

NOTICE TO PARTIES SERVING SUPOENAS ON COX COMMUNICATIONS

See also: <http://www.cox.com/policy/leainformation>

Service of Process by Law Enforcement - Unless your agency has been notified otherwise, Cox Communications and its subsidiaries accept service of subpoenas, warrants and court orders by the following means, subject to payment of applicable costs below: Service by email with attachments in PDF format is preferred. SubpoenaResponse@cox.com

Fax: (404) 269-1898

We no longer accept service at any other fax number and do not accept service at any of our local offices. Official 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 400, Norcross, GA 30092. The physical address is Records Custodian, Cox Communications, 1400 Lake Hearn Drive, Atlanta, GA 30319.

Status Requests and Questions

Questions and status requests will only be accepted by one of the following methods:

- **Phone (404) 269-0100**
- **Fax: (404) 269-1898**
- **Email: SubpoenaResponse@cox.com**

Cost Reimbursement (18 U.S.C. § 2706) - To defer the cost to Cox of compliance, payment of the following minimum fees is required for all subpoena, court order and warrant requests, except for: (1) child pornography or abduction investigations; and (2) telephone toll record and listing requests that are not voluminous in nature:

- **\$40.00** Minimum - for basic information concerning one customer
- **\$80.00** For preservation or expedited handling, if available
- **\$25.00** For basic information concerning each additional person
- **\$50.00** For preservation or expedited handling, if available
- **\$0.25/Page** For photocopies and facsimiles exceeding five pages
- **\$0.50/Page** For preservation or expedited handling, if available
- **\$25.00** Minimum for overnight delivery service
- **\$40.00 plus \$75.00/Hr./Staff** For requests requiring greater than 0.5 hours
- **\$80.00 plus \$150.00Hr./Staff** For preservation or expedited handling, if available

Make checks payable to Cox Communications (Tax ID# 58-2112281) and mail to Denise Johnson-Davis, Cox Communications, 1400 Lake Hearn Drive, Atlanta, GA 30312-1464. **Acceptance of service by facsimile or email is strictly conditioned upon payment of charges.** Cox reserves the right to require payment in advance and to withhold delivery of information until payment is received and to file motions for payment. **Entities that fail to pay charges must serve process by the registered agent within the appropriate state, which is currently Corporation Service Company.** All such requests will be handled in the order received, subject to other pending expedited requests. Requesting parties will be notified if hourly charges apply and can receive a non-binding estimate of time required for completion. Separate charges apply for orders requiring interception of communications.

Time for Response - Due to the volume of subpoena requests received by Cox, responsive information is generally provided within 10 business days. 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.

Status Requests - 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 60 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 (up to 36 in certain states)
- Preservation Requests 90 days

Status Requests and Questions - Questions and status requests will only be accepted by one of the following methods:

- **Phone (404) 269-0100** (Interactive menu below)
 1. To learn how to serve a subpoena or court order, press 1.
 2. For information on fees, press 2.
 3. Times for response press 3.
 4. Retention periods, press 4.
 5. To check on the status of a request, press 5.
 6. For emergency contacts, press 6.
 7. To leave a message, press 7 and wait for the tone.
- **Fax: (404) 269-1898**
- **Email: SubpoenaResponse@cox.com**

Contact Information (No status requests or questions concerning subpoenas accepted)

Denise Johnson-Davis denise.johnson-davis@cox.com Phone: (404) 843-5834

Randy Cadenhead, Esq. randy.cadenhead@cox.com Phone: (404) 269-6761

Bob Brand

(National Security/Classified) Phone: (678) 645-0670 (24/7)

Cox Enterprises Fax - (678) 645-1679

After Business Hours - Emergency Only (Eastern Time) 1 (877) 866-4474