

Subpoenas and Court Orders

Subpoenas, court orders and other law enforcement inquiries seeking information should be sent to Atlantech Online via email. If delivery by email is not possible, Atlantech Online also accepts delivery via fax, U.S. Mail, and FedEx/UPS at the contact information below.

EMAIL: subpoenas@atlantech.net
FAX: 301-589-3936
MAIL: Atlantech Online – Attn: Legal Dept.
1010 Wayne Ave, Suite 630
Silver Spring, MD 20910

IMPORTANT NOTE: All requests should be accompanied by the appropriate subpoena, legal process and/or documentation, and must name “Atlantech Online, Inc.” as the service provider. Also, all requests must include the sender’s name (and for criminal investigations, the law enforcement agency name), mailing address, email address and telephone number. Each request is assigned a 6 digit ticket # for tracking. Please refer to the ticket # when inquiring about a submission.

Questions regarding submitting law enforcement inquiries should be sent to:
subpoenas@atlantech.net

During normal business hours, calls can also be directed to Customer Service at 301-589-3060 to obtain basic information on submitting requests.

PROCESSING FEES

Atlantech Online, Inc. reserves the right to seek cost reimbursement in connection with the processing of subpoenas, search warrants, court orders, or any other forms of valid legal requests for company records. The fee schedule will vary by request type and may be imposed prior to the fulfillment of a records request.

Additional Information:

1. An invoice will accompany the response. Payment is due within 30 days.
2. Additional fees may be imposed for unduly burdensome, voluminous or expedited requests. Record requests for a period beyond one calendar year from the date of search will fall within the additional fees category.
3. Pre-payment may be required prior to subpoena fulfillment for voluminous requests or where requestor is delinquent in payment of past due charges.
4. Fees are subject to change from time to time.
5. Exceptions granted for cases involving exploitation of children.