

SUBPOENA COMPLIANCE

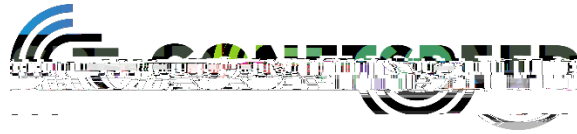
Submitting a Subpoena. To submit a subpoena for records to GoNetspeed, please email, mail, fax, or hand deliver to the Custodian of Records your request to the following address:

GoNetspeed
Custodian of Records
396 Griffin Road, Suite 110
Bangor, ME 04401

Email: legal@gonetspeed.com

Fax: (207) 992-0407

GoNetspeed may require a copy of the complaint and any supporting documentation to indicate how GoNetspeed's records are related to the pending litigation. GoNetspeed reserves the right to object to the subpoena on any applicable grounds. GoNetspeed also may limit the number of telephone numbers and IP addresses requested within a given timeframe to a reasonable quantity. Responses are provided within 14 business days. Expedited responses, if



Notification to Subscribers. It is GoNetspeed's policy to notify our subscribers that they are a subject of a subpoena. Any law enforcement agency issuing a subpoena requiring confidential treatment must include a "non-disclosure" request or statement within the subpoena.

Civil Subpoenas. All subpoenas regarding civil legal matters must be issued by a court. If GoNetspeed's customer requests information regarding his or her own account through an attorney, the attorney submitting the subpoena must include a signed waiver by the customer.

In addition, GoNetspeed will charge the following rates for compliance with civil subpoenas: