

RECORDS CUSTODIAN INFORMATION FOR
COX COMMUNICATIONS

As of 01/17/2020

See also: <https://www.cox.com/aboutus/policies/law-enforcement-and-subpoenas-information.html> or call (404) 269-0100

Cox Privacy Notice: <https://www.cox.com/aboutus/policies/annual-privacy-notice.html>

FAQ's: <https://www.cox.com/aboutus/policies/law-enforcement-and-subpoenas-information.html>

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Service of Process - Cox Communications and its subsidiaries accept service of subpoenas, warrants and court orders, subject to payment of costs, by email at SubpoenaResponse@cox.com or by fax at (404) 269-1898. We do not accept service at any of our local offices. Our physical address is Records Custodian, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328. Physical service may be made on the agent for service of process for Cox Communications, available from the Secretary of State wherever we do business or on Corporation Service Company, 40 Technology Parkway South, Suite 300, Norcross, GA 30092.

Restrictions - Acceptance of service by facsimile or email is strictly conditioned upon payment of charges. Cox reserves the right to require payment in advance, to withhold delivery until payment and to seek enforcement of charges, including cost of collection. Entities that fail to pay charges must serve process upon the registered agent for Cox Communications within the appropriate state and requests for expedited response will not be granted. You will be notified if hourly charges apply and can request an estimate.

Response Time - Requests are handled in the order received, subject to pending expedited requests. Responsive information is generally provided within 10 business days. Expedited response for information other than call records, if available resources permit, will generally be provided within 3 business days. Extensive toll, IP address and call record detail requests may require 30 days or more.

Questions - During business hours Eastern Time, all questions should be directed as follows:

- **Fax:** (404) 269-1898
- **Email:** SubpoenaResponse@cox.com
- **Phone:** (404) 269-0100 (Voice messages will be returned within 1 business day)

Status Requests - For security reasons, all questions must be submitted in writing along with a copy of the subpoena and response. To prevent delays in response to your request and those of others, please do not ask for the status of a request prior to 10 business days for subscriber information, 3 days for expedited requests and 30 days for call records. You may then send 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 (up to 36 in certain states)
Security Activity Logs	13 months
Security Video Clips and Images	30 days
Security Constant Video Recording	10 days
LEA Preservation Requests	90 days (additional 90 days upon further request)

Requirement for Court Order or Warrant - Except as provided in 18 USC 2703, content of communications may not be provided without court order or warrant.

Cost Reimbursement (18 U.S.C. § 2706)

- \$50.00 Per account for basic information *
- \$40.00 Per account for alarm activity information
- \$25.00 Per account for alarm activity information (Cox Customers only)
- \$100.00 Expedited handling fee

- \$50.00/Month Telephone call detail records (other than toll)
- No Charge Telephone toll record and Cox telephone subscriber records of 10 or less**
- \$25.00/first 3 months Telephone call detail records (civil cases, for customers)
- \$25 each add'l
- \$5.00/Account In excess of 10 subscribers

- \$75.00/Hr./Staff Requests requiring greater than 0.5 hours (\$40.00 minimum)
- \$80.00 Preservation Requests
- No Charge Non-expedited child pornography or endangerment investigations and investigations of harassing or abusive calls, if documented when requested and unless expedited response is sought

- Pen Register/Trap and Trace \$1,550 initial installation, \$1,000/month
- Wiretap \$2,100 initial installation, \$1,775/month

- Copyright Infringement Cases**
- \$60.00/per IP Address 1-10 IP Addresses
- \$55.00/per IP Address 11-20 IP Addresses
- \$50.00/per IP Address 21 & up IP Addresses

*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. Law enforcement can determine providers at <http://www.npac.com>. Telephone account information in civil matters is charged at \$50 per account.

Payment Methods: Include invoice reference number with payment.

American Express, Visa and MasterCard accepted.

Check: Make payable to Cox Communications, Inc. (Tax ID # 58-2112281) (Dun's # 789111374-1234)

Subpoena Compliance Payments
Cox Communications
6205 B Peachtree Dunwoody Rd. 16th Floor
Atlanta, GA 30328

EFT: Contact us for instructions

Contact Information - (Please do not direct status requests or questions concerning subpoenas to these individuals.)

Saquonna Duncan	Saquonna.Duncan@cox.com	Phone: (404) 269-6841
Angela Frazier	Angela.Frazier@cox.com	Phone: (404) 847-6180
Blaine Holton (National Security/Classified - 24/7)	blaine.holton@coxinc.com	Phone: (678) 645-4853 Fax: (678) 645-5853
Eric Winter (National Security/Classified - 24/7)	eric.winter@coxinc.com	Phone: (678) 645-0669 Fax: (678) 645-4002
National Technical Operations Center (after 5pm Eastern Time)	nocsubpoena2@cox.com	Phone: (877) 696-1662 opt 3,3,2
Cox Home Security Emergencies Only (after 5pm Eastern Time)		Phone: 1(800) 633-2677

FAQ's: <https://www.cox.com/aboutus/policies/law-enforcement-and-subpoenas-information.html>