

Microsoft® Online Services

Global Criminal Compliance

Handbook

U.S. Domestic Version

March 2008

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MICROSOFT ONLINE SERVICES

Law Enforcement Hotline: (425) 722-1299

Where to Serve Legal Process in Criminal Matters

Windows Live™, Windows Live ID (Passport),
MSN®, Xbox & Other Online Services:

FAX: (425) 708-0096
Microsoft Corporation
Attn: Online Services Custodian of Records
One Microsoft Way
Redmond, WA 98052-6399

EMERGENCY REQUESTS

Microsoft Online Services will respond to emergency requests outside of normal business hours if the emergency involves “the danger of death or physical injury to any person...” as permitted in 18 U.S.C. § 2702(b)(8) and (c)(4). Emergencies are limited to situations like kidnapping, murder threats, bomb threats, terrorism threats, etc. If you have an emergency request, please call the law enforcement hotline at (425) 722-1299.

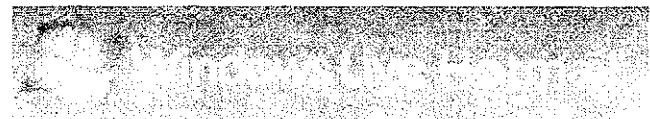
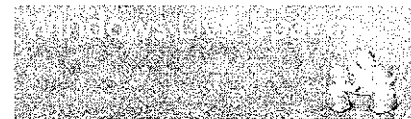
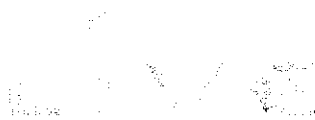
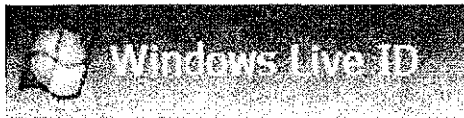
NON-U.S. LAW ENFORCEMENT

Microsoft has established local contacts within your country or region to handle legal process related to Microsoft Online Services. If you are not already familiar with your local contact, please e-mail the Global Criminal Compliance team at globalcc@microsoft.com, and you will be directed to the local contact handling requests from your country.

All legal process for criminal matters from non-U.S. law enforcement, prosecutors and courts must be directed to **Microsoft Corporation, One Microsoft Way, Redmond, WA 98052** and not to Microsoft’s local subsidiary as all Microsoft Online Services customer data is stored in the U.S. Your local contact will be able to educate you as to what local process must be followed in order to obtain online services customer account records from Microsoft.

What are Microsoft Online Services?

- E-mail Services
- Authentication Service: Windows Live ID
- Instant Messaging: Windows Live Messenger
- Social Networking Services: Windows Live Spaces & MSN Groups
- Custom Domains: Windows Live Admin Center & Office Live Small Business
- Online File Storage: Office Live Workspace & Windows Live SkyDrive
- Gaming: Xbox Live



E-mail Services

What are the Various E-mail Services Microsoft Provides?

- Several different domains:
 - @hotmail.com
 - @msn.com
 - @live.com
- Microsoft also provides some country specific domains such as .co.uk, .fr, .it, .de, .es, .th, .tk, .co.jp
 - Currently all e-mail service customer data is stored in the U.S. even if the account name contains a country specific domain.
- E-mail accounts may be either free or associated with a paid service
 - Accounts that start out as paid accounts may later become free ~OR~ accounts that start out as free may later be associated with a paid service.
 - Therefore, the records available in response to law enforcement requests will vary depending on the type of e-mail service.

Below are several examples of the paid e-mail services Microsoft offers:

The screenshot shows the Windows Live Hotmail website interface. At the top left is the Windows Live logo and the text 'Windows Live Hotmail'. Below this, on the left, is a promotional message: 'It's here! The award-winning, next-generation version of Hotmail. Designed to keep you safe and productive, Windows Live Hotmail is available in free and premium versions. Which one is right for you?'. The main content area is divided into two columns. The left column is for 'Windows Live Hotmail' and is labeled 'Free'. It lists several features: 250MB of storage, 100MB of attachments, 100MB of space for pictures, 100MB of space for videos, 100MB of space for music, 100MB of space for documents, 100MB of space for presentations, 100MB of space for spreadsheets, 100MB of space for PDFs, 100MB of space for archives, 100MB of space for backups, 100MB of space for restores, 100MB of space for exports, 100MB of space for imports, 100MB of space for transfers, 100MB of space for shares, 100MB of space for syncs, 100MB of space for updates, 100MB of space for backups, 100MB of space for restores, 100MB of space for exports, 100MB of space for imports, 100MB of space for transfers, 100MB of space for shares, 100MB of space for syncs, 100MB of space for updates. The right column is for 'Windows Live Hotmail Plus' and is labeled '\$19.95/yr'. It lists several features: More storage (1GB), 100MB of attachments, 100MB of space for pictures, 100MB of space for videos, 100MB of space for music, 100MB of space for documents, 100MB of space for presentations, 100MB of space for spreadsheets, 100MB of space for PDFs, 100MB of space for archives, 100MB of space for backups, 100MB of space for restores, 100MB of space for exports, 100MB of space for imports, 100MB of space for transfers, 100MB of space for shares, 100MB of space for syncs, 100MB of space for updates. At the bottom of the page, there are two buttons: 'Get Windows Live Hotmail' and 'Get Windows Live Hotmail Plus'.

Microsoft Online Services Home | View all services | Support

[Business](#)
[Business & Office](#)
[Security & Privacy](#)
[Windows & Office](#)
[Entertainment](#)
[More](#)

msn Premium

Advanced e-mail, virus protection and more


Overview [Features](#) [Pricing](#) [FAQ](#) [Feedback](#)

Protect
 Help safeguard your system with Virus Guard and Firewall Guard powered by McAfee Security. Get powerful parental controls to help keep kids safe online.

Organize
 Stay on top of your to-do list by creating tasks for yourself or others. Share your calendar to stay in sync with friends or family.

Create
 Design special stationery with fonts, colors and custom signatures to make your e-mail unique.

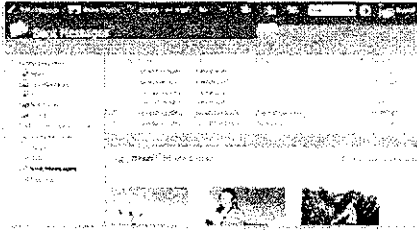
Share
 Share a single photo or an entire slide show right inside your e-mail with cool photo sharing and editing tools.



\$9.95 monthly
 Two months free

[Get it now](#)

Check for quick starts



What E-mail Services Records are Retained and for How Long?

E-mail account registration records are retained for the life of the account. Internet Protocol ("IP") connection history records are retained for 60 days.

How Do I Read E-Mail Account Results?

Sample E-mail Account Registration Records:

Microsoft
Created 2/24/2006 1:08:44 PM

criminal-compliance-training@hotmail.com

- Occasionally the "Pass/Fail" column will include an entry entitled "mysn". When this indication is present, it means the user logged in from the www.msn.com homepage.

Stored E-mail Records for MSN Premium Customers:

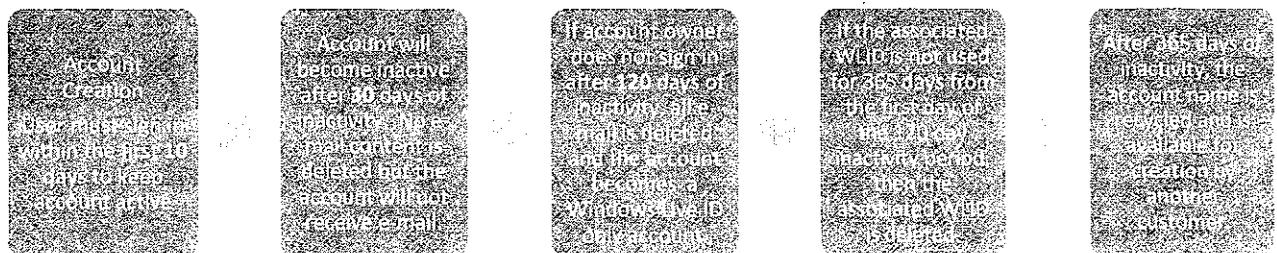
- Microsoft's systems only store the e-mails a user has elected to maintain in the account. Therefore, the only e-mails provided in response to legal process seeking stored e-mail content will be the e-mails stored in the "Folders on MSN" section of a user's account. →
- Be aware that users may also store e-mail content on their computer's hard drive. Microsoft will not be able to disclose e-mail content stored on a user's computer – only e-mail content stored on Microsoft's e-mail servers. →



Additional Tips:

- Within the available IP records, an entry could exist that belongs to Microsoft services due to internal configurations. 'Registered From IP' addresses or other IP addresses in the IP history that are in the blocks of 65.54.xx.xx (MSN Hotmail) or 207.68.174.xx, 207.46.237.xx, 65.54.198.xx, 64.4.55.xx (MSN Mobile) are from Microsoft-owned servers, but they do not provide any further information which relates to the user.
- If there is an entry of 1.1.1.1 or 2.2.2.2 in the 'History Info' the entry is a Microsoft system generated line item. The 1.1.1.1 and 2.2.2.2 entries are not generated by user activity. Specific questions can be directed to the Global Criminal Compliance Team.

FREE E-MAIL ACCOUNT AGE OUT TIMELINE



- Users may self delete an account at any point along this process. The 30 day inactivity period is canceled if someone tries to create the same account name ~or~ attempts to access it. Between 120 and 365 days, users can recreate an e-mail mailbox.

Authentication Service: Windows Live ID

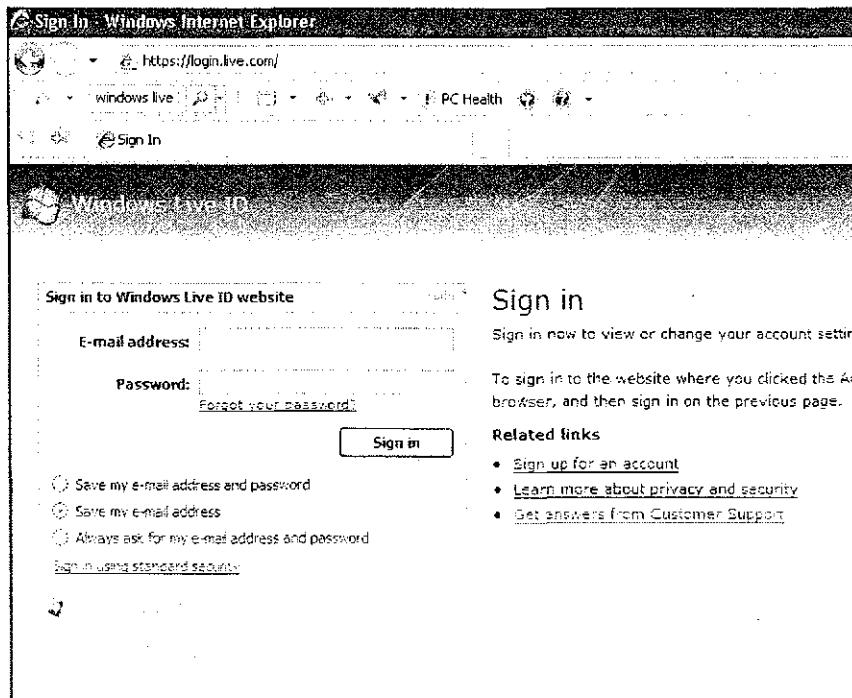
What is the Service?

The Windows Live ID authentication service, formerly known as "Passport", helps simplify your sign in: Create your sign in credentials – *e-mail and password* – once, and then use them everywhere on the Windows Live Network. There are three different ways you may obtain a Windows Live ID:

- Use a @live, @hotmail or @msn e-mail account
- Easy ID: Use an e-mail address you already have – @other_email_provider.com.
 - You can use any existing e-mail address from any e-mail provider when you create your credentials for Windows Live ID. Then you can use those credentials to sign in to any Windows Live ID site.
- Sign up for a limited account – @passport.com
 - Create credentials only – Log on using e-mail address and password only. Account cannot send or receive e-mail.

Windows Live ID / Passport accounts:

- Works with MSN, Office Live, and Microsoft Passport sites
- Have an MSN Hotmail, MSN Messenger, or Passport account? It's your Windows Live ID.



What Windows Live ID (Passport) Records are Retained and for How Long?

Microsoft retains the following:

- Windows Live ID retains registration records as long as the account exists in our systems. All registration data is provided by the user.
- The last 10 Microsoft site and IP connection record combinations (not the last 10, consecutive IP connection records.)

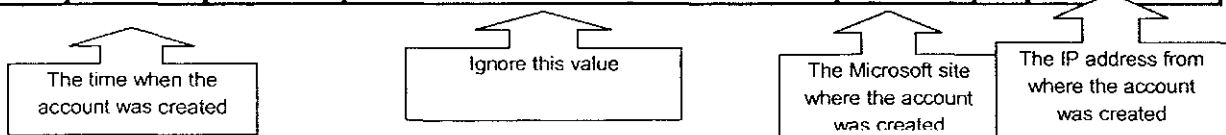
How Do I Read Windows Live ID (Passport) Account Results?

Sample Sign-in Summary

Last Modified	Entry Created	Action	Value	Site Name	Site ID	IP Address
2006/11/30 10:22:35	2006/08/12 10:24:42	Login Success			0	192.192.240.192
2006/11/30 10:22:35	2006/11/06 10:12:55	Site/IP/Time History	Hotmail 192.192.240.192 Nov 30 2006 10:22AM; Hotmail 192.226.141.89 Nov 29 2006 8:16PM; Hotmail 192.140.179.82 Nov 28 2006 8:22AM; Hotmail 192.192.150.140 Nov 24 2006 4:57PM; Hotmail 192.192.140.151 Nov 24 2006 3:40PM; Hotmail 192.192.132.144 Nov 18 2006 12:57PM; Hotmail 192.71.148.10 Nov 18 2006 9:19AM; Hotmail 192.192.156.23 Nov 17 2006 3:56PM; Hotmail 192.226.137.230 Nov 16 2006 4:22PM; Hotmail 192.214.138.210 Nov 16 2006 1:37PM;		0	192.192.240.192
2006/11/02 17:50:38	2006/08/12 10:24:42	IP Address History	192.209.154.235;192.212.1.52;62.20.2.45;192.209.154.66;192.192.45.86;		0	192.209.154.235
2006/11/02 17:50:38	2006/08/12 10:24:42	Date/Time History	02 Nov 2006 17:50:38;770:01 Nov 2006 06:06:00:310:30; Oct 2006 14:24:45:397;27 Oct 2006 10:30:21:143;25 Oct 2006 19:36:14:570;		0	192.209.154.235
2006/09/28 17:02:08	2006/08/12 10:24:42	Current State (login succeeded)			0	192.192.45.86
2006/09/28 17:02:08	2006/08/12 10:25:39	Login Failure	0		0	192.192.45.86
2006/08/12 10:24:42	2006/08/12 10:24:42	Create Credential	1 JMDCE6AM	Hotmail	2	192.192.45.86

Create Credential Row

2006/08/12 10:24:42	2006/08/12 10:24:42	Create Credential	1 JMDCE6AM	Hotmail	2	192.192.45.86
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Login Failure Row

2006/09/28 17:02:08	2006/08/12 10:25:39	Login Failure	0		0	192.192.45.86
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The last time the user failed to login. (If the current state is "Login Failed" ignore this value.)

The number of times the user has failed to login. This value is reset to zero once the user is successful in logging in.

The IP address from where the user tried to login but failed

Login Successful Row

2006/11/30 10:22:35	2006/08/12 10:24:42	Login Success			0	192.192.240.192
---------------------	---------------------	---------------	--	--	---	-----------------

The last time the user successfully logged in. (If the current state is "Login Failed" else ignore this value.)

The first time ever the user successfully logged in - typically the same as the creation date.

The IP address from where the user last logged in

Current State Row

2006/09/28 17:02:08	2006/08/12 10:24:42	Current State (login succeeded)			0	192.192.45.86
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The timestamp of the last login attempt

Please ignore this IP Address. Refer to IP address in "Failure Row" or "Success Row".

Site IP/Time/History Row

2006/11/30 10:22:35	2006/11/06 10:12:55	Site/IP/Time History	Hotmail 192.192.240.192 Nov 30 2006 10:22AM; Hotmail 192.226.141.89 Nov 29 2006 8:16PM; Hotmail 192.140.179.82 Nov 28 2006 8:22AM; Hotmail 192.192.150.140 Nov 24 2006 4:57PM; Hotmail 192.192.140.151 Nov 24 2006 3:40PM; Hotmail 192.192.132.144 Nov 18 2006 12:57PM; Hotmail 192.71.148.10 Nov 18 2006 9:19AM; Hotmail 192.192.156.23 Nov 17 2006 3:56PM; Hotmail 192.226.137.230 Nov 16 2006 4:22PM; Hotmail 192.214.138.210 Nov 16 2006 1:37PM;		0	192.192.240.192
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The last time the user successfully logged in

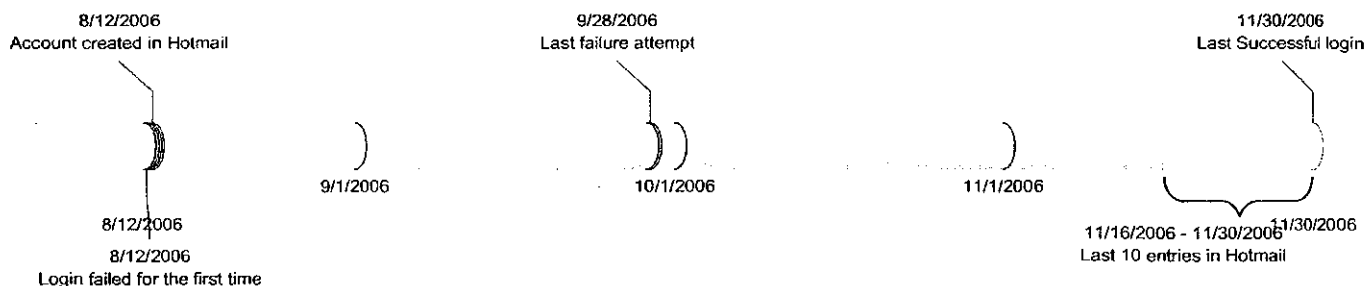
Shows the FIRST time of the LAST day's successful logins to a new Microsoft site or from a new client machine.

Please ignore this IP Address. Refer to IP address in "Failure Row" or "Success Row".

Additional Tips:

1. In Create credential Row
2. In the Current State Row
 - a. The IP address DOES NOT denote the IP address of the machine of the last attempt. If the last login was a failure, then the IP address is present in the "IP address" column of the Login Failure Row while if it was success then the IP address is present in Site/IP/Time history row.
 - b. If the state is "Login failed", then refer the "Last Modified" timestamp in the "Login Failure Row" to find the last time the user tried to login and failed. If the state is "Login Successful", then refer to the "Last Modified" timestamp in the "Login Success Row" to find the last time the user signed in successfully.
3. In Login Failure Row
 - a. The value (number of failure tries) is cleared once the user is able to successfully login. Hence, if a user failed to login on several tries, but eventually logs in successfully, there is no record of the previous failures.
4. In Site IP/Time/History Row
 - a. The Site IP/Time/History table is not updated if the user logs in again from the SAME IP address to the SAME Microsoft site. It only shows the FIRST login of the LAST day for the user, from the same IP and to the same machine.
 - b. There are many cases where end user IP address is hidden by ISP proxy server. SIS shows the IP address of ISP proxy server, instead of real end user IP address. So for the individual user information you can approach the ISP.
 - c. The table is limited to only the last 10 MS SITE and IP combinations.
5. Sign-In Summary records are restricted to initial authentication so subsequent authentication to other Microsoft sites are not logged.
6. All times are UTC and the time-stamps come from Windows Live ID (Passport) servers and not the user's computer.
7. Ignore rows "IP Address History" and "Date/Time History". These are present for some older accounts and have now been replaced by "Site IP/Time/History" row.

One way to understand the table is to draw the timeline and plot the individual events in it. It gives a quick view of the activities in that account. Here is the timeline for the Sign-In Summary Table provided above:



Instant Messaging: Windows Live Messenger

What is the Service?

Windows Live Messenger is the "Next generation of MSN Messenger"

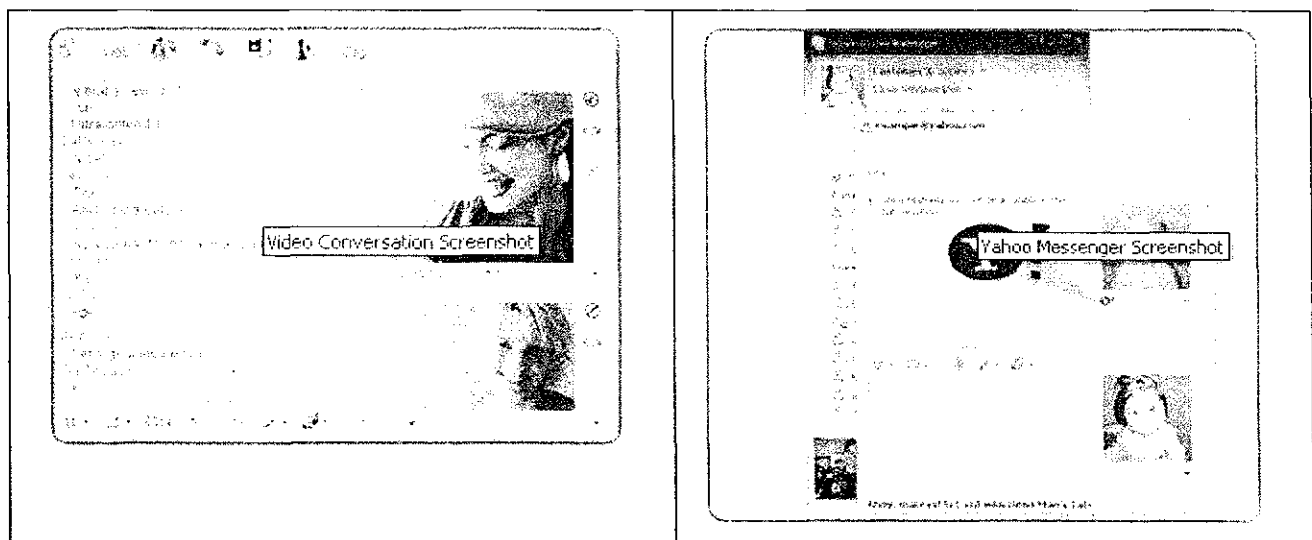
- Free service
- Customers use Windows Live ID / Passport account to sign-in
- Microsoft retains:
 - Windows Live ID / Passport account registration data
 - Some Windows Live ID / Passport account IP connection records

Windows Live Messenger program is downloaded onto client

- Microsoft servers authenticate users, but Microsoft does not log the content of communications between users

Windows Live Messenger customers talk to Yahoo! contacts

- If a Windows Live Messenger customer adds a Yahoo! contact to his or her contact list, Microsoft will have the name of the Yahoo! contact.



What records are retained and for how long?

Since the Windows Live ID service is used to authenticate Windows Live Messenger or MSN Messenger users, Windows Live ID records are retained. Please refer to the "Authentication Services: Windows Live ID" section above.

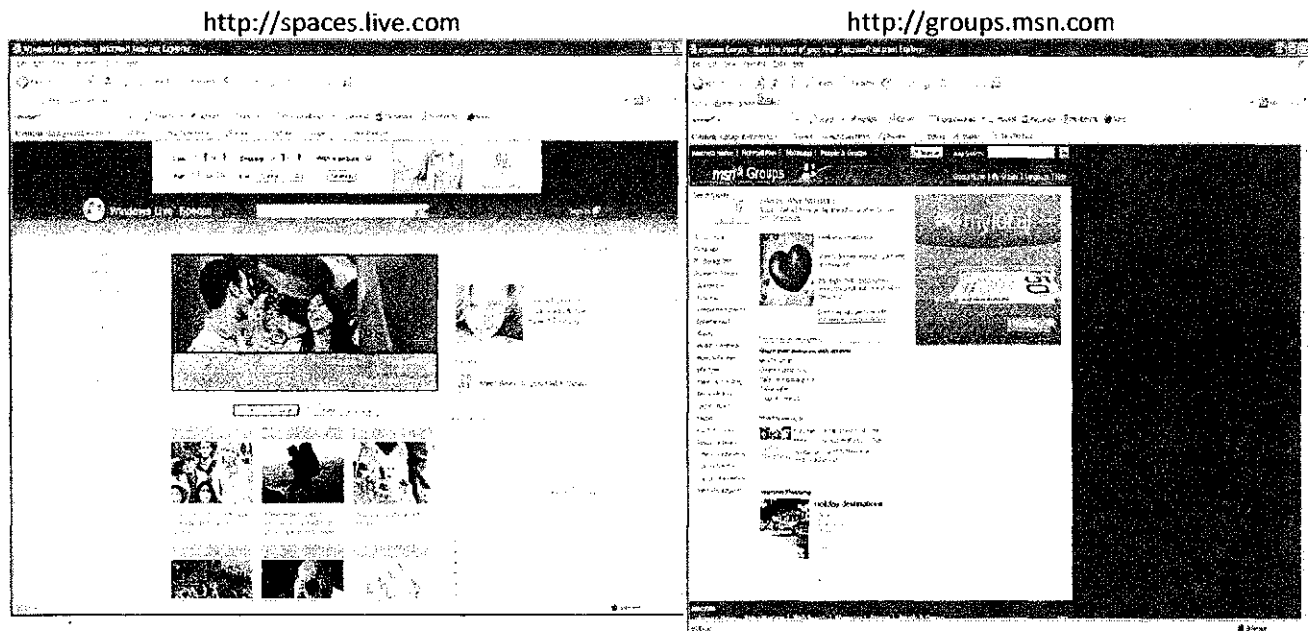
Please note that Microsoft needs a full account name with domain (@hotmail.com, @msn.com or @live.com) in order to identify a Windows Live ID (Passport) account. An account cannot be identified when only an alias or screen name has been provided.

Social Networking Services: Windows Live Spaces & MSN Groups

What are the Services?

Windows Live Spaces is a free service where users may create and customize their own blog, upload photos and network with other users (friends and friends of friends).

MSN Groups are free websites that provide features such as message boards, chat rooms and photo albums.



Windows Live Spaces	MSN Groups
<ul style="list-style-type: none"> ▪ One owner ▪ Only the owner of the space can upload content ▪ Spaces can be public or private ▪ Space owner can invite you to a private space if you belong to his or her contact list and/or e-mail you the link to the space 	<ul style="list-style-type: none"> ▪ Has only one manager but manager may have assistant managers ▪ Anyone who is a member of the group can upload content ▪ Groups can be public or private ▪ Manager must e-mail link in invitation to a private group

What Records are Retained and for How Long?

Windows Live Spaces: Only the owner of a Windows Live Space can upload content (e.g. images, documents, videos), and when they do so, the IP address and date and time is also captured. In addition, if someone posts a comment to the blog, Microsoft captures the text of the comments as well as the IP address, date and time of upload and the nickname. These transactional records are retained for 90 days.

MSN Groups: When a manager or member of an MSN Group uploads content, Microsoft captures the IP address and date and time of content upload. These transactional records are retained for 60 days.

Sample Language

Windows Live Spaces: The Windows Live Spaces online service enables customers to reach out to others by publishing their thoughts, photos, and interests in an easy way. They can be as inclusive or exclusive as they want to be. They can set three levels of permissions to view their Space: 1) public – allows anyone on the Internet, 2) allows only the group of people from their Windows Live Messenger allow list, or 3) private – allows only each person specified individually from their MSN Address Book. Information that they publish in their Space is arranged in units called content modules. Content modules contain information and links to their items such as photos, music, blogs, and lists. However, when you are looking for information on a specific incident like a photo posting or blog posting, please request **all** content and logs for the Space. We cannot retrieve single incident data.

When submitting legal process for information on Windows Live Spaces, please include the following item descriptions as needed (listed below in bold):

- For information requests on Spaces website content & logs: content including photos; photo albums; blogs; lists etc.; and IIS (website activity) logs:
Any and all website information for the [Space requested] including content, photos, blogs, lists, and all IIS logs.
- For information requests on the creator (owner) of the Space:
Any and all subscriber information for the creator of the [Space] including means and source of payment of any such paid subscription records associated with the owner's e-mail account as well as associated IP history for the account.
- For information requests on other visitors of the Space (e.g. by nickname or email address):
Any and all subscriber information for the visitor [visitor name] of the Space [Space name] including means and source of payment of any such paid account and associated IP logs for these accounts. Note: we have information only on visitors who posted comments posted to the Space.

MSN Groups: When submitting legal process for information on MSN Groups, please include the following items (in bold):

- For information requests on group website content/logs: content, including images; member lists; IIS (activity) logs:
Any and all website information for the [group requested] including content, images, member lists, and all IIS logs.
- For information requests on the manager of the group:
Any and all subscriber information for the manager of the group including means and source of payment of any such paid account and associated IP logs for these accounts.
- For information requests on other members of the group (e.g. by nickname or email address):
Any and all subscriber information for the member [member name] of the group [group name] including means and source of payment of any such paid account and associated IP logs for these accounts.

Please note that the following items cannot in any way be associated with MSN Groups: Telephone number(s) and Local and long distance telephonic connection records. In addition, when you are looking for information on a specific incident like a photo posting or message posting, please request all group content and logs. We cannot retrieve single incident data.

Custom Domains: Windows Live Admin Center

What is the Windows Live Admin Center Service?

The Windows Live Custom Domains is now **Windows Live Admin Center**, which includes Windows Live Custom Domains, Windows Live @edu, Windows Live @net and Windows Live Community Builder. You may learn more about all of these services at <http://domains.live.com>.

Windows Live Custom Domains provides customers with their own domain name and, initially, up to 100 e-mail accounts. For example, John Doe may create a custom domain www.johndoefamily2.com and may create e-mail addresses such as john@johndoefamily2.com, mary@johndoefamily2.com, etc.

Windows Live@edu delivers student and alumni e-mail as well as communication and collaboration services. The e-mail accounts offer a 5 GB in box, university domain name, as well as other features and students may keep their e-mail after they graduate. Additional services may also be utilized by Windows Live@edu customers such as Office Live Workspace and Windows Live SkyDrive. Learn more about Windows Live@edu at <http://get.liveatedu.com/Education/Connect>.

Law enforcement should know to send their criminal legal process to Microsoft if a domain name lookup indicates association with Microsoft.

Windows Live Admin Center

Windows Live Custom Domains is now Windows Live Admin Center.

We're changing the name to better reflect our features and capabilities, but don't worry, this is still where you access the same great features you did with Custom Domains. In fact, we're introducing exciting new features we think you'll really like. Thank you for understanding as we transition to our new name.

- **Existing customers** – You may not notice anything new beyond the name change. This is still the same great service you've been using.
- **All users** – We're excited to introduce the ability to customize Windows Live services like Windows Live Hotmail with your own logo. Now your domain users will see your organization's logo every time they check their Hotmail. Just select the co-branding link in the left navigation to get started.
- **New customers** – Get started below to register your domain and create customized Windows Live accounts.

Learn more about Windows Live programs for organizations:

- **Windows Live @ edu** – This program is specifically tailored for the needs of educational institutions. [Learn more.](#)
- **Windows Live @ net** – This program enables network operators to bring hosted communication services to their customers. [Learn more.](#) (Additional information is available in English only.)
- **Windows Live Community Builder** – This program helps organizations build and strengthen their communities with Windows Live services. [Learn more.](#) (Additional information is available in English only.)

Custom Domains: Office Live Small Business & Office Live Workspace

What is the Office Live Service?

Office Live Small Business provides customers with web sites, custom domain name and e-mail as well as e-commerce and other tools. Office Live Workspace provides storage and access to Microsoft Office documents as well as space to share documents and projects.

Law enforcement should know to send their criminal legal process to Microsoft if a domain name lookup indicates association with Microsoft or "Office Live". Learn more about Office Live at: <http://officelive.com>.

The screenshot shows the top section of the Office Live Small Business website. At the top, it says "Microsoft Office Live Small Business" and "Already have a Microsoft Office Live account? Sign In". Below this is a navigation bar with "Home" and "Get Online". The main content area is titled "Get Online" and "Create your own professional Web site - for FREE". It includes a paragraph about making it easy for your business to get started, a "Sign Up Free" button, and three main service categories: "Web Site", "Custom Domain Name and E-Mail", and "E-Commerce". A "Quick Links" sidebar on the right contains icons for "Create a Web Site", "E-mail Accounts", "PowerPoint", and "SharePoint".

The screenshot shows the top section of the Office Live Workspace website. At the top, it says "Microsoft Office Live Workspace" and "Already have a Microsoft Office Live account? Sign In". Below this is a navigation bar with "Home", "Learn More", "Examples", "FAQ", and "Community". The main content area is titled "An online extension of Microsoft Office" and "Sign Up Free for service and specialists". It includes a paragraph about being an online extension of Microsoft Office, a "Sign Up Free" button, and three main service categories: "SharePoint", "PowerPoint", and "SharePoint". A "Quick Links" sidebar on the right contains icons for "SharePoint", "PowerPoint", and "SharePoint".

Online File Storage: Windows Live SkyDrive

What is the Windows Live SkyDrive Service?

Windows Live SkyDrive provides password-protected online file storage for yourself, to share with others or share with the world. Learn more at <http://skydrive.live.com>.

The screenshot shows the Windows Live SkyDrive website interface. At the top, there is a navigation bar with links: Spaces home, Your space, Friends, Photos, SkyDrive, and Events. Below the navigation bar is the Windows Live SkyDrive logo and the tagline "Password-protected online file storage. Always available where you need it." The main content area is divided into three columns, each with an icon and a heading:

- Store files for yourself:** Represented by a padlock icon. The text below reads: "Using multiple computers? No problem! Store and access your files from anywhere, anytime, from any device." Below this is a "Get started" link.
- Share files with friends:** Represented by an icon of two people and a folder labeled "shared folders". The text below reads: "Sharing with friends is easy. Just share folders with family, friends, or your school and update files in shared folders." Below this is a "Get started" link.
- Share files with the world:** Represented by a globe icon. The text below reads: "Some great ideas for getting noticed, yourself. Share them on a public file that only you can update." Below this is a "Get started" link.

Gaming: XBOX LIVE®

What is the Service?

Xbox LIVE is the premier online gaming and entertainment service that enables customers to connect their Xbox® to the Internet and play games online. The Xbox LIVE service is available on both original Xbox and new Xbox 360® consoles.

Original Xbox

- Accounts restricted to ages 13 and up
- Credit card required
- Data collected: Date of birth, name, e-mail address, physical address, telephone, credit card number, type of credit card, credit card expiration date

Xbox 360 – User under 13

- Credit card required
- Data collected: Date of birth, name, e-mail address, physical address, telephone, credit card number, type of credit card, credit card expiration date, Microsoft Passport

Xbox 360 – User 13 and up – No credit card requirement (but can be used)

- Data collected without credit card: Date of birth, name, e-mail address, physical address, telephone, Microsoft Passport
- Data collected with credit card: Date of birth, name, e-mail address, physical address, telephone, credit card number, type of credit card, credit card expiration date, Microsoft Passport

Note: General subscriber information is unverified. Detailed credit card verification has been implemented.

What records are retained and for how long?

Both registration and IP connection history records are retained for the life of the gamertag account. Because the volume of IP connection history records may be large, when possible please ask for the specific date range of records you are specifically interested in receiving. A full listing of retained records is below:

- Gamertag
- Credit card number
- Phone number
- First/last name with zip code

- Serial number but only if box has been registered online. "Console ID" is better.
- Service request number from Xbox Hotline (e.g. SR 103xx-xx-xx)
- E-mail account (e.g. @msn.com, @hotmail.com or any other Windows Live ID account name)
- IP history for the lifetime of the gamertag (only one gamertag at a time)

If your investigation involves a stolen Xbox console, if the console serial number or Xbox LIVE user gamertag is provided and the console has been connected to the Internet, IP connection records may be available.

Sample Xbox LIVE Account Results

Xbox LIVE IP Connection Report		
Activity IP Report for Gamertag		
This report contains usage through Saturday February 10 2007		
Start Time	End Time	Activity
10/29/2005 08:59 PM	10/29/2005 09:00 PM	Xbox Dashboard
10/29/2005 09:01 PM	10/29/2005 10:39 PM	SW Jedi Academy
10/29/2005 10:39 PM	10/29/2005 10:40 PM	Xbox Dashboard
10/29/2005 10:41 PM	10/29/2005 10:43 PM	Midnight Club 3 DUB
10/29/2005 10:43 PM	10/29/2005 10:44 PM	Xbox Dashboard
10/29/2005 10:45 PM	10/29/2005 10:56 PM	Midnight Club 3 DUB
10/30/2005 01:34 AM	10/30/2005 05:02 AM	Midnight Club 3 DUB
10/31/2005 03:36 AM	10/31/2005 04:08 AM	Midnight Club 3 DUB
10/31/2005 12:33 PM	10/31/2005 12:36 PM	Midnight Club 3 DUB
10/31/2005 09:28 PM	10/31/2005 10:10 PM	Midnight Club 3 DUB
11/1/2005 12:30 AM	11/1/2005 01:07 AM	Midnight Club 3 DUB
11/1/2005 01:10 AM	11/1/2005 01:10 AM	Xbox Dashboard

Legal Process

Legal Process Required for Customer Account Information and Content

The Electronic Communications Privacy Act (ECPA) (18 U.S.C. §§ 2701-2712) sets forth the appropriate legal process required to compel Microsoft's Online Services Records Custodians to disclose customer records and contents:

Information that may be disclosed with a subpoena. Basic subscriber information includes name, address, length of service (start date), screen names, other email accounts, IP address/IP logs/Usage logs, billing information, content (other than e-mail, such as in Windows Live Spaces and MSN Groups) and e-mail content more than 180 days old as long as the governmental entity follows the customer notification provisions in ECPA (see 18 U.S.C. §§ 2703(b), 2705.)

Court orders are required for the rest of the customer's profile (18 U.S.C. § 2703(d)). A court order issued pursuant to 2702(d) will compel disclosure of all of the basic subscriber information available under a subpoena plus the e-mail address book, Messenger contact lists, the rest of a customer's profile not already listed above, internet usage logs (e.g. WEBTV or MSN Internet Access), and e-mail header information (to/from) excluding subject line.

Search warrants are required for contents. A search warrant will compel disclosure of all information available with a court order issued pursuant to 2703(d) (as listed above), plus all contents (if prior notice is not provided or an order for delayed notice is not obtained), and is the only means to compel the disclosure of e-mails, including subject line, in electronic storage 180 days or less**.

****A Note About Opened E-mail Content less than 181 days:** Under ECPA, e-mail in electronic storage for 180 days or less may be disclosed pursuant to a search warrant. While some have interpreted "in electronic storage" to refer only to unopened mail, a Ninth Circuit decision in Theofel et al v. Farey-Jones and Kwansy, 341 F.3d 978 (9th Cir. 2003) held that opened e-mails on ISP servers are also in "electronic storage." Therefore, as Microsoft receives and processes legal process for its online services in the Ninth Circuit, Microsoft discloses both opened and unopened e-mail in electronic storage for 181 days or less only upon pursuant to a search warrant.

Preservation Requests 18 U.S.C. § 2703(f): Upon the request of a governmental entity, Microsoft shall preserve all information, including IP logs and contents for a period of 90 days from the date of the preservation. A preservation creates a snapshot of the information in or about the account at a particular point in time, but there is no update of the information throughout the preservation period. Per Microsoft policy, preservations may be extended up to two (2) times. Each extension shall be for a period of 90 days from the expiration of the current preservation, resulting in a maximum of 270 days on a given preservation. An extension does not create a new snapshot, but merely preserves the information for the additional period.