



Transparency Report 1H 2016



United States Report

The table below sets out the number of subpoenas, orders, warrants and emergency requests we received from federal, state or local law enforcement in the United States in the first half of 2016. The total number of demands (and the number of subpoenas, orders, warrants and emergency requests) in the first half of 2016 were generally comparable with the number of demands we received in prior six-month periods.

The vast majority of these various types of demands relate to our consumer customers; we receive relatively few demands regarding our enterprise customers. We do not release customer information unless authorized by law, such as a valid law enforcement demand or an appropriate request in an emergency involving the danger of death or serious physical injury.

Law Enforcement Demands for Customer Data – United States

	2013 (Full Year)	Half of 2013*	1 st Half of 2014	2 nd Half of 2014	1 st Half of 2015	2 nd Half of 2015	1st Half of 2016
Subpoenas	164,184	82,092	72,342	65,816	69,524	65,663	67,433
Total Orders	70,665	35,333	37,327	33,453	37,230	33,813	33,161
General Orders	62,857	31,429	33,313	29,656	33,138	30,568	29,635
Pen Registers/ Trap & Trace Orders	6,312	3,156	3,300	3,078	3,325	2,678	2,870



Wiretap Orders	1,496	748	714	719	767	567	656
Warrants	36,696	18,348	14,977	13,050	15,081	14,248	11,798
Emergency Requests From Law Enforcement	50,000 (approx)	25,000 (approx)	24,257	26,237	27,975	25,844	23,394
Total	321,545	160,773	148,903	138,656	149,810	139,568	135,786

* In our first Transparency Report (published in January 2014), we reported on the full year for 2013. Since that Report, we have reported data based on half-year periods. To aid the comparison between the half-year numbers we have reported since 2013 and the full-year numbers we reported in 2013, we have simply halved the 2013 numbers in the table.

We also received National Security Letters and FISA Orders; we address them in a separate table at the bottom of this Transparency Report.

Verizon has teams that carefully review each demand we receive. We do not produce information in response to all demands we receive. We might reject a demand as legally invalid for a number of reasons, including that a different type of legal process is needed for the type of information requested. When we reject a demand as invalid, we do not produce any information.

There are a number of additional reasons why we might not produce some or all of the information sought by a demand, although we do not consider these “rejected” demands and do not calculate the number of times these occur. We often receive demands seeking information about a phone number serviced by a different provider. And, we regularly receive demands seeking data that we do not have – perhaps the data sought were of a type we have no need to collect or were older than our retention period. Moreover, if a demand is overly broad, we will not produce any information, or will seek to narrow the scope of the demand and produce only a subset of the information sought. Additionally, it is not uncommon for us to receive legal process and in response produce some information, but not other information. For instance, we may receive a subpoena that properly seeks subscriber information, but also improperly seeks other information, such as stored content, which we cannot provide in response to a subpoena; while we would provide the subscriber information (and thus would not consider this a rejected demand), we would not provide the other information. We include all demands we receive in our table above, whether we provided data in response or not.



Subpoenas

We received 67,433 subpoenas from law enforcement in the United States in the first half of 2016. We are required by law to provide the information requested in a valid subpoena. The subpoenas we receive are generally used by law enforcement to obtain subscriber information or the type of information that appears on a customer's phone bill. We continue to see that approximately half of the subpoenas we receive seek only subscriber information: that is, those subpoenas typically require us to provide the name and address of a customer assigned a given phone number or IP address. Other subpoenas also ask for certain transactional information, such as phone numbers that a customer called. The types of information we can provide in response to a subpoena are limited by law. We do not release contents of communications (such as text messages or emails) or cell site location information in response to subpoenas.

In the first half of 2016, the 67,433 subpoenas we received sought information regarding 136,180 information points, such as a telephone number, used to identify a customer. These customer identifiers are also referred to as "selectors." On average, each subpoena sought information about 2.0 selectors. The number of selectors is usually greater than the number of customer accounts: if a customer had multiple telephone numbers, for instance, it's possible that a subpoena seeking information about multiple selectors was actually seeking information about just one customer. We have also determined that during the first half of this year, just like during the prior periods, approximately 75 percent of the subpoenas we received sought information on only one selector (and thus only one customer), and over 90 percent sought information regarding three or fewer selectors (and thus three or fewer customers).

Orders

We received 33,813 court orders in the second half of 2015. These court orders must be signed by a judge, indicating that the law enforcement officer has made the requisite showing required under the law to the judge. The orders compel us to provide some type of information to the government.

General Orders. Most of the orders we received – 30,568 – were "general orders." We use the term "general order" to refer to an order other than a wiretap order, warrant, or pen register or trap and trace order. We continue to see that many of these general orders require us to release the same types of basic information that could also be released pursuant to a subpoena. We do not provide law enforcement any stored content (such as text messages or email) in response to a general order.

"Pen/Trap" Orders and Wiretap Orders. A small subset – 3,245 – of the orders we received in the first half of 2015 required us to provide access to data in real-time. A pen register order requires us to provide law enforcement with real-time access to phone numbers as they are dialed, while a trap and trace order compels us to provide law enforcement with real-time access to the phone numbers from incoming calls. We do not provide any content in response to pen register or trap and trace orders.

We received 2,678 court orders to assist with pen registers or trap and traces in the second half of last year, although generally a single order is for both a pen register and trap and trace. Far less frequently, we are required to assist with wiretaps, where law enforcement accesses the content of a communication as it is taking place. We received 567 wiretap orders in the second half of 2015.



Warrants

We received 11,798 warrants in the first half of 2016. To obtain a warrant a law enforcement officer must show a judge that there is “probable cause” to believe that the evidence sought is related to a crime. This is a higher standard than the standard for a general order. A warrant may be used to obtain stored content (such as text message content or email content), location information or more basic subscriber or transactional information.

Content and location information

Content. We are compelled to provide contents of communications to law enforcement relatively infrequently. Under the law, law enforcement may seek communications or other content that a customer may store through our services, such as text messages or email. Verizon only releases such stored content to law enforcement with a probable cause warrant; we do not produce stored content in response to a general order or subpoena. During the first half of 2016, we received 5,054 warrants for stored content.

Location information. Verizon only produces location information in response to a warrant or order; we do not produce location information in response to a subpoena. The laws in some areas of the country require law enforcement to obtain a warrant to get location information, but the laws in other areas permit law enforcement to obtain a court order. In either scenario, the demand we receive for location information is approved by a judge. In the first half of this year, we received approximately 18,935 demands for location data: as in the past, about two-thirds of those were through orders and one-third were through warrants.

In addition, we received approximately 5,993 warrants or court orders for “cell tower dumps” in the first half of this year. In such instances, the warrant or court order compelled us to identify the phone numbers of all phones that connected to a specific cell tower during a given period of time.

Emergency requests

Law enforcement requests information from Verizon that is needed to help resolve serious emergencies. We are authorized by federal law to provide the requested information in such emergencies and we have an established process to respond to emergency requests, in accordance with the law. To request data during these emergencies, a law enforcement officer must certify in writing that there was an emergency involving the danger of death or serious physical injury to a person that required disclosure without delay. These emergency requests are made in response to active violent crimes, bomb threats, hostage situations, kidnappings and fugitive scenarios, often presenting life-threatening situations. In addition, many emergency requests are in search and rescue settings or when law enforcement is trying to locate a missing child or elderly person.

We also receive emergency requests for information from Public Safety Answering Points (PSAPs) regarding particular 9-1-1 calls from the public. Calls for emergency services, such as police, fire or ambulance, are answered in call centers, or PSAPs, throughout the country. PSAPs receive tens of millions of calls from 9-1-1 callers each year, and certain information about the calls (name and address



for wireline callers; phone numbers and available location information for wireless callers) is typically made available to the PSAP when a 9-1-1 call is made. Yet a small percentage of the time PSAP officials need to contact the telecom provider to get information that was not automatically communicated by virtue of the 9-1-1 call or by the 9-1-1 caller.

In the first half of 2016, we received 23,394 emergency requests for information from law enforcement in emergency matters involving the danger of death or serious physical injury. We also received 16,721 emergency requests from PSAPs related to particular 9-1-1 calls from the public for emergency services during that same period.

National Security Demands

The table below sets forth the number of national security demands we received in the applicable period. Under section 603 of the USA Freedom Act we are now able to report the number of demands in bands of 500. Previously reported figures are still reported in bands of 1000. We note that while we are able to provide some information about national security orders that directly relate to our customers, reporting on other matters, such as any orders we may have received related to the bulk collection of non-content information, remains prohibited.

	Jan. 1, 2013 – June 30, 2013	July 1, 2013 – Dec. 31, 2013	Jan. 1, 2014 – June 30, 2014	July 1, 2014 – Dec. 31, 2014	Jan. 1, 2015 – June 30, 2015	July 1, 2015 – Dec. 31, 2015	Jan. 1, 2016 – June 30, 2016
National Security Letters	0-999	0-999	0-999	0-999	0-999	0-499	0-499
Number of customer selectors	2000-2999	2000-2999	2000-2999	2000-2999	2000-2999	500-999	500-999
FISA Orders (Content)	0-999	0-999	0-999	0-999	0-499	0-499	*



Number of customer selectors	4000-4999	3000-3999	3000-3999	2000-2999	1500-1999	1000-1499	*
FISA Orders (Non-Content)	0-999	0-999	0-999	0-999	0-499	0-499	*
Number of customer selectors	0-999	0-999	0-999	0-999	0-499	0-499	*

** The government has imposed a six month delay for reporting this data*

National Security Letters

In the first half of 2016, we received between 0 and 499 NSLs from the FBI. Those NSLs sought information regarding between 500 and 999 “selectors” used to identify a Verizon customer. (The government uses the term “customer selector” to refer to an identifier, most often a phone number, which specifies a customer. The number of selectors is generally greater than the number of “customer accounts.” An NSL might ask for the names associated with two different telephone numbers; even if both phone numbers were assigned to the same customer account, we would count them as two selectors.)

The FBI may seek only limited categories of information through an NSL: name, address, length of service and toll billing records. Verizon does not release any other information in response to an NSL, such as content or location information.



FISA Orders

The government requires that we delay the report of any orders issued under the Foreign Intelligence Surveillance Act for six months. Thus, at this time, the most recent FISA information we may report is for the second half of 2015.

Content

From July 1, 2015 through December 31, 2015, we received between 0 and 499 FISA orders for content. Those orders targeted between 1,000 and 1,499 "customer selectors" used to identify a Verizon customer.

Non-Content

From July 1, 2015 through December 31, 2015, we received between 0 and 499 reportable FISA orders for non-content. Some FISA orders that seek content also seek non-content; we counted those as FISA orders for content and to avoid double counting have not also counted them as FISA orders for non-content. Those orders targeted between 0 and 499 "customer selectors."