

# Law Enforcement Requests Report

Microsoft: Calendar Year 2012

	Total # of Requests	Accounts/ Users Specified in Requests	Some Customer Data Disclosed				No Customer Data Disclosed			
			Requests Resulting in Disclosure of Content		Requests Resulting in Disclosure of Only Subscriber/Transactional (Non-Content) Data		Requests Resulting in Disclosure of No Customer Data (No Data Found)		Requests Resulting in Disclosure of No Customer Data (Request Rejected for Not Meeting Legal Requirements)	
			%	#	%	#	%	#	%	#
<b>TOTAL</b>	<b>70,665</b>	<b>122,015</b>	<b>2.2%</b>	<b>1,558</b>	<b>79.8%</b>	<b>56,388</b>	<b>16.8%</b>	<b>11,852</b>	<b>1.2%</b>	<b>866</b>
Argentina	769	1,279	0.0%	0	85.7%	659	14.3%	110	0.0%	0
Australia	2,238	3,081	0.0%	0	84.9%	1,899	14.1%	316	1.0%	23
Belgium	727	1,140	0.0%	0	86.5%	629	13.5%	98	0.0%	0
Brazil	2,214	4,176	0.3%	7	84.1%	1,862	15.5%	343	0.1%	2
Canada	103	385	1.0%	1	93.2%	96	4.9%	5	1.0%	1
Chile	530	791	0.0%	0	84.3%	447	15.7%	83	0.0%	0
Colombia	227	623	0.0%	0	83.3%	189	16.7%	38	0.0%	0
Costa Rica	98	152	0.0%	0	92.9%	91	7.1%	7	0.0%	0
Czech Republic	19	27	0.0%	0	84.2%	16	15.8%	3	0.0%	0
Denmark	128	191	0.0%	0	86.7%	111	13.3%	17	0.0%	0
Dominican Republic	17	228	0.0%	0	100.0%	17	0.0%	0	0.0%	0
Ecuador	59	95	0.0%	0	96.6%	57	3.4%	2	0.0%	0
El Salvador	9	10	0.0%	0	88.9%	8	11.1%	1	0.0%	0
Finland	56	328	0.0%	0	96.4%	54	3.6%	2	0.0%	0
France	8,603	17,973	0.0%	0	85.7%	7,377	14.2%	1,221	0.0%	4
Germany	8,419	13,226	0.0%	0	84.2%	7,088	15.8%	1,326	0.1%	5
Greece	9	11	0.0%	0	66.7%	6	33.3%	3	0.0%	0
Guatemala	2	4	0.0%	0	100.0%	2	0.0%	0	0.0%	0
Hong Kong	1,041	1,049	0.0%	0	79.0%	822	20.7%	216	0.3%	3
Hungary	123	175	0.0%	0	82.9%	102	17.1%	21	0.0%	0
Iceland	8	9	0.0%	0	87.5%	7	12.5%	1	0.0%	0
India	418	594	0.0%	0	88.5%	370	10.5%	44	1.0%	4
Ireland	72	222	6.9%	5	63.9%	46	26.4%	19	2.8%	2
Israel	54	141	0.0%	0	85.2%	46	14.8%	8	0.0%	0
Italy	1,519	2,098	0.0%	0	83.0%	1,261	17.0%	258	0.0%	0
Japan	572	766	0.0%	0	94.1%	538	5.4%	31	0.5%	3
Korea	616	1,091	0.0%	0	81.3%	501	18.7%	115	0.0%	0
Luxembourg	55	81	0.0%	0	87.3%	48	12.7%	7	0.0%	0
Malta	75	79	0.0%	0	89.3%	67	10.7%	8	0.0%	0
Mexico	1,323	2,979	0.0%	0	90.2%	1,194	9.8%	129	0.0%	0
Netherlands	859	1,438	0.0%	0	78.1%	671	21.8%	187	0.1%	1
New Zealand	64	128	1.6%	1	71.9%	46	23.4%	15	3.1%	2
Norway	187	426	0.0%	0	89.8%	168	9.6%	18	0.5%	1
Panama	26	32	0.0%	0	92.3%	24	7.7%	2	0.0%	0
Peru	84	257	0.0%	0	92.9%	78	7.1%	6	0.0%	0
Poland	70	110	0.0%	0	78.6%	55	21.4%	15	0.0%	0
Portugal	548	710	0.0%	0	85.6%	469	14.2%	78	0.2%	1
Singapore	179	553	0.0%	0	93.9%	168	6.1%	11	0.0%	0
Slovakia	28	29	0.0%	0	89.3%	25	10.7%	3	0.0%	0
Slovenia	1	1	0.0%	0	0.0%	0	100.0%	1	0.0%	0
Spain	1,981	3,400	0.0%	0	84.2%	1,668	15.7%	312	0.1%	1
Sweden	326	552	0.0%	0	89.9%	293	10.1%	33	0.0%	0
Taiwan	4,381	8,305	0.0%	0	86.3%	3,779	13.7%	602	0.0%	0
Thailand	83	105	0.0%	0	88.0%	73	12.0%	10	0.0%	0
Turkey	11,434	14,077	0.0%	0	78.7%	8,997	21.3%	2,433	0.0%	4
United Kingdom	9,226	14,301	0.0%	0	76.5%	7,057	23.0%	2,119	0.5%	50
United States	11,073	24,565	13.9%	1,544	65.0%	7,196	14.2%	1,574	6.9%	759
Uruguay	1	1	0.0%	0	100.0%	1	0.0%	0	0.0%	0
Venezuela	11	21	0.0%	0	90.9%	10	9.1%	1	0.0%	0

# Law Enforcement Requests Report

Skype

	Calendar Year 2012			July 2012 - December 2012	
	Total # of Requests	Accounts/Identifiers Specified in Requests	Requests Resulting in Disclosure of Content	Accounts Specified in Requests Where Compliance Team Found No Data	Provided Guidance to Law Enforcement
<b>TOTAL</b>	<b>4,713</b>	<b>15,409</b>	<b>0</b>	<b>2,847</b>	<b>501</b>
Argentina	2	5	0	1	1
Armenia	2	6	0	3	0
Australia	195	424	0	118	8
Austria	10	18	0	0	4
Belarus	5	35	0	0	0
Belgium	39	165	0	45	3
Brazil	8	36	0	1	0
Bulgaria	7	15	0	6	2
Canada	20	58	0	5	12
China	6	50	0	2	0
Czech Republic	33	109	0	23	1
Denmark	16	41	0	9	5
Estonia	6	12	0	2	0
Finland	7	9	0	2	0
France	402	827	0	110	27
Germany	686	2,646	0	475	70
Greece	9	11	0	3	0
Hong Kong	0	0	0	0	3
Hungary	7	28	0	2	0
Iceland	2	4	0	1	1
India	53	101	0	47	10
Ireland	4	7	0	0	2
Israel	10	14	0	0	0
Italy	96	648	0	171	27
Japan	40	88	0	17	45
Korea	7	9	0	0	3
Latvia	5	60	0	0	0
Lebanon	1	1	0	0	0
Lithuania	8	35	0	2	0
Luxembourg	98	446	0	0	3
Malta	5	9	0	5	0
Mexico	3	10	0	2	0
Netherlands	2	2	0	0	0
New Zealand	1	2	0	0	1
Norfolk Island	0	0	0	0	1
Norway	14	23	0	0	2
Pakistan	0	0	0	0	2
Poland	17	42	0	18	5
Portugal	1	1	0	0	0
Puerto Rico	2	4	0	0	0
Qatar	2	5	0	0	0
Russian Federation	2	5	0	1	0
Singapore	4	5	0	1	0
Slovakia	1	1	0	0	0
Slovenia	1	3	0	2	0
South Africa	1	6	0	0	0
South Georgia	0	0	0	0	1
Spain	11	40	0	2	4
Sweden	43	150	0	5	4
Switzerland	74	148	0	42	10
Taiwan	316	1,499	0	247	3
Tanzania	1	1	0	0	0
Ukraine	5	10	0	1	0
United Arab Emirates	1	1	0	0	1
United Kingdom	1,268	2,720	0	444	40
United States	1,154	4,814	0	1,032	210

# Law Enforcement Requests Report

## Data Glossary of Terms

### **Total Number of Requests**

The number of criminal requests received from a law enforcement agency and/or court seeking customer data. Examples of the types of requests include a subpoena, a court order, and a warrant.

### **Accounts/Users Specified**

The total number of usernames, accounts, or other identifiers that were specified in the requests received. One law enforcement request could include the names of multiple users, and/or could include multiple accounts associated with a single user. For example one user could have multiple accounts – such as an Outlook.com E-mail account, an Xbox Gamertag, a Microsoft Account ID, or an Xbox serial number.

### **Requests Resulting in Disclosure of Content**

The number of court orders Microsoft found to be lawful, and therefore disclosed at least some customer content. Such content could include the subject or body of an email, photos stored in SkyDrive, address book information, and calendars. In most cases, a court order that requires the disclosure of customer content will also require the disclosure of non-content information (see definition below).

### **Requests Resulting in Disclosure of Only Subscriber/Transactional (Non-Content) Data**

The number of law enforcement requests determined to be lawful, and therefore only non-content information was disclosed. Non-content information could include the user's name, billing address, IP history, etc.

### **Requests Resulting in Disclosure of No Customer Data (Request Rejected for Not Meeting Legal Requirements)**

The number of law enforcement requests and/or court orders Microsoft rejected because we determined they failed to satisfy the relevant legal requirements. As a result, no data of any kind was disclosed.

### **Requests Resulting in Disclosure of No Customer Data (No Data Found)**

The number of law enforcement requests and/or court orders where the Microsoft Compliance Team found no data in our systems related to the request and/or order, and therefore disclosed no customer information to law enforcement.

### **Percentage**

All percentages are calculated by dividing the associated column by the Total Number of Requests.

### **Accounts Specified in Requests Where Compliance Team Found No Data**

The number of times the Skype compliance team searched for a username or other identifier (e.g., PSTN number) specified in a valid law enforcement request but found no data.

### **Provided Guidance to Law Enforcement**

The number of times the Skype compliance team provided general guidance to a domestic or foreign law enforcement agency, either in response to a rejected request or general questions, about the process for obtaining Skype user data.