

## **Sample Preservation Letter – Web Host/Provider/ISP**

PLEASE NOTE: NO TWO MATTERS ARE THE SAME. THIS SAMPLE LETTER CONTAINS LANGUAGE THAT YOU MAY FREELY USE IN DRAFTING YOUR PRESERVATION LETTER. THIS SAMPLE LETTER MAY NOT CONSTITUTE THE ENTIRETY OF WHAT IS REQUIRED TO ENSURE PROPER ESI PRESERVATION. IT IS ALWAYS ADVISABLE TO CONSULT WITH AN ESI EXPERT PRIOR TO TRANSMITTING AN ESI PRESERVATION LETTER.

---

[ISP Name and Address]

Dear Custodian of Records,

The following account is the subject of civil litigation or pending civil litigation reference Matter [MATTER NAME/NUMBER].

[ACCOUNT USER NAME/SCREEN NAME/I.P.ADDRESS\*]

*\*If providing only I.P. address, also submit date and time of account use due to dynamic I.P assignment*

As a result, it is requested that any and all account data and information related to the above listed account be preserved until further notice. This account information should include, but not be limited to:

- Account content including stored email, files, etc. (including items stored in any 'deleted' folder, 'trash' folder or similar)
- Customer true name
- All associated account screen-names and email addresses
- Customer billing address
- Customer service address (if different from billing address)
- Detailed billing logs (if applicable)
- Account creation date
- Account creation I.P. address
- Account termination date (if applicable)
- Payment method (if applicable)
- Account log-in records to include successful and failed/unsuccessful log-in attempts
- Active and deleted (if available) user content such as files, folders or other data

If your terms of service require you to notify your customer of this request, please indicate so to me in a response to this request at your earliest opportunity. If you have any questions, please feel free to contact [CONTACT INFO].

Thank you.



*Leading You To Focused Information*

---