

Law Enforcement Requests Report 2013

July - December, 2013

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Requests received for all Microsoft Services (including Skype) from Jul – Dec, 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	35,083	58,676	2.3%	815	76.4%	26,811	17.9%	6,263	3.4%	1,194
Argentina	439	822	0.0%	-	83.8%	368	15.3%	67	0.9%	4
Australia	1,281	1,419	0.0%	-	82.1%	1,052	15.6%	200	2.3%	29
Austria	15	109	0.0%	-	53.3%	8	6.7%	1	40.0%	6
Belarus	2	2	0.0%	-	0.0%	-	0.0%	-	100.0%	2
Belgium	378	520	0.0%	-	75.9%	287	20.9%	79	3.2%	12
Brazil	1,494	2,360	13.3%	198	64.0%	956	21.8%	326	0.9%	14
Bulgaria	3	4	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Canada	47	121	0.0%	-	78.7%	37	10.6%	5	10.6%	5
Chile	218	345	0.0%	-	83.0%	181	15.1%	33	1.8%	4
China	4	25	0.0%	-	75.0%	3	0.0%	-	25.0%	1
Colombia	114	202	0.0%	-	85.1%	97	14.9%	17	0.0%	-
Croatia	2	2	0.0%	-	100.0%	2	0.0%	-	0.0%	-
Costa Rica	66	78	0.0%	-	78.8%	52	21.2%	14	0.0%	-
Czech Republic	44	79	0.0%	-	90.9%	40	9.1%	4	0.0%	-
Denmark	70	83	0.0%	-	75.7%	53	10.0%	7	14.3%	10
Dominican Republic	4	47	0.0%	-	100.0%	4	0.0%	-	0.0%	-
Ecuador	26	37	0.0%	-	84.6%	22	15.4%	4	0.0%	-
Egypt	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
El Salvador	3	5	0.0%	-	100.0%	3	0.0%	-	0.0%	-
Estonia	13	18	0.0%	-	69.2%	9	7.7%	1	23.1%	3
Finland	47	79	0.0%	-	72.3%	34	25.5%	12	2.1%	1
France	4,627	6,956	0.0%	-	78.1%	3,616	15.9%	735	6.0%	276
French Polynesia	6	6	0.0%	-	66.7%	4	33.3%	2	0.0%	-
Germany	5,204	8,895	0.0%	-	79.9%	4,157	16.6%	865	3.5%	182
Greece	8	9	0.0%	-	75.0%	6	0.0%	-	25.0%	2
Hong Kong	344	343	0.0%	-	81.7%	281	18.0%	62	0.3%	1
Hungary	56	68	0.0%	-	83.9%	47	16.1%	9	0.0%	-
Iceland	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
India	416	683	0.0%	-	75.2%	313	19.2%	80	5.5%	23
Ireland	58	81	8.6%	5	69.0%	40	17.2%	10	5.2%	3
Israel	15	21	0.0%	-	53.3%	8	13.3%	2	33.3%	5
Italy	933	1,240	0.0%	-	75.3%	703	18.5%	173	6.1%	57
Japan	459	571	0.0%	-	79.1%	363	19.2%	88	1.7%	8
South Korea	105	137	0.0%	-	77.1%	81	17.1%	18	5.7%	6
Latvia	1	1	0.0%	-	0.0%	-	0.0%	-	100.0%	1
Liechtenstein	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Lithuania	6	11	0.0%	-	66.7%	4	16.7%	1	16.7%	1
Luxembourg	47	91	0.0%	-	76.6%	36	17.0%	8	6.4%	3
Malta	21	24	0.0%	-	90.5%	19	4.8%	1	4.8%	1
Mexico	471	761	0.0%	-	85.1%	401	14.6%	69	0.2%	1
Monaco	1	1	0.0%	-	0.0%	-	0.0%	-	100.0%	1
Netherlands	338	1,551	0.0%	-	71.6%	242	20.4%	69	8.0%	27
New Zealand	36	37	0.0%	-	83.3%	30	8.3%	3	8.3%	3
Norway	107	385	0.0%	-	83.2%	89	10.3%	11	6.5%	7
Panama	15	18	0.0%	-	100.0%	15	0.0%	-	0.0%	-
Paraguay	1	2	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Peru	37	130	0.0%	-	97.3%	36	2.7%	1	0.0%	-
Poland	52	100	0.0%	-	84.6%	44	9.6%	5	5.8%	3
Portugal	372	483	0.0%	-	86.6%	322	12.1%	45	1.3%	5
Qatar	1	1	0.0%	-	0.0%	-	0.0%	-	100.0%	1
Russia	4	3	0.0%	-	0.0%	-	0.0%	-	100.0%	4
Sierra Leone	1	1	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Singapore	106	144	0.0%	-	93.4%	99	5.7%	6	0.9%	1
Slovakia	16	18	0.0%	-	87.5%	14	6.3%	1	6.3%	1
Slovenia	2	1	0.0%	-	0.0%	-	100.0%	2	0.0%	-
South Africa	3	3	0.0%	-	0.0%	-	0.0%	-	100.0%	3
Spain	769	1,238	0.0%	-	79.6%	612	17.6%	135	2.9%	22
Sweden	236	478	0.0%	-	79.7%	188	11.4%	27	8.9%	21
Switzerland	72	162	0.0%	-	61.1%	44	12.5%	9	26.4%	19
Taiwan	568	1,169	0.0%	-	80.8%	459	17.1%	97	2.1%	12
Thailand	83	97	0.0%	-	80.7%	67	18.1%	15	1.2%	1
Trinidad and Tobago	1	2	0.0%	-	100.0%	1	0.0%	-	0.0%	-
Turkey	5,330	6,071	0.0%	-	76.5%	4,076	23.5%	1,250	0.1%	4
Ukraine	6	24	0.0%	-	66.7%	4	0.0%	-	33.3%	2
United Kingdom	4,213	7,276	0.0%	-	78.7%	3,317	17.0%	718	4.2%	178
United States	5,652	12,979	10.8%	612	68.0%	3,846	17.3%	976	3.9%	218
Venezuela	11	44	0.0%	-	100.0%	11	0.0%	-	0.0%	-

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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.