

Guidelines for Subpoenas, Court Orders, and Search Warrants

Introduction

8x8 is dedicated to safeguarding the privacy and security of the information belonging to its subscribers and other third parties. In compliance with legal requirements and 8x8 policies, we provide information to civil litigants and law enforcement agencies in accordance with applicable laws and following a comprehensive legal review. This document outlines the processes and requirements for submitting legal demands for information to 8x8.

Types of Legal Requests

1. Subpoenas - For subscriber information such as name, address, service period, and billing records. This includes both civil and law enforcement subpoenas.
2. Court Orders - Required for accessing more detailed records or information.
3. Search Warrants - Mandatory for the disclosure of stored communications content, such as voice and text messages.
4. Trap and Trace Requests - Subsentio, LLC processes these requests on behalf of 8x8. Further information is available [here](#).

Requirements for Legal Requests

All requests must:

- Be issued by a court of competent jurisdiction or other legally authorized person or entity.
- Clearly describe the type and relevance of the information requested.
- Include sufficient details such as a telephone number (for subscribers), name (for individuals), or other search parameters sufficient to enable 8x8 to locate the requested information.
- Be limited to a reasonable date range.
- Be signed by the issuing authority.
- Be addressed to 8x8, Inc. (or its affiliates) and sent to subpoena@8x8.com and/or delivered to 675 Creekside Way, Campbell, CA 95008, Attn: 8x8 Legal - Subpoena Processing.

**Note: We accept legal requests only in written form. All requests will be reviewed for legal sufficiency and compliance with the above requirements. We reserve the right to reject requests that do not meet legal standards or lack information that is necessary for 8x8 to comply.*

Notification to Subscribers

It is 8x8's policy to notify our subscribers of any legal requests for their information, unless:

- 8x8 is legally prohibited from doing so (e.g., by a court order or under seal).
- There is an imminent threat of serious bodily harm or a life-threatening situation that justifies delaying notification.

We believe in transparency and the right of our subscribers to be informed, except where restricted by law.

How much time does 8x8 require to respond?

8x8 will attempt to meet reasonable deadlines included in lawful requests. However, additional time may be required to ensure compliance in some circumstances. To expedite 8x8's response, please narrow the types of data and the applicable date range for the requested information.

** Note: Requests for information older than 12 months may require additional time for processing.*

Emergency Requests

In cases involving an imminent threat to life or serious bodily harm, law enforcement agencies may submit an emergency request in writing, detailing the nature of the emergency and the specific information required to address it.

Billing for Legal Requests

To compensate for the cost of processing legal requests, 8x8 Inc. applies the following billing rates for the time our legal and administrative staff spend on such requests:

- Legal review by company lawyers: \$250 per hour
- Administrative handling and document preparation: \$100 per hour

These fees apply to the time spent reviewing, processing, and responding to both civil and law enforcement requests, as permitted by law. An estimate will be provided upon the receipt of a request and must be agreed upon before any work commences.

Payments are due 30 days after invoice receipt.

Data Retention Policies

Information about our data retention policies, which outline the duration for which customer data is retained before secure deletion, is available upon request.

Transparency and Reporting

We are committed to transparency and will regularly publish a report detailing the number and types of requests we receive and respond to.

Contact Information for Further Assistance

For more detailed guidance or to discuss specific requests, please contact our Legal Compliance Department at subpoena@8x8.com.

Conclusion

8x8 understands the responsibilities involved in aiding both civil litigants and law enforcement while protecting customer privacy. We seek to balance these obligations carefully and comply with legal requests appropriately and lawfully.