

Comcast Transparency Report

Comcast takes customer privacy very seriously, and we hold it in the highest regard. Like all U.S. businesses, we must respond to valid government requests for customer information made in subpoenas, orders, warrants, and other legal processes. Before we respond, we review every request carefully to ensure it is authorized by law and is valid.

The table below shows our compliance with government requests in 2013. During that period, we received legal requests from U.S. law enforcement and national security entities at the federal, state, and local government levels.

We provide the numbers for national security requests in compliance with guidance issued by the U.S. Department of Justice on January 27, 2014, which permits us to report the numbers of National Security Letters (NSLs) and Foreign Intelligence Surveillance Act (FISA) orders and warrants, and the corresponding numbers of customer accounts affected in bands of 1000. It also requires that we report FISA orders and warrants with a six month delay. Consequently, these numbers cover only the first six months of 2013.

We will issue this report twice every year.

Government Requests in 2013

Criminal Requests		
Subpoenas		19,377
Court Orders		
	General Orders	3,893
	Pen Register/Trap & Trace	93
	Wiretaps	2
Warrants		
	Content	253
	Non-Content	1,080
Total Criminal Requests		<u>24,698</u>

Emergency Requests	961
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National Security Requests		
NSLs (January 1 - December 31, 2013)		0-999
	Customer Accounts Affected	0-999
FISA Orders and Warrants (January 1 - June 30, 2013)		
	Content	0-999
	Customer Accounts Affected	0-999
	Non-Content	0-999
	Customer Accounts Affected	0-999

Definitions
(as terms appear in the Report)

Subpoenas typically seek basic customer account information that is contained in the business records of a service provider. Frequently, subpoenas seek the identification of a customer account by name and address based on a telephone number or Internet Protocol address assigned to the account. An officer of the court, such as a law enforcement officer or a prosecuting attorney, for example, usually signs a subpoena.

Court Orders typically seek historical information and more detailed information than is available using a subpoena. A judge signs a court order indicating that the law enforcement entity seeking it has made the requisite showing under the law to obtain the order.

General Orders are court orders except for wiretap, pen register, and trap and trace orders. Most general orders seek information similar to that available with a subpoena, and some also seek contents of communications.

Pen Register Orders seek real time access to information like phone numbers and e-mail addresses as they are dialed or sent, and Trap and Trace Orders seek real time access to incoming phone numbers or e-mail addresses.

Wiretap Orders seek real time access to the contents of communications.

Warrants typically seek information similar to that available under subpoenas and some court orders, but may also seek the contents of communications in certain cases. A judge signs a warrant based on a showing by the law enforcement entity seeking it that there is probable cause that the information sought by the warrant is evidence of a crime.

Emergency Requests typically seek information from a service provider on an expedited basis in an emergency involving danger of death or serious physical injury to any person. Our policy requires the requesting law enforcement officer to provide a written certification describing the emergency. Comcast uses this information to verify an emergency request in connection with responding to it. Some emergency requests seek information related to 911 telephone calls. In those cases, Comcast verifies that the request is coming from a legitimate Public Service Answering Point before responding to it.

National Security Letters are issued by the Federal Bureau of Investigation. The FBI issues these in connection with counter-terrorism or counter-intelligence matters; national security letters are limited to seeking non-content information like customer account information.

Foreign Intelligence Surveillance Act Orders and Warrants are issued by the Foreign Intelligence Surveillance Court. These orders and warrants typically seek both content and non-content information relating to national security matters, such as international terrorism or espionage.

Customer Accounts Affected means the number of unique Comcast subscriber accounts affected by a particular legal request. For example, one national security letter may seek information about two different subscriber accounts.

Content refers to the actual contents of a communication, such as the body of an e-mail or a telephone conversation.

Non-Content refers to information other than the contents of a communication, such as a list of phone numbers or e-mail addresses or header information (signaling, addressing, or routing information).