

Comcast Cable

Law Enforcement Handbook



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Introduction

Comcast Corporation (through its operating company subsidiaries) is the nation's leading provider of cable, entertainment, and communications products and services, with nearly 22.4 million cable customers, 22 million high-speed Internet customers and 11 million voice customers as of December 2014. More information about Comcast and its products and services is available at <http://www.comcast.com>.

Comcast assists law enforcement agencies in their investigations while protecting subscriber privacy as required by law and applicable privacy policies. The main federal statutes that Comcast must conform to when releasing subscriber information are: The Cable Communications Policy Act of 1984 (47 U.S.C. § 551); The Electronic Communications Privacy Act (18 U.S.C. §§ 2510-2522, 2701-2712, 3121-3127); Communications Assistance for Law Enforcement Act (47 U.S.C. §§ 1001-1010); and the Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information or CPNI). Comcast also complies with all applicable state and federal laws.

Comcast's primary goal is to provide *timely* and *accurate* responses to all law enforcement and legal requests. Comcast has highly qualified personnel who are responsible for complying with legal requests made of Comcast. Unless otherwise required by the request, Comcast's goal is to provide a response within five business days of each request. If necessary, Comcast employees can offer testimony in support of subscriber identifications at reasonable costs. However, Comcast encourages the use of affidavits in order to avoid personal court appearances and costs wherever possible.

Note: This Handbook is provided for informational purposes only. Comcast expressly reserves the right to add, change, or delete any information contained in this Handbook at any time and without notice. Furthermore, Comcast reserves the right to respond or object to, or seek clarification of, any legal requests and treat legal requests for subscriber information in any manner consistent with applicable law. This Handbook is only for law enforcement to use in connection with criminal requests. For civil request instructions please call the Legal Response Center at 866-947-8572

Xfinity Voice

Comcast's IP-enabled telephone service, branded Xfinity Voice, is a residential, primary line service that offers digital quality and includes all of the features that customers expect from their phone service in addition to new, enhanced features such as the ability to check voice mail online. Comcast also offers commercial telephone services, branded Comcast Business Class (formerly Workplace Digital Voice), and has a very small number of switched-circuit (non-IP enabled) commercial Comcast Digital Phone customers. Text messaging is a service offered to all unlimited Xfinity Voice subscribers, leveraging the Comcast network to send and receive text messages from a home computer or smart phone with an installed Xfinity text messaging application. Comcast can provide historic text message sessions by the originating and terminating device identification and telephone number for a period of at least 30 days.

Xfinity Internet

Xfinity Internet provides a constant connection to the Internet and offers download speeds up to 105 Mbps depending on the location of the Comcast market. In addition, Comcast provides subscribers with up to seven unique email accounts accessible from any Internet-connected computer. Note: If law enforcement needs data regarding a Wi-Fi connection associated with or that appears to have a connection that appears to be Comcast related, please contact the LRC for further instructions.

Xfinity TV

Xfinity TV service provides customers with the best television programming and networks, as well as movies, sports, and other events. On Demand and Digital Video Recorder options further enhance customers' ability to experience all of the programming provided over this service.

Xfinity Wi-Fi

Xfinity Wi-Fi is provided to all Xfinity Internet subscribers as a value added service and may be accessed by a subscriber using any device that is Wi-Fi capable. Also, limited periods of Wi-Fi service are provided to non-subscribers through a sponsored access program. Comcast also participates in a program with other cable companies that offers non-Comcast subscribers access to Wi-Fi services on the Xfinity network.

In order to identify the user of an Xfinity Wi-Fi IP address, the associated origination port address must be provided. Comcast can provide historic Internet Protocol assignment and session information for a period of 180 days for Xfinity Internet users.

Xfinity Home

Xfinity Home provides subscribers with a home management system, offering a home alarm with central station monitoring and the capability of remotely controlling and configuring compatible smart devices including cameras, thermostats and appliance/lighting modules.

Legal Compliance (Subpoena, Search Warrant, Court Order):

Comcast's Legal Response Center is located at 650 Centerton Road, Moorestown, New Jersey 08057 and is responsible for the production of Comcast records involving subscriber information for Xfinity Internet, Xfinity Voice, Xfinity TV, and Xfinity Home. The Legal Response Center is also responsible for matters involving Comcast's Business Class commercial Internet, voice, and cable services.

Comcast uses CT Corporation (866-925-9916) as the registered agent which can accept the submission of legal requests *for civil matters*. If, as a law enforcement officer, your legal request *must* be served in your state of origin you may contact CT Corporation's local office for submission. . If you are able to serve legal process outside of your state of origin, Comcast prefers service of legal requests via facsimile directly to the Legal Response Center (see contact information below).

**Routine Requests and Information
866-947-8LRC**

- Option 1. Law Enforcement
- Option 2. Subscriber Requests Annoyance / Harassment
- Option 3. Civil Process

Please listen to the voice mail prompt and provide a detailed message. All calls will normally be returned within one business day.

**E911– ANI / ALI Failures (Only)
800-839-6707**

**Imminent Loss of Life or Serious Bodily Injury
877-249-7306**

Emergency disclosure form will be required for the release of any subscriber information

**Fax Number
866-947-5587**

Fax for Service of Process and Other Documents

Mailing Address
**650 Centerton Road
Moorestown, NJ 08057
Attn: Custodian of Records**

Subscriber Account Identification

Subscriber Account Identification and Related Records

For identification based upon a *telephone number*:

- Comcast can only provide account information on telephone numbers for which we currently or have historically provided service. The current company which provides service to a specific telephone number can be obtained by contacting Neustar. Neustar is the company which serves as the FCC-appointed administrator of the North American Numbering Plan (NANP). To obtain provider information from Neustar, you must first have an account active at Neustar. Neustar's website is <https://www.neustar.biz/> and the NANP website is <http://www.nanpa.com/>.

For identification based upon an *Internet Protocol (IP) Address*:

Before sending a request, please confirm that the IP address is assigned to Comcast. This can be accomplished by visiting <http://whois.arin.net/ui> or <http://www.ip2location.com/free.asp> and inputting the IP address. Please also be aware that Comcast now uses Carrier Grade Natting ("CGN") for Wi-Fi in place of IPv6 identification for all entities that are not yet IPv6 capable. Thus we will need the port number of the IP address from law enforcement to have full identification capability.

- Upon receipt of a properly executed, valid and statutorily authorized legal request that is timely submitted (within 180 days from the date of the incident), under Comcast's current data retention policies for residential dynamic IP addresses, Comcast can usually supply the subscriber's name, address, telephone number, account number, account balance, and payment information and, depending on the Comcast service(s), to which services they subscribe.
- Because Comcast's system of allocating IP addresses uses Dynamic Host Configuration Protocol (DHCP), its residential subscribers are not assigned a constant or static IP address. Instead, a dynamic IP address is assigned and has the potential to change throughout the course of service. As a result, it is necessary in all requests for subscriber information linked to a specific IP address that you supply the *specific date and time of the incident when an IP address is involved*.
- Comcast currently maintains its dynamic IP address log files for a period of 180 days. If asked to make an identification based upon a dynamic IP address that was used more than 180 days prior to receipt of the request, Comcast will not have information to provide. (Note: Comcast can process preservation requests received within 180 days after the alleged date of usage as outlined in this Handbook.)

For identification based upon an *email address*:

All residential email address accounts issued through Xfinity Internet will end in *comcast.net* (i.e. JohnDoe@comcast.net). If the residential email account ends in any other domain (i.e. @hotmail.com or @yahoo.com), Comcast will not have information responsive to the request.

For identification based upon a *person's name*:

- Comcast cannot identify a subscriber based upon a name alone. It is necessary to include the street address, account number, phone number or other identifiable information where it is believed the individual receives service. It may be possible in some cases to identify a subscriber based on name and a city and state (with no street address).
- Comcast will only respond to a request for identification based on the name exactly as it is written on the request. For example: if the request asks for information relating to *James Doe* in Springfield and Comcast's records reveal a *J. Doe* and/or a *Jim Doe* in Springfield, Comcast will not have information responsive to the request or may require additional legal process to determine if it has responsive information. If initials or nickname are used you should add a request for those variations of the name in your legal request.

For identification based upon a *street address*:

- It is necessary to provide an entire street address. In the request, please supply the house or apartment number, the street name, the city, state, and the zip code of the location you have targeted.
- Over a length of time it is possible that Comcast has supplied service to multiple customers at the same address. Therefore, it is necessary to narrow a search for customer identity to a specific period of time.

For identification based upon a *Comcast account number*:

- Please provide a complete account number. Legal requests with incomplete account numbers will not be able to be processed.

For Identification based upon a specific *payment method*:

- For bank account search provide the DDA and Routing number
- For credit card, complete credit card number and the date the payment was applied to the card, provide the dollar value and institution which issued the card.

Note: If you are making a request for information from outside of the United States, please be advised that Comcast will comply with those requests in compliance with applicable laws, treaties, and conventions. All foreign legal requests must be completely in English and all other requirements as documented in this Handbook must be followed.

Retention Policies

Retention Policies – Xfinity Internet

IP Address Information

- Comcast currently maintains dynamic IP address log files for a period of 180 days. If Comcast is asked to respond for information relating to an incident that occurred beyond this period, we will not have responsive information and cannot fulfill a legal request. (Comcast can process and respond to preservation requests received within 180 days after the alleged date of usage as outlined in this Handbook.)

Web mail Account Information for email contents and attachments

- Xfinity Internet customer accounts are currently provided the option of having up to seven separate @comcast.net email accounts. Customers may choose to not use Comcast email and may use another provider’s email such as Gmail or Yahoo Mail, or use those email services in addition to a Comcast email account. In cases involving another entity’s email service or account, Comcast does not have any access to or ability to access those other customer email accounts in response to a legal request. Legal requests seeking the *contents* of emails or attachments to emails should also be aware of the following:
- When customers use Comcast email, they may use the Comcast Webmail service. This permits customers to access their email from any Internet connected computer. In this case, the contents of emails are stored on Comcast’s email servers where they may be produced in response to a legal request if they have not been deleted by the customer. Comcast requires a warrant for the release of all content data regardless of the amount of time the content has been in electronic storage.
- Customers may also use an email client program like Outlook Express, Outlook, Vista mail or Eudora to move or “pop” email from Comcast’s email servers to their own personal computers. In those cases, emails may be deleted from Comcast’s email servers and if so, they are not accessible by Comcast.
- Customers may also use Webmail and an email client program and leave emails on Comcast’s email servers as well as copy(not move) them to their personal computers. In these cases, emails that remain on Comcast’s email servers may be produced in response to a proper legal request if they have not been deleted by the customer. Comcast requires a warrant for release of all content data. Customer deleted emails remain in the customer’s Trash Folder for 30 days if the folder is not emptied. Once emptied, the customer can retrieve those emails for 15 days via the “Recover Deleted items” folder under the Trash header. Xfinity Internet customers can set their own preferences for certain web mail deletion or retention. Thus, depending on a customer’s deletion settings, Comcast may, or

may not, have responsive information to a request for email information.

Retention Policies – Xfinity Voice

Accessing Call Detail Records

- Comcast maintains historical call detail records for our Xfinity Voice telephone service for two years. This includes local, local toll, and long distance records. In limited instances, older records may be available, but will require additional time and resources to retrieve.

Retention Policies – Xfinity Home

- Comcast maintains historical data for our Xfinity Home service for a rolling period of 30 days. This includes logs, video and images. Subscribers can manually delete videos and images anytime within the 30 day retention period. Each subscriber has access to a portal to obtain to the same information we can provide. Law enforcement is strongly encouraged to work with the subscriber to obtain account activity or content.

NOTE: In situations where a Comcast subscriber is cooperating with law enforcement on an investigation or case, subscribers have direct access themselves to their own records as follows: We currently provide subscribers with 90 days of call detail records through Xfinity My Account, accessible via Comcast.net. This includes all detail, including local calls. To obtain these records, the subscriber simply logs into his or her account at the website <http://xfinity.comcast.net/>. Subscribers can also access one year's worth of records that would be considered traditional toll records through the website.

Legal Requests

Types of Requests

Generally, the following information, when available to Comcast, can be supplied in response to the types of requests listed below. Each request is evaluated and reviewed on a case by case basis in light of any special procedural or legal requirements and applicable laws. The following examples are for illustration only.

Special Note for our cable television service only: the Cable Act requires Comcast, as a cable operator, to only disclose personally identifiable information to a governmental entity *solely* in response to a court order (and not, for example, a subpoena) in a criminal proceeding or with the subscriber's express written consent. When the request is related to an account that has cable TV service only the Cable Act requires that the cable subscriber be afforded the opportunity to appear and contest in a court hearing relevant to the court order any claims made in support of the probable cause court order. At the proceeding, the Cable Act requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. See 47 U.S.C. § 551(h). Once this opportunity has been afforded the subscriber, and the court enters an appropriate order, then Comcast may respond.

If, however, your investigation includes the fraudulent use of a credit card or identity theft, please contact the Legal Response Center and we will discuss options for obtaining basic cable television account information in response to a subpoena or court order without a hearing. If you do not have legal process but need information preserved, please refer to the Preservation section.

Important Note on Email Communications (Contents): The contents of email communications in storage will *only* be produced in response to a state or federal warrant. In such situations where the communications have been in storage for 180 days or less, this may be done by without notice by law enforcement to the subscriber by law enforcement. For email communications in storage for over 180 days, notice to the subscriber by law enforcement is required.

Child Exploitation

Comcast prioritizes lawful demands for subscriber information that relates to the exploitation of children. In order to provide a faster response, the demand must reference that the matter involves the exploitation of children. In addition, Comcast will make information available to the National Center for Missing and Exploited Children as required by 18 U.S.C. § 2258A.

Court Order or Search Warrant (both signed by a Judge)

Law enforcement agencies are able to obtain subscriber identification including:

- 1) Subscriber's name
- 2) Subscriber's address
- 3) Length of service including start date
- 4) Subscriber's telephone number, instrument number or other subscriber number or identity, including a temporarily assigned network address.
- 5) Subscriber's email account names
- 6) Call Detail (records of local and long distance calling connections)
- 7) Means and source of payment for such service (including any credit card or bank account number).
- 8) The content of certain of the subscriber's email communications can be provided if stated within the warrant and with notice (refer to Preservation Request section). Comcast only provides contents of communications in response to a warrant.

Emergency Disclosure

18 U.S.C. § 2702(b)(8) and § 2702(c)(4) contain provisions for the expedited release of subscriber information in situations where there is an immediate danger of death or an immediate risk of serious bodily injury. Law enforcement agencies need only complete Comcast's Emergency Situation Disclosure Request form (Reference Attachment #1) and they will receive accelerated subscriber identification. Proper legal process must be submitted after the emergency has subsided. The emergency number to contact Legal Response Center to initiate this process is **877-249-7306**. *This number is only for emergencies.*

Foreign Intelligence Surveillance Act of 1978

Title 50 U.S.C. §§ 1801-1862 and §§ 105 A and B submissions to Comcast should be coordinated with the FBI field office in Trenton, NJ or Philadelphia, PA. A Special Agent will be tasked to hand deliver the request to Comcast. Upon receipt, Comcast will handle all documents with the appropriate care and security as required by law.

Grand Jury, Trial, or Statutorily Authorized Administrative Subpoena

Law enforcement agencies are able to receive subscriber identification (except cable TV only subscribers) including items (1-7) without notice to the subscriber:

- 1) Subscriber's name
- 2) Subscriber's address
- 3) Length of service including start date
- 4) Subscriber's telephone number, instrument number or other subscriber

- number or identity, including a temporarily assigned network address
- 5) Subscriber's email account names;
 - 6) Call Detail (records or local and long distance calling connections)
 - 7) Means and source of payment for such service (including any credit card or bank account number); and
 - 8) In certain instances, email communications older than 180 days *with advance notice to subscriber by law enforcement.*

Judicial Summons

Law enforcement agencies are able to receive subscriber identification including:

- 1) Subscriber's name
- 2) Subscriber's address
- 3) Length of service including start date and end date.
- 4) Subscriber's telephone number, instrument (model or serial) number or other subscriber number or identity, including a temporarily assigned network address.
- 5) Subscriber's email account names;
- 6) Call Detail (records of local and long distance calling connections)
- 7) Means and source of payment for such service (including any credit card or bank account number).

National Security Letters

All National Security Letters should be coordinated with the FBI field office in Trenton, NJ.

Pen Register/Trap and Trace Device

Title 18 U.S.C. § 3123 provides a mechanism for authorizing and approving the installation and use of a pen register or a trap and trace device pursuant to court order. All orders must be coordinated with the Legal Response Center prior to submission to Comcast. Law enforcement will be asked to agree to reimburse Comcast's reasonable costs incurred to purchase and/or install and monitor necessary equipment as defined in section labeled "Reimbursement Fees."

Preservation Request/Backup Preservation Request

Title 18 U.S.C. §§ 2703(f) and 2704 provide a mechanism for law enforcement agencies to require Comcast to preserve subscriber data *already in its possession as a "snapshot" at a specific time, and not on an ongoing, continual basis*, until an appropriate legal order is obtained. No information can be released until Comcast receives a formal and valid legal request. The information will be retained for ninety days upon which, if no valid legal request is made, or no authorized ninety day extension is sought, the information will be permanently deleted. If an extension is sought, the information will be retained for an

additional ninety days upon which, if no valid legal request is made, the information will be permanently deleted. If law enforcement desires to capture ongoing real-time data during the period of time between the preservation request and the obtaining of legal process, a valid Order for wiretap or pen register must be presented.

Wiretaps and Interception of Communications

Title 18 U.S.C. § 2510 provides a mechanism for authorizing and approving the interception of a wire, oral, or electronic communication pursuant to court order. All orders must be coordinated with the Legal Response Center prior to submission to Comcast. Law enforcement will be asked to agree to reimburse Comcast's reasonable costs incurred to purchase and/or install and monitor necessary equipment. Please refer to section entitled "Reimbursement Fees".

Quick Reference

The checklist below is a quick reference guide for producing a valid legal submission to Comcast and will help reduce processing time associated with overly broad or erroneous submissions.

- ✓ Verify that the phone number, IP address or email address is registered to Comcast. For phone numbers, follow the instructions referenced earlier in the Handbook. For IP addresses, go to <http://whois.arin.net/ui> or <http://www.ip2location.com/free.asp>. Comcast residential email addresses end in *@comcast.net*.
- ✓ Limit each request to no more than five telephone numbers, IP addresses or email address elements per individual legal document. This will allow us to manage your request more effectively and provide a quicker response.
- ✓ Include the IP address, date and time of use, email address, street address, phone number and all other pertinent information that will allow Comcast to adequately respond to your request.
- ✓ Your request should specifically state what you require Comcast to provide; we do not make assumptions about the information being sought and will not provide “extra” information.
- ✓ Do not use language which is specific to one company. Use general terms such as “call detail records” rather than an acronym for call detail records that one company might use and another may not.
- ✓ Include date and time of all incidents including seconds and time zone, i.e. 12 December 2014 @ 06:13:21 EST and if it relates to a Wi-Fi IP address, include the port number. State on your request specifically what you require Comcast to provide and be sure it conforms to what the Electronic Communications Privacy Act permits; overly broad requests often require additional follow up and may slow response time.
- ✓ Ensure that you have made the required certifications and complied with all applicable substantive and procedural requirements under the particular statutes or regulations authorizing your request. If your email address is provided on the initial legal submission, Comcast will email you a confirmation number and tracking information for your convenience.

- ✓ Ensure that you completely explain the nature and circumstances of any potential serious injury or death to justify an emergency disclosure.
- ✓ Ensure that all of your contact information is correct. Comcast will return legal requests via fax unless otherwise requested in the subpoena or order. We can provide CD, USPS, or overnight mail but we will not provide data via email due to lack of security/privacy.

Reimbursement Fees

The Legal Response Center does not charge for responses to legal process served by a government entity involving child exploitation. In all other situations, Comcast reserves the right to seek reimbursement for processing and responding to all legal process as permitted by law. Our policy is to discuss reimbursement with the requesting party before we incur any costs. However, in time-sensitive situations we may have to discuss costs after the fact.

Costs for the implementation of a Court Ordered Pen Register/Trap-Trace and/or FISA on each provisioned platform are as follows:

- Intercept: \$1,100.00 initial Comcast start-up fee (including the first month of intercept service or any part thereof) and \$850.00 per month for each subsequent month or any part thereof in which the original order or any extensions of the original order are active.
- Stand-alone email collections (header information and/or full content) will be charged at the same rates outlined in the previous bullet.
- Requesting Law Enforcement Agencies must complete a CALEA Worksheet (See Attachment 2) providing detailed billing information and authorized point(s) of contact.
- Billing will occur at sixty (60) day intervals. If expiration or discontinuation occurs between billing cycles, an invoice will be prepared and sent at that time.
- Call Detail records released in response to an ongoing Court order: \$150.00 per week for one time per week delivery of incoming and outgoing call detail records for the duration of the original order and any extension of the original order. More frequent delivery of call detail records is an additional \$50.00 per delivery.
- For all requests that necessitate Comcast employee travel for installation and/or other technical support, Comcast asks the requesting agency to reimburse Comcast for all reasonable, documented travel and related expenses.

Appendix

Attachment #1

Emergency Situation Disclosure Request by Law Enforcement

Please complete this form to assist the Comcast Legal Response Center in exercising its discretion to disclose information to your law enforcement agency or governmental entity pursuant to 18 U.S.C. § 2702(b) or § 2702(c). If you are unable to answer a specific question in writing, please call 877-249-7306. Failure to provide complete answers to any question may result in a delay of the disclosure of the requested information or Comcast choosing not to make any disclosure.

1. What is the nature of the emergency involving immediate danger of death or serious physical injury to any person?

2. Whose death or serious physical injury is threatened?

3. What is the pending nature of the threat? Do you have information that suggests that there is a specific deadline before the act indicated in Question 1 will occur? (For example, tonight, tomorrow, at noon.)

4. Why is the required disclosure process pursuant to 18 U.S.C. § 2703 or another applicable law insufficient or untimely as set forth by the deadline indicated in Question 3?

5. What specific information in Comcast's possession are you seeking to receive on an emergency basis? (Please be specific such as name, street address, telephone, or email contents; do not respond by asking for everything or all account information as that will likely delay processing of the request.)

- **IP Address Identification** – You must provide the IP address and originating port information, if available along with a specific date & time of incident on this form
- **Email Identification** – You must provide the Comcast email address on this form
- **Telephone # Identification** – You must provide the telephone number and a specific date & time on this form
- **Physical Address Identification** – You must provide the complete physical address on this form

If Comcast makes an emergency disclosure to your law enforcement agency or governmental entity pursuant to 18 U.S.C. § 2702(b) or § 2702(c), you agree to provide Comcast with a formal order to provide your agency with the information provided pursuant to this request within 72 hours. I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Printed Name

Title

Name of Agency/Governmental Entity

Address

Address

Telephone number

Fax number

Please return this form to fax # 215-286-9920



Attachment #2
National IP Engineering & Operations
Legal Response Center
CALEA Worksheet
Law Enforcement Agency Fax- 866-947-5587

Surveillance Order: (Attach)

Date of Order _____
 Date Served _____
 Case/Docket# _____
 New or Renewal _____
 Deactivation? _____

Target Information:

Name(s) _____
 Physical Address _____
 Phone _____
 IP Address _____
 Email Address _____
 Other Identifier _____

LEA Information:

Agency/Department _____
 Case Agent/Officer _____ Tel# _____
 Contact Info. w/email _____
 Technical Contact _____ Tel# _____
 Parties authorized to discuss case information.

Contact Info w/email _____

BILLING INFORMATION:

Current rates for HSI and Comcast Phone are \$1100 for the first month or any part thereof and \$850 for each month or any part thereafter for each service. Each agency MUST provide a true name person with accurate contact information (telephone number and email) regarding billing and payments information.

Responsible Agency _____
 Billing Contact _____
 w/email _____
 Billing Name/Address _____
 Billing Ref. No. _____

Requested Surveillance Type:

Xfinity Voice: Pen Register/Trap Trace Title III FISA/Title 50

Xfinity Internet Header Information Full Content

Email (@comcast.net) : Header Information Full Content

Other Info:

(Rev 5/2015)



Attachment #3
Legal Response Center - Engineering & Operations
VPN Request Form

Use this form to request the establishment of a LEA Interconnect VPN for CALEA requirements. Upon completion, please fax to 866-947-5587 along with court order.

Requests typically take between 10 and 15 business days to complete. Requests requiring complex engineering or other unforeseen circumstances may require additional time to complete. Please plan accordingly.

Please provide as much detail as possible. Answers that are incomplete or ambiguous may delay your request.

Provide the name and address of the Law Enforcement Agency where the VPN will be terminated:

LEA	
Address	
City, State, Zip	

Provide the information for the contact at the LEA to coordinate the VPN setup:

Name	
Telephone	
Email	

Specify the type of VPN gateway that will be used at the LEA to terminate the VPN:

Make	
Model	
Software Ver.	

Are there requirements from the LEA on the type of VPN gateway to be used at Comcast?

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(Rev 5/2015)

Attachment #3



**National IP Engineering & Operations
Legal Response Center
VPN Request Form**

Provide the following technical information from the LEA:

IP Address of VPN Gateway	
Encryption Domain (i.e. local network)	
IP Address of Collection Server	

These are the Comcast recommended VPN settings:

Phase 1 SA		Phase 2 SA	
Authentication	Preshared Key	PFS	None
DH Group	Group 2	Encapsulation	ESP
Encryption	AES (128 bits)	Encryption	AES (128bits)
Hash	SHA-1	Hash	SHA-1
Lifetime	86400 seconds	Lifetime	3600 seconds

If the LEA requirements differ, please specify their requirements (subject to approval from Comcast Security Engineering):

Phase 1 SA		Phase 2 SA	
Authentication		PFS	
DH Group		Encapsulation	
Encryption		Encryption	
Hash		Hash	
Lifetime		Lifetime	

Please provide Communications Path for LEA traffic:

Note: The following destination ports are preferred: CCC/UDP 9000; CDC/TCP Port 43000

Traffic Source		Traffic Destination		
Description	Source IP Address	Description	Destination IP Address	Port and Protocol

(Rev 5/2015)