



LEGAL INFORMATION REQUEST POLICY (Including Civil and Criminal Subpoenas)

Please note that Intermedia does not provide voice telephone or VOIP services.

If you wish to inquire about any phone number that is tied to a company called “Intermedia”, we suggest that you make absolutely sure that it is tied to us, Intermedia.net, Inc., as we are often mistaken for other companies with similar names that do provide voice services. Inquiries to us for phone numbers that are not tied to us will slow down your search for the correct company.

Intermedia’s VoIP partner, Unison Communications, Inc., does independently provide VoIP service directly to some Intermedia customers. If you have an inquiry regarding a phone number that is tied to Unison Communications, please refer to Unison Communications’ legal page at <http://unisoncommunicationsinc.com/legal.html>.

Subject to our Privacy Policy and applicable law, Intermedia 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 an Intermedia 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 Intermedia with a valid subpoena. Note that this does not address or include e-mail or other content of an Intermedia customer, as addressed under “Policies Regarding E-mail” below.

Submission of Subpoenas

Intermedia is headquartered in New York, New York and all subpoenas should be served at that location or mailed to:

Intermedia.Net, Inc.
Attn: Legal Department
156 West 56th Street, Suite 1601
New York, NY 10019

Alternatively, a subpoena can be faxed to: 646-225-7305 (Attn: Legal Department)

Notice to Customer and Response Time

Upon the receipt of a valid civil subpoena, Intermedia reserves the right, but is not obligated, to notify the customer whose information is sought. Intermedia 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. Intermedia reserves the right to charge an administration fee to the customer by charging the payment

method the customer has on file with Intermedia.

Fees for Subpoena Compliance

Intermedia 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 Intermedia invoice. Checks shall be made out to Intermedia.Net, Inc.

Intermedia’s 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

Intermedia 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 Intermedia’s e-mail servers do not retain e-mail that has been deleted by a customer.

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