



Guidelines for International (non-EU/EEA) Law Enforcement

All relevant records are maintained by Microsoft Corporation. Legal Orders must be addressed to:

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052 USA

NOTICE: Microsoft has launched a Law Enforcement Portal for submission of legal requests and retrieval of responsive data. Go to <https://leportal.microsoft.com> to create an account and submit your request. The Microsoft LE Portal is the exclusive channel for submission of a **non-emergency** law enforcement request for preservation or disclosure of data.

Microsoft will respond to emergency requests outside of normal business hours if the emergency involves “the **danger of death or physical injury to any person...**”. Emergencies are limited to situations like kidnapping, murder threats, bomb threats, terrorism threats, etc. If you have an emergency request, send a signed and dated emergency request on your agency’s letterhead, in English, to: LEALERT@microsoft.com.

In response to a valid legal order, Microsoft may provide the following records:

Microsoft Account Data:

- Registration Details (Information captured at the time of account registration)
- Billing Information (May include address and payment instrument/s)
- Billing Transactions (**MLAT** required)
- IP Logs (IP addresses captured at the time of the user login to a specific service)
- Alternative email and/or Alias
- Services Utilised

Email Service Data:

- Registration Details (Information captured at the time of account registration)
- IP Logs (IP addresses captured at the time of the user login to the email service)
- Email Headers (**MLAT** required)
- Email Content (**MLAT** required)
- Email Contacts (**MLAT** required)

XBOX Service Data:

- Registration Details (Information captured at the time of account registration)
- Gamertag
- Serial Number
- IP Logs (IP addresses captured at the time of the user login to the XBOX service)
- Gamertag Change History (**MLAT** required)
- XBOX Contacts (**MLAT** required)
- XBOX Online Game History (**MLAT** required)
- Stored Communications (**MLAT** required)

OneDrive Service Data:

- Registration Details (Information captured at the time of account registration)
- IP Logs (IP addresses captured at the time of the user login to OneDrive)
- Stored Files (**MLAT** required)
- Transaction Logs (**MLAT** required)

**Skype Service Data:**

- Registration Details (Information captured at time of account registration)
- Billing Address (user-provided billing address)
- Payment Method/Instrument Data
- Purchase History (Transactional records) (MLAT required)
- IP Logs (IP addresses captured at the time of the user login to the Skype service)
- Skype Number Service History (List of Skype Number(s) subscribed to by a user)
- Skype Out Records (Historical call detail records for calls placed to the public switched telephone network (PSTN))
- Skype Number Records (Historical call detail records for calls received from the public switched telephone network (PSTN))
- SMS Records (SMS historical detail records) (MLAT required)
- E-mail Records (Historical record of e-mail change activity) (MLAT required)
- Skype username's Contact/Buddy List (MLAT required)
- Skype username's Chat/Media content (MLAT required)

Valid Identifier Types: All searches for responsive records will be conducted based upon the identifiers in your valid legal order.

Acceptable identifiers include:

- Email Address/ Microsoft Account (MSA)
- Phone Number* (MSA)
- CID or PUID
- Credit Card Number (full number)
- Xbox Gamertag, Serial Number, or 5x5 card
- Skype username/ID
- Skype Number* accompanied by a specific date range
- Dialed PSTN Number* accompanied by the specific date, time and duration of the call
- Skype Order Number

**All phone numbers must include the International Country Code*

In order to ensure an appropriate response to your request, you must specify the types of records that you are seeking in connection with your investigation and that you are authorized to obtain pursuant to the Legal Order that you are serving on **Microsoft Corporation**.

Suggestions for Effective Data Requests:	General Information:
• If there is a safety threat involved, indicate this in the data request so that your request can be prioritized. • If MLAT data types are required, <u>request preservation of this data</u> • Your request must specify the 'nature of the crime' being investigated. • Include your government-issued e-mail address, phone number, and postal address.	• Calls, IMs, and other activities between Skype users do not create billing records. • All records are dated and timestamped individually. Please see notes on the page for time zones. • If you require additional information, you may contact us by email at msnwwcc@microsoft.com. Email is preferred from your government-issued email address.