unless we are prohibited from doing so by statute or court order. You may request that we not notify a customer of your request for their data because such notification would jeopardize a law enforcement investigation. Intermedia will take such requests under advisement.

Further, if your request places Intermedia on notice of an ongoing or prior violation of our terms of use, we will take action to prevent further abuse, including account termination and other actions that may notify the user that we are aware of their misconduct. If you believe in good faith that taking such actions will jeopardize your ongoing investigation, you may request that Intermedia defer such action in your request and Intermedia will take your request under advisement. It is the responsibility of the requesting law enforcement official to make this request, as it is Intermedia's policy to enforce our terms of use.

Are There Additional Requirements for International Requests?

Yes. U.S. law authorizes Intermedia to respond to requests for customer information from foreign law enforcement agencies that are issued via a U.S. court either by way of a Mutual Legal Assistance Treaty request or letter rogatory. It is our policy to respond to such U.S. court ordered requests when properly served.

Costs

Intermedia reserves the right to seek reimbursement for the actual costs associated with responding to law enforcement data requests, where appropriate.

Emergency Requests

Intermedia evaluates emergency requests on a case-by-case basis. If we receive information that gives us a good faith belief that there is an emergency involving imminent harm to a child or the risk of death or serious physical injury to a person, we may provide information necessary to prevent that harm if we are in a position to do so.

You may submit an emergency request by email to records@intermedia.net with the subject: **Emergency Disclosure Request**. Please include all of the following information:

- Identify the person who is in danger of death or serious physical injury, or the child who is at risk of imminent harm;
- The nature of the emergency;
- The relevant account information identified above ("What information must I include in my request?") for the user whose information is necessary to prevent an emergency;
- The specific information requested and why that information is necessary to prevent the emergency;
- Requesting agent contact information identified above ("What information must I include in my request?"), including employer-issued email address; and
- All other available details or context regarding the particular circumstances.