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 (or local equivalent) must be lodged against:
Skype Communications Sarl, 23-29 Rives de Clausen, L-2165 Luxembourg.

To formally request records, please send a subpoena (or local equivalent) to Skype LERM by email or fax:

lerm@skype.net   +352 26 20 15 82

Requests accepted in English, French or German.

In response to a subpoena or other court order (or local equivalent), Skype LERM can provide the following records:

In order to ensure an efficient response time, please use the following wording in your request to indicate the data relevant to your investigation and authorized by the subpoena or other court order (or local equivalent).

- Registration Details: information captured at time of account registration and current e-mail address
- Billing Address: User provided billing addresses
- SkypeIn Current Subscription: List of SkypeIn numbers currently subscribed to by a User
- Purchase History: Financial transactions conducted with Skype including billing addresses provided
- Skype Out Records: Historical call detail records for calls placed to the public switched telephone network (PSTN)
- SkypeIn Records: Historical call detail records for calls placed from the public switched telephone network (PSTN)
- SMS Records: SMS text message historical detail records
- Skype Wi-Fi Records: Historical Skype Wi-Fi records
- E-mail & Password Records: Historical record of e-mail and password change activity

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 or local equivalent.**

Suggestions for Effective Data Requests:

- In order to obtain all subject operated accounts, request "any and all related accounts"
- If there is a safety threat involved, indicate this in the data request so LERM can prioritize.
- 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.
- 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

General Information:

- Skype can provide records showing account creation, financial transactions 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 routine requests is up to 10 business days, depending on the volume of information requested

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

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.