

CIRCUIT IDTM

Info Request Policy

Legal Information Request Policy v1.0

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Subject to our Privacy Policy and applicable law, Circuit ID™ complies with valid legal processes seeking account information, including search warrants, court orders, or subpoenas.

Civil or Criminal Subpoenas for Account Information

If you seek the identity or account information of a Circuit ID™ customer in connection with (i) a criminal matter, and you are a member of the law enforcement community, or (ii) a civil legal matter, you must properly serve Circuit ID™ with a valid subpoena. Note that this does not address or include e-mail or other content of a Circuit ID™ customer, as addressed under "Policies Regarding E-mail" below.

Submission of Subpoenas

Circuit ID™ is headquartered in Lancaster, California and all subpoenas should be served at that location or mailed to:

Circuit ID™
Attn: Legal Department
42225 10th Street West
Suite 117
Lancaster, California 93536

Alternatively, a subpoena can be faxed to: 323-652-5701 (Attn: Legal Department)

Notice to Customer and Response Time

Upon the receipt of a valid civil subpoena, Circuit ID™ reserves the right, but is not obligated, to notify the customer whose information is sought. Circuit ID™ reserves the right to not immediately produce the customer information sought by the subpoena and may provide the customer an opportunity to move to quash the subpoena in court. Circuit ID™ reserves the right to charge an administration fee to the customer by charging the payment method the customer has on file with Circuit ID™.

Fees for Subpoena Compliance

Circuit ID™ may charge the person or entity submitting a subpoena for costs associated with subpoena compliance. Payment must be made within thirty (30) days from the date of receipt of the Circuit ID™ invoice. Checks shall be made out to Circuit ID™.

Circuit ID™ subpoena compliance fees are as follows:

- Research - \$75.00/hour
- Federal Express - Cost as Billed
- Copies - \$0.25/page
- Reasonable costs of materials required, including optical storage and hard drives.

Policies Regarding E-mail

Circuit ID™ will not produce e-mail or other content hosted on behalf of a customer, as the Electronic Communications Privacy Act, 18 U.S.C. §2701 et seq., prohibits an electronic communications service provider from producing the contents of electronic communications, even pursuant to subpoena or court order, except in limited circumstances. Note that Circuit ID™ email servers do not retain e-mail that has been deleted by a customer.

Circuit ID™ reserves the right to request a copy of the complaint and any supporting documentation that demonstrates how a Circuit ID™-hosted e-mail address is related to the pending litigation or investigation and the underlying subpoena.