

Law Enforcement Requests Report 2013

January - June, 2013

Law Enforcement Requests Report 2013

Requests received for all Microsoft Services (including Skype) from Jan-June, 2013

	Total Requests		Some Customer Data Disclosed				No Customer Data Disclosed			
	Total Number of Law Enforcement Requests	Accounts / Users Specified in Requests	Law Enforcement Requests Resulting in Disclosure of Content		Law Enforcement Requests Resulting in Disclosure of Only Subscriber/Transactional (Non-Content) Data		Law Enforcement Requests Resulting in Disclosure of No Customer Data (No Data Found)		Law Enforcement Requests Resulting in Disclosure of No Customer Data (Request Rejected for Not Meeting Legal Requirements)	
			%	#	%	#	%	#	%	#
TOTAL	37,196	66,539	2.2%	817	77.2%	28,698	18.2%	6,769	2.4%	911
Argentina	455	675	0.0%	-	81.5%	371	16.5%	75	2.0%	9
Australia	1,219	1,462	0.0%	-	86.1%	1,050	13.4%	163	0.5%	6
Austria	9	15	0.0%	-	77.8%	7	11.1%	1	11.1%	1
Belarus	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Belgium	500	784	0.0%	-	81.2%	406	18.8%	94	0.0%	-
Brazil	1,098	2,019	5.8%	64	70.9%	778	22.7%	249	0.6%	7
British Virgin Islands	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Bulgaria	2	4	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Canada	69	200	4.3%	3	81.2%	56	7.2%	5	7.2%	5
Chile	204	292	0.0%	-	84.3%	172	15.2%	31	0.5%	1
China	3	42	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Colombia	97	170	0.0%	-	86.6%	84	11.3%	11	2.1%	2
Costa Rica	48	61	0.0%	-	89.6%	43	10.4%	5	0.0%	-
Czech Republic	34	62	0.0%	-	76.5%	26	11.8%	4	11.8%	4
Denmark	107	256	0.0%	-	83.2%	89	15.9%	17	0.9%	1
Dominican Republic	7	79	0.0%	-	100.0%	7	0.0%	-	0.0%	-
Ecuador	17	18	0.0%	-	100.0%	17	0.0%	-	0.0%	-
El Salvador	9	15	0.0%	-	100.0%	9	0.0%	-	0.0%	-
Estonia	3	6	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Finland	29	48	0.0%	-	86.2%	25	13.8%	4	0.0%	-
France	4,379	7,926	0.0%	-	82.2%	3,599	17.0%	744	0.8%	36
French Polynesia	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
French Southern Territories	1	1	0.0%	-	0.0%	-	100.0%	1	0.0%	-
Germany	5,185	9,670	0.0%	-	83.3%	4,318	15.9%	826	0.8%	41
Greece	10	64	0.0%	-	90.0%	9	10.0%	1	0.0%	-
Hong Kong	597	597	0.0%	-	83.9%	501	16.1%	96	0.0%	-
Hungary	70	127	0.0%	-	82.9%	58	15.7%	11	1.4%	1
Iceland	6	7	0.0%	-	83.3%	5	16.7%	1	0.0%	-
India	278	413	0.0%	-	80.6%	224	16.2%	45	3.2%	9
Ireland	40	69	2.5%	1	47.5%	19	32.5%	13	17.5%	7
Israel	34	66	0.0%	-	73.5%	25	8.8%	3	17.6%	6
Italy	852	1,172	0.0%	-	78.2%	666	18.9%	161	2.9%	25
Japan	476	574	0.0%	-	79.2%	377	13.4%	64	7.4%	35
South Korea	126	222	0.0%	-	86.5%	109	11.9%	15	1.6%	2
Latvia	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Lithuania	6	20	0.0%	-	50.0%	3	16.7%	1	33.3%	2
Luxembourg	55	121	0.0%	-	78.2%	43	21.8%	12	0.0%	-
Malta	29	34	0.0%	-	82.8%	24	17.2%	5	0.0%	-
Mexico	340	770	0.0%	-	85.0%	289	14.7%	50	0.3%	1
Moldova	1	2	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Monaco	2	2	0.0%	-	50.0%	1	0.0%	-	50.0%	1
Netherlands	411	714	0.0%	-	78.1%	321	21.7%	89	0.2%	1
New Zealand	34	43	0.0%	-	82.4%	28	11.8%	4	5.9%	2
Norway	74	131	0.0%	-	83.8%	62	16.2%	12	0.0%	-
Panama	10	18	0.0%	-	90.0%	9	10.0%	1	0.0%	-
Peru	29	77	0.0%	-	93.1%	27	6.9%	2	0.0%	-
Poland	55	76	0.0%	-	72.7%	40	25.5%	14	1.8%	1
Portugal	334	411	0.0%	-	81.7%	273	18.3%	61	0.0%	-
Qatar	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Russian Federation	3	6	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Singapore	66	92	0.0%	-	90.9%	60	9.1%	6	0.0%	-
Slovakia	15	18	0.0%	-	93.3%	14	0.0%	-	6.7%	1
Spain	927	1,478	0.0%	-	79.3%	735	20.2%	187	0.5%	5
Sweden	281	825	0.0%	-	87.5%	246	10.3%	29	2.1%	6
Switzerland	43	80	0.0%	-	62.8%	27	25.6%	11	11.6%	5
Taiwan	802	1,516	0.0%	-	85.5%	686	14.2%	114	0.2%	2
Thailand	44	56	0.0%	-	84.1%	37	15.9%	7	0.0%	-
Trinidad and Tobago	1	2	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Turkey	6,226	7,333	0.0%	-	75.1%	4,674	24.9%	1,549	0.0%	3
Ukraine	5	32	0.0%	-	80.0%	4	20.0%	1	0.0%	-
United Kingdom	4,404	6,723	0.0%	-	78.2%	3,443	19.7%	867	2.1%	94
United States	7,014	18,809	10.7%	749	65.1%	4,569	15.8%	1,107	8.4%	588
Uruguay	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Venezuela	15	28	0.0%	-	93.3%	14	0.0%	-	6.7%	1

Law Enforcement Requests Report 2013

Requests received for Skype from Jan – June, 2013 (See note below)

	Total Requests		Some Customer Data Disclosed				No Customer Data Disclosed			
	Total Number of Law Enforcement Requests	Accounts / Users Specified in Requests	Law Enforcement Requests Resulting in Disclosure of Content		Law Enforcement Requests Resulting in Disclosure of Only Subscriber/Transactional (Non-Content) Data		Law Enforcement Requests Resulting in Disclosure of No Customer Data (No Data Found)		Law Enforcement Requests Resulting in Disclosure of No Customer Data (Request Rejected for Not Meeting Legal Requirements)	
			#	#	%	#	%	#	%	#
TOTAL	3,509	10,585	0.0%	-	82.4%	2,891	10.3%	361	7.3%	257
Argentina	12	19	0.0%	-	25.0%	3	0.0%	-	75.0%	9
Australia	197	266	0.0%	-	87.8%	173	10.7%	21	1.5%	3
Austria	9	15	0.0%	-	77.8%	7	11.1%	1	11.1%	1
Belarus	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Belgium	27	120	0.0%	-	81.5%	22	18.5%	5	0.0%	-
Brazil	5	6	0.0%	-	60.0%	3	20.0%	1	20.0%	1
Bulgaria	2	4	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Canada	21	25	0.0%	-	71.4%	15	9.5%	2	19.0%	4
Chile	1	1	0.0%	-	0.0%	-	0.0%	-	100.0%	1
China	3	42	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Colombia	2	3	0.0%	-	50.0%	1	0.0%	-	50.0%	1
Czech Republic	13	29	0.0%	-	53.8%	7	15.4%	2	30.8%	4
Denmark	16	106	0.0%	-	75.0%	12	18.8%	3	6.3%	1
Estonia	2	5	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Finland	11	22	0.0%	-	100.0%	11	0.0%	-	0.0%	-
France	338	645	0.0%	-	76.3%	258	14.5%	49	9.2%	31
French Polynesia	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
French Southern Territories	1	1	0.0%	-	0.0%	-	100.0%	1	0.0%	-
Germany	558	2,309	0.0%	-	86.4%	482	8.6%	48	5.0%	28
Greece	6	59	0.0%	-	83.3%	5	16.7%	1	0.0%	-
Hong Kong	1	1	0.0%	-	0.0%	-	100.0%	1	0.0%	-
Hungary	2	3	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Iceland	2	3	0.0%	-	50.0%	1	50.0%	1	0.0%	-
India	43	102	0.0%	-	79.1%	34	2.3%	1	18.6%	8
Ireland	4	4	0.0%	-	0.0%	-	0.0%	-	100.0%	4
Israel	11	34	0.0%	-	45.5%	5	0.0%	-	54.5%	6
Italy	79	153	0.0%	-	57.0%	45	11.4%	9	31.6%	25
Japan	25	67	0.0%	-	96.0%	24	4.0%	1	0.0%	-
South Korea	13	19	0.0%	-	84.6%	11	0.0%	-	15.4%	2
Latvia	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Lithuania	6	20	0.0%	-	50.0%	3	16.7%	1	33.3%	2
Luxembourg	33	90	0.0%	-	75.8%	25	24.2%	8	0.0%	-
Malta	3	8	0.0%	-	66.7%	2	33.3%	1	0.0%	-
Mexico	1	3	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Monaco	2	2	0.0%	-	50.0%	1	0.0%	-	50.0%	1
Norway	13	27	0.0%	-	69.2%	9	30.8%	4	0.0%	-
Poland	13	14	0.0%	-	84.6%	11	7.7%	1	7.7%	1
Qatar	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Russian Federation	3	6	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Singapore	1	2	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Slovakia	1	1	0.0%	-	0.0%	-	0.0%	-	100.0%	1
Spain	9	135	0.0%	-	77.8%	7	0.0%	-	22.2%	2
Sweden	74	400	0.0%	-	89.2%	66	2.7%	2	8.1%	6
Switzerland	43	80	0.0%	-	62.8%	27	25.6%	11	11.6%	5
Taiwan	155	619	0.0%	-	98.1%	152	0.6%	1	1.3%	2
Turkey	2	8	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Ukraine	5	32	0.0%	-	80.0%	4	20.0%	1	0.0%	-
United Kingdom	759	1,564	0.0%	-	86.3%	655	9.7%	74	4.0%	30
United States	978	3,507	0.0%	-	80.8%	790	11.2%	110	8.0%	78

Note: Skype data is already included in the overall Microsoft numbers provided on page 2 above, so these requests DO NOT represent additional requests above and beyond the Microsoft numbers provided.

Law Enforcement Requests Report 2013

Glossary of Terms

Total Number of Law Enforcement 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.

Law Enforcement Requests Resulting in Disclosure of Content

The number of court orders found to be lawful, and therefore at least some customer content was disclosed. 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 data (see definition below).

Law Enforcement 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.

Law Enforcement 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 rejected because we determined they failed to satisfy the relevant legal requirements, or where we successfully redirected law enforcement to obtain the information directly from the customer. As a result, no customer data of any kind was disclosed.

Law Enforcement Requests Resulting in Disclosure of No Customer Data (No Data Found)

The number of law enforcement requests and/or court orders where our 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.

Law Enforcement Requests Report 2013

What the Data Shows

This is our second Law Enforcement Requests Report and it covers the period from January to June 2013.

The report details the number of requests for data we received from law enforcement agencies around the world, and how Microsoft responds to those requests. It covers requests for data relating to all of Microsoft's online and cloud services, including Skype.

Unfortunately, we are not currently permitted to report detailed information about the type and volume of any national security orders (e.g. FISA Orders and FISA Directives) that we may receive **so any national security orders we may receive are not included in this report.** We have summarized, per government direction, the aggregate volume of National Security Letters we have received.

What does the data show?

- Microsoft (including Skype) received 37,196 requests from law enforcement agencies potentially impacting 66,539 accounts in the first six months of this year. This compares to 75,378 requests and 137,424 potential accounts in the whole of 2012.
- Approximately 77 percent of requests resulted in the disclosure of "non-content data". No data at all was disclosed in nearly 21 percent of requests.
- Only a small number of requests result in the disclosure of customer content data, just 2.19 percent of total requests. 92 percent of the requests that resulted in the disclosure of customer content were from United States law enforcement agencies. This is again, broadly in line with what we saw in 2012.
- As with the 2012 report this new data shows that across our services only a tiny fraction of accounts, less than 0.01 percent are ever affected by law enforcement requests for

customer data. Of the small number that were affected, the overwhelming majority involved the disclosure of non-content data.

- While we see requests from a large number of countries, when you look at the number of overall number, the requests are fairly concentrated with over 73% of requests coming from five countries, the United States, Turkey, Germany, the United Kingdom, and France. For Skype the requests were similarly concentrated, with four countries, the US, UK, France and Germany, accounting for over 70 percent of requests.
- Law enforcement sought information about only a tiny fraction of the millions of end users of our enterprise services, such as Office 365. We received 19 requests for e-mail accounts we host for enterprise customers, seeking information about 48 accounts. We disclosed customer data in response to five of those requests (4 content; 1 only non-content), and in all but one case, we were able to notify the customer. We rejected the request, found no responsive data, or redirected law enforcement to obtain the information from the customer directly in thirteen of those cases. One request is still pending.
- For all 19 enterprise requests, the legal demands were from law enforcement entities located in the U.S., and sought data about accounts associated with enterprise customers located in the United States. In addition, to date, Microsoft has not disclosed enterprise customer data in response to a government request issued pursuant to national security laws.

As we said in our first [Law Enforcement Requests Report](#), we've tried to provide the data in a way that is helpful to the community, both in terms of what we report and making it available for download and detailed review. As promised, we've also aligned the reporting for Skype to be consistent with the rest of Microsoft, and over time as Microsoft's services are integrated more closely we'll fully integrate reporting.

We believe this data is valuable and useful to the community that is looking to better understand these issues. However we recognize that this report—focused on law enforcement and excluding national security—only paints part of the picture. We believe the U.S. Constitution guarantees our freedom to share more information with you and are therefore currently [petitioning the federal government for permission](#) to publish more detailed data relating to any legal demands we may have received from

Law Enforcement Requests Report 2013

the U.S. pursuant to the Foreign Intelligence Surveillance Act (FISA).

In June we published [aggregate data](#) which showed the combined totals of all requests from US government agencies for the second half of 2012, including if we received them, national security orders. While we believe that had some value in quantifying the overall volume of requests we received, it is clear that the continued lack of transparency makes it very difficult for the community—including the global community—to have an informed debate about the balance between investigating crimes, keeping communities safe, and personal privacy.

Microsoft remains committed to respecting human rights, free expression, and individual privacy. We seek to operate all of the services we own in a manner that's consistent with our Global Human Rights Statement and responsibilities as a member of the Global Network Initiative. We strive to adopt practices that are clear and straightforward and have provided additional detail on our policies and practices for responding to law enforcement requests for customer data in our [FAQs](#) accompanying this report. For additional information about how we use and protect customer information, please read the [Microsoft Online Privacy Statement](#) and the [Skype Privacy Policy](#).