



NOTICE TO PARTIES SERVING SUBPOENAS ON COX COMMUNICATIONS

How to Reach Cox:

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Information Line and Voice
Messages:

(404) 269-0100

For Emergency Request
Authorizations, Lawful Intercept
Worksheets Forms and
Additional Information go to

[http://ww2.cox.com/aboutus/
policies/lea-information.cox](http://ww2.cox.com/aboutus/policies/lea-information.cox)

1/11/11

Service of Process by Law Enforcement

Cox Communications, Inc. and its subsidiaries currently accept service of most subpoenas, warrants and court, subject to payment of costs, at:

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Our physical address is

Records Custodian
Cox Communications, Inc.
1400 Lake Hearn Drive
Atlanta, GA 30319-1464

Physical service may be made on the agent for service of process for Cox Communications, Inc. or its subsidiaries, which is available from the Secretary of State wherever we do business or on Corporation Service Company, 40 Technology Parkway South, Suite 400, Norcross, GA 30092. We do not accept service at any of our local offices.

Acceptance of service by facsimile or email is strictly conditioned upon payment of charges detailed here. Cox reserves the right to require payment in advance, to withhold delivery of information until payment is received and to seek enforcement of charges. Entities that fail to pay charges must serve process by the registered agent within the appropriate state and requests for expedited response will not be granted. Requesting parties will be notified if hourly charges apply and can receive a non-binding estimate.

Time for Response

Requests are handled in the order received, subject to other pending expedited requests.

Responsive information is generally provided within 10 business days.

Toll and call record detail requests should be limited to the narrowest period of time possible or a significantly longer time may be required to respond. Expedited response for information other than call records, if available resources permit, will generally be provided within 3 business days.

Contact Information

Status Requests and Questions

(404) 269-0100

Service via Fax

(404) 269-1898

Tangela Carthan

tangela.carthan@cox.com

Phone: (404) 269-3998

Judy Nussbaum, Esq.

judy.nussbaum@cox.com

Phone: (404) 269-7566

Duane Ritter (National

Security/Classified)

duane.ritter@coxinc.com

Phone: (678) 645-0670

Fax: (678) 645-1679

Ming Yao (National Security/Classified)

ming.yao@coxinc.com

Phone: (678) 645-4603 (24/7)

Fax: (678) 645-1679

After Business Hours - Emergency Only

Status Requests and Questions

For security reasons, all questions must be submitted in writing along with a copy of the subpoena and response.

Email: SubpoenaResponse@cox.com

Fax: (404) 269-1898

Phone: (404) 269-0100
(Voice messages will be returned within 1 business day)

To prevent delays in response to your request and those of others, please do not ask for the status of a request for 10 business days for subscriber information, 3 days for expedited requests and 30 days for call records. You may then fax a copy of your original subpoena with a cover page asking for the status.

Records Retention

The following retention policies generally apply to frequently sought records:

IP Assignment Logs: Up to 6 months
Subscriber Information: 3 years
Call Records: 18 months
(36 in certain states)
LEA Preservation Requests: 90 days (+90 days on written request)

Court Order/Warrant Required

Except as provided in 10 USC § 2703, email address information, content of communications and video viewing information may not be provided without court order or warrant.

Cost Reimbursement

(Authorized under 18 U.S.C. § 2706)

- \$40.00 Per account for basic information *
- \$80.00 Per account for expedited handling
- \$40.00/Month Telephone call detail records (other than toll)
- No Charge Telephone toll record and Cox telephone subscriber records of 10 or less**
- \$5.00/Account In excess of 10 subscribers
- \$0.25/Page Photocopies and facsimiles exceeding 10 pages
- \$25.00 Data on CD-ROM
- \$25.00 Express delivery
- \$75.00/Hr./Staff Requests requiring greater than 0.5 hours (\$40.00 minimum)
- \$80.00 plus \$150.00Hr./Staff For preservation or expedited handling, if available
- No Charge Non-expedited child pornography or endangerment investigations and involving harassing or abusive calls, if documented when requested and unless expedited response is sought
- Pen Register/Trap and Trace \$2500 for 60 days - \$2000 for each additional 60 days
- Wiretap \$3500 for 30 days - \$2500 for each additional 30 days

*Requests based on IP addresses must include date, time and time zone information in order to receive a response.

** Telephone subscriber requests from law enforcement in excess of 10 accounts or otherwise voluminous are subject to charge under 18 USC 2706. Inaccurate requests concerning non-Cox subscribers require a fee of \$25 per non-Cox request. Law enforcement can determine providers at <http://www.npac.com>. Telephone account information in civil matters is charged at \$40 per account.

Payment Methods (Please include reference number on invoice when sending payments.)

Check: Make payable to **Cox Communications, Inc.**
(Tax ID # 58-2112281) (Dun's # 789111374-1234)
Mail to: Subpoena Compliance Payments
Cox Communications
1400 Lake Hearn Drive
Atlanta, GA 30319-1464

Credit Card: American Express, Visa and MasterCard accepted.

EFT: Contact us for instructions

Updated as of 1/1/11