**PRESERVATION REQUEST TO TEXTNOW, INC.**

INSTRUCTIONS FOR COMPLETING AND SUBMITTING THIS FORM

1. *Please complete all required sections* (fields) in the form. Each field is a gray box, and you can use the “Tab” button to move between fields in the forms. Information to be provided in each field is noted in CAPITAL LETTERS.
2. ***PLEASE ENSURE YOU HAVE PROVIDED A VALID TEXTNOW NUMBER OR USERNAME***
   1. A TextNow username may contain letters, numbers, periods, and underscores
   2. A TextNow username will never contain spaces, emoticons or special characters
3. This form must be submitted from **your official agency email address**. Prior to releasing any data, we will verify your contact information with the appropriate authorities.
4. To submit the form and ensure quick processing, **please email** [lawenforcement@textnow.com](mailto:lawenforcement@textnow.com) **from your agency email**, with the subject line “PRESERVATION ORDER REQUEST”

**PLEASE NOTE**

REQUESTS THAT ARE SUBMITTED WITHOUT A VALID TEXTNOW PHONE NUMBER OR USERNAME

**CANNOT BE PROCESSED**

Revision Date: 2018-04-18

**PRESERVATION REQUEST TO TEXTNOW, INC.**

|  |  |
| --- | --- |
| Date of Request | YYYY-MM-DD |
| File Number | FILE NUMBER |

I, FIRST AND LAST NAME am a peace officer duly sworn in the jurisdiction of PROVINCE,STATE, AND COUNTRY, holding the RANK AND/OR POSITION, in the NAME OF POLICE AGENCY.

In accordance with my duties and authority as a peace officer, I am conducting a criminal investigation and I require that all account information to be preserved while I obtain a valid Court Order to request the release of the information.

Please provide TextNow with the phone number(s) or username(s):

TEXTNOW PHONE NUMBER(S) OR USERNAME(S)

Please indicate what type of records you would like to be preserved:

Subscriber information

Message Logs

Call Logs

IP Logs

\*Please refer to our user guide to review our retention periods

Please provide a date frame for the information:

YYYY-MM-DD TO YYYY-MM-DD

This preservation request is:

New preservation request

Extension of a current preservation

TEXTNOW WILL VOLUNTARILY PRESERVE RECORDS FOR **90 DAYS** PENDING RECEIPT OF A VALID ORDER/SUBPOENA.

Revision Date: 2018-04-18

**PRESERVATION REQUEST TO TEXTNOW, INC**

The request for information I am making relates to a lawful criminal investigation.  The information requested and the existence of this query should not be further disseminated or divulged outside the purpose for which it is requested of you, as doing so could seriously compromise an ongoing criminal investigation.  Failure to maintain the confidentiality of this request may be construed as obstructing, perverting or defeating the course of justice.

Please provide an acknowledgment of receipt of this preservation request to my agency email address:

LAW ENFORCEMENT AGENCY EMAIL ADDRESS

|  |  |
| --- | --- |
| **Requesting Law Enforcement Agency** | |
| *Agency Name* | AGENCY NAME |
| *City/State/Province/Country* | CITY/STATE/PROVINCE/COUNTRY |
| *Phone Number* | PHONE NUMBER |
| *Supervisor’s Name* | SUPERVISOR'S NAME |
| *Supervisor’s Phone Number* | SUPERVISOR'S PHONE NUMBER |
| **Requesting Officer** | |
| *Officer’s Name* | OFFICER'S NAME |
| *Title/Rank/Badge I.D.* | TITLE/RANK/BADGE I.D. |
| *Email Address* | EMAIL ADDRESS |
| *Phone Number* | PHONE NUMBER |

Revision Date: 2018-04-18