Cox Communications, Inc.

Law Enforcement Guide to Submitting CALEA Requests for Subscriber Information
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Introduction

Cox Communications, Inc. (Cox) is an American privately owned subsidiary of Cox Enterprise, providing advanced digital video, internet, telephone, and home security and automation services over its own nationwide internet protocol (IP) network. As the third-largest cable television provider in the United States, Cox serves more than 6.2 million customers, including 2.9 million digital cable subscribers, 3.5 million internet subscribers and almost 3.2 million digital telephone subscribers.

Cox strives to assist the law enforcement community while protecting the rights and privacy of its customers. Cox is required to comply with the following federal statutes when providing subscriber data:

- The Electronic Communications Privacy Act (18 U.S.C. §§ 2510-2522, 2701-2712, 3121-3127)
- Communications Assistance for Law Enforcement Act (47 U.S.C. §§ 1001-1010), hereinafter referred to as CALEA
- The Telecommunications Act of 1996 (particularly, 47 U.S.C. § 222 pertaining to customer proprietary network information)

Additionally, Cox complies with all applicable state and federal laws.

Please note that this guide is provided to the law enforcement community for informational purposes only. Cox reserves the right to modify the information in this guide without notice. Additionally, Cox reserves the right to seek clarification, respond or object to any request received.
Contact information

The Subpoena Response Team (SRT) within Cox’s Legal department is responsible for receiving subpoenas, warrants or court orders from the relevant law enforcement agency (LEA). The SRT will identify the relevant information requested within scope and send the information directly back to the requesting LEA or Subsentio, Cox’s trusted third-party provider.

| Mailing address | Records Custodian  
| Cox Communications, Inc.  
| 6205-B Peachtree Dunwoody Road  
| Atlanta, GA 30328 |
| Hours of operation | 8:30 a.m.–5:00 p.m. Eastern Time |
| Telephone | (404) 269-0100  
| Prompts:  
| 1 – Where to serve subpoena  
| 2 – Fees schedule  
| 3 – Response times  
| 4 – Retention periods  
| 5 – Status updates  
| 6 – Emergency contacts  
| 7 – Leave a message  
| Voice messages will be returned within one business day |
| Fax | (404) 269-1898 |
| Email | subpoenaresponse@cox.com |

Response time

Requests for information are generally handled in the order received, with the exception of expedited requests. Information responsive to the request is generally provided within 10 business days. Expedited responses for information other than call records will generally be provided within 3 business days. Extensive toll and call detail record requests may require 30 days or more to complete.

Note: If no time zone is specified in the request, Greenwich Mean Time (GMT) will be applied.
### Emergency surveillance requests

<table>
<thead>
<tr>
<th>During business hours (8:30 a.m.–5:00 p.m. Eastern Time)</th>
<th>After business hours (Emergency only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>– To: Cox Subpoena Response</td>
<td>– To: Cox Network Operations Center</td>
</tr>
<tr>
<td>– Fax: (404) 269-1898</td>
<td>– Phone: (877) 866-4474</td>
</tr>
<tr>
<td></td>
<td>– Fax: (404) 269-0720</td>
</tr>
</tbody>
</table>

### Emergency information requests

<table>
<thead>
<tr>
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</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>

### Foreign Intelligence Surveillance Act (FISA)

<table>
<thead>
<tr>
<th>During business hours (8:30 a.m.–5:00 p.m. Eastern Time)</th>
<th>After business hours (Emergency only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>– To: Cox Enterprises Corporate Security</td>
<td>– To: Cox Enterprises Corporate Security</td>
</tr>
<tr>
<td>– Fax: (678) 645-4603</td>
<td>– Phone: (678) 645-1679</td>
</tr>
</tbody>
</table>

### Physical service

**Cox does not accept service at any of our local offices.** Physical service may be made on the agent for service of process for Cox, available from the Secretary of State wherever we do business or at the following location:

Records Custodian  
Cox Communications, Inc.  
6205-B Peachtree Dunwoody Road  
Atlanta, GA 30328
Subscriber account identification and related records

To confirm that requests are fulfilled in a timely manner, please see below.

For security reasons, all questions must be submitted in writing along with a copy of the subpoena and response. Except as provided in Title 18 U.S.C. § 2703, Cox may not provide content of communications without court order or warrant. The following lists different types of requests that can be submitted to Cox:

- Court Order or Search Warrant (both signed by a Judge)
- Pen Register/Trap and Trace Device
- Wiretaps and Interception of Communications
- Preservation Request/Backup Preservation Request
- Child Exploitation
- Emergency Disclosure
- Foreign Intelligence Surveillance Act of 1978
- Grand Jury, Trial or Statutorily Authorized Administrative Subpoena
- Judicial Summons
- National Security Letters

For identification based upon an internet protocol (IP) address

LEA can determine that the IP address is assigned to Cox by visiting either of the following sites:

- http://whois.arin.net/ui

Requests based on IP addresses must include the date and time. If no time zone is specified, GMT will be applied. Cox’s residential subscribers are typically assigned a dynamic IP address under Dynamic Host Configuration Protocol (DHCP). As a result, subscribers will likely not have a static IP address, and additional information, including specific date and time of the incident when an IP address is involved, may be required.
For identification based upon email address
Cox assigns a domain name cox.net (e.g., Firstname.Lastname@cox.net) to all residential email address accounts. If the residential customer chooses to use another entity’s email account (e.g., @gmail.com or @hotmail.com), Cox will not have any access to the information in that email account in response to a legal request.

For identification based upon a Cox account number
A complete Cox account number is needed for identification.

International law enforcement requests
Please submit international requests through the applicable United States government agency.
Cox will respond to requests received from United States federal, state and local government agencies. All requests must be in English and follow the appropriate protocols as stated in this handbook.

Retention policies
The following retention policies generally apply to frequently sought records.

<table>
<thead>
<tr>
<th>Retention item</th>
<th>Retention period</th>
</tr>
</thead>
<tbody>
<tr>
<td>IP Assignment Logs</td>
<td>Up to 6 months</td>
</tr>
<tr>
<td>Subscriber Information</td>
<td>3 years</td>
</tr>
<tr>
<td>Call Records</td>
<td>18 months (36 in certain states)</td>
</tr>
<tr>
<td></td>
<td>3 months – Alarm activity information</td>
</tr>
<tr>
<td></td>
<td>Note: this information is available for 45 days</td>
</tr>
<tr>
<td></td>
<td>via customer’s online subscriber portal</td>
</tr>
<tr>
<td>Home Security Activity Logs</td>
<td>6 months – Videos and images</td>
</tr>
<tr>
<td></td>
<td>13 months – Alarm event information</td>
</tr>
<tr>
<td></td>
<td>24 months – Audio from central monitoring system</td>
</tr>
<tr>
<td></td>
<td>(CMS)</td>
</tr>
<tr>
<td>LEA Preservation Requests</td>
<td>90 days (additional 90 days upon further request)</td>
</tr>
</tbody>
</table>
Cost reimbursement

According to Title 18 U.S.C. § 2510, Cox is entitled to seek reimbursement for processing and responding to all requests as permitted by law. Acceptance of service by facsimile or email is strictly conditioned upon payment of charges. Cox also reserves the right to require payment in advance, to withhold delivery until payment is received and to seek enforcement of charges, including the cost of collection. You will be notified if hourly charges apply and can request an estimate. The cost for each request is stated below.

<table>
<thead>
<tr>
<th>Legal process request</th>
<th>Reimbursement cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per account for basic information</td>
<td>$50.00</td>
</tr>
<tr>
<td>Per account for alarm activity information</td>
<td>$40.00</td>
</tr>
<tr>
<td>Per account for alarm activity information (Cox customers only)</td>
<td>$25.00</td>
</tr>
<tr>
<td>Expedited handling fee</td>
<td>$100.00</td>
</tr>
<tr>
<td>Telephone <em>call detail records</em> (other than toll)</td>
<td>$50.00/month</td>
</tr>
<tr>
<td>Telephone toll record and Cox telephone subscriber records of 10 or less¹</td>
<td>No charge if documented when requested</td>
</tr>
<tr>
<td>Telephone call detail records (civil cases, for customers)</td>
<td>$25.00/first 3 months $25.00 each additional</td>
</tr>
<tr>
<td>In excess of 10 subscribers</td>
<td>$5.00/account</td>
</tr>
<tr>
<td>Photocopies and facsimiles exceeding 10 pages</td>
<td>$0.25/page</td>
</tr>
<tr>
<td>Data on CD-ROM</td>
<td>$25.00</td>
</tr>
<tr>
<td>Express delivery</td>
<td>$25.00</td>
</tr>
<tr>
<td>Requests requiring greater than 0.5 hour ($40.00 minimum)</td>
<td>$75.00/hour/staff</td>
</tr>
<tr>
<td>Preservation requests</td>
<td>$80.00</td>
</tr>
<tr>
<td>Non-expedited child pornography or endangerment investigations and investigations of harassing or abusive calls</td>
<td>No charge if documented when requested</td>
</tr>
</tbody>
</table>

¹ Telephone subscriber requests from law enforcement in excess of 10 accounts or otherwise voluminous are subject to charge under Title 18 U.S.C. § 2706. Telephone account information in civil cases is charged at $40.00 per account.
<table>
<thead>
<tr>
<th>Legal process request</th>
<th>Reimbursement cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pen Register/Trap and Trace – Initial Request</td>
<td>$2,125</td>
</tr>
<tr>
<td>Pen Register/Trap and Trace – Renewal</td>
<td>$2,125</td>
</tr>
<tr>
<td>Wiretap/Intercept – Initial Request</td>
<td>$3,125</td>
</tr>
<tr>
<td>Wiretap/Intercept – Renewal</td>
<td>$3,125</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Copyright infringement cases</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1–10 IP addresses</td>
<td>$60.00/IP address</td>
</tr>
<tr>
<td>11–20 IP addresses</td>
<td>$55.00/IP address</td>
</tr>
<tr>
<td>21 or up IP addresses</td>
<td>$50.00/IP address</td>
</tr>
</tbody>
</table>

Payment method

Cox accept payments by check, exchange-traded fund (ETF) and credit card. When making a payment, please include the invoice reference number with that payment.

- For check, please make the check payable to:
  Cox Communications, Inc.
  Subpoena Compliance Payments
  6205-B Peachtree Dunwoody Road
  Atlanta, GA 30328

- For ETF, please contact us for instructions
- For credit card, we accept American Express, Visa and MasterCard

Checklist

To submit a valid legal request to Cox, please use the following checklist as a quick reference guide:

*While Cox is obligated to respond accordingly to legal requests for subscriber information, we cannot release everything in our customer database with a request as broad as “any and all information.” When we receive such requests, we will limit our response to the information required to fulfill the specific court order. Please be as specific as possible with your requests, and if we have the information and can provide the information requested, it will be sent to you accordingly.*

1. Verify that the phone number, IP address or email address is registered to Cox. Detailed instructions are provided in the “Subscriber account identification and related records” section in this handbook.
   - For phone numbers either [www.npac.com](http://www.npac.com) or [www.fonefinder.net](http://www.fonefinder.net) can be used
Please note, Cox cannot determine if a telephone number is for a fax machine or a landline

- For IP address, either http://whois.arin.net/ui or http://www.ip2location.com/free.asp can be used
- For email address, Cox residential email addresses end in @cox.net

2. Include detailed identification information that will allow Cox to adequately respond to your request.

- For IP address, include specific date and time of the incident when an IP address is involved
- For person’s name, include the exactly name and potential abbreviations/acronyms
- For street address, include entire street address and a specific period of time

3. Unless otherwise specified, all requests returned will be based on Greenwich Mean Time (GMT).

4. Cox does not seek reimbursement for the following matters if documented when requested:

- Telephone toll records
- Telephone subscriber records of 10 or less
- Non-expedited child pornography, endangerment, exploitation investigations
- Investigations of harassing/abusive calls

5. The addresses provided for internet addresses are the service address, not the billing address.
Frequently asked questions

1. Telephone/voice

Can you verify over the phone that a number is assigned to Cox Communications, Inc.?

No, we do not verify that information over the phone. You can identify providers at [http://www.npac.com](http://www.npac.com) or [www.fonefinder.net](http://www.fonefinder.net).

What do the terms Originating number and Terminating number mean on the call records I received?

Originating number means the number where the call originated (came from).
Terminating number is the number where the call terminated (ended).

What does FORM mean on the screenshot of the subscriber information?

This means that the subscriber is a former customer and no longer active at that address. The date next to the FORM is the date the account was disconnected.

What does ACTV mean?

This means that the account is currently active. The date next to the ACTV is the date of activation of the account.

How do I get the subscriber information from the call records provided?

You have to identify the telecommunications providers for the numbers desired and then send a subpoena to the providers for the subscriber information.

Can you determine whether a telephone number is for a fax machine or a landline?

No.
2. Internet

Why do we need a date and time for IP addresses?
Dynamic IP addresses are sporadically assigned to customers. In order to provide the correct subscriber, a date and time (with time zone) is needed.

What if I have an IP address subpoena with no date or time?
We will provide account information for all customers that had the IP address for the entire retention period (up to 6 months). There will be a fee of $40.00 per account for which we provide information. Be advised that some IP addresses can shift subscribers on a daily basis.

What internet-related information can we provide?
Email addresses, email content (presently in account), email headers, POP3 logs, equipment number (cable modem serial number and media access control (MAC) addresses) and IP address logs.

Where can I find out if an IP address belongs to Cox Communications, Inc.?
LEAs can find out the ISP for a particular IP address at the following website: http://www.arin.net/index.shtml.

How do I get a subpoena?
We cannot provide any legal advice; you should seek the counsel of an attorney or go to the courthouse for further assistance.

Can I request email content and/or email headers with a Grand Jury Subpoena?
No, unless you ask for email content that is more than 180 days old (usually not available).

What information is not available?
Records of websites visited by subscribers, deleted email from the account, connection logs, originating telephone number logs (our internet service is through cable modem), buddy lists, address book information and other email addresses (if it is not Cox, we have no information), and email content that is not in the customer’s account.

Is the address on the screenshot provided the billing or service address?
The address given is the service address.
3. General

Why did I receive a bill?

Cox Communications, Inc. is entitled to seek reimbursement per 18 U.S.C. §2706. We do not seek reimbursement for the following matters (must be documented when requested):

- Telephone toll records
- Telephone subscriber records of 10 or less
- Non-expedited child pornography, endangerment, exploitation investigations
- Investigations of harassing/abusive calls

I requested “any and all information” and received only the name and address of the subscriber. Why did I not receive more information?

We are obligated to respond accordingly to legal requests for subscriber information; however, we cannot release everything in our customer database with a request as broad as “any and all information.” When we receive such requests, we will respond with only the bare minimum of information. Please be as specific as possible with your request, and if we have the information and can provide the information requested, it will be sent to you accordingly.
# Glossary

## Terms and abbreviations

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTV</td>
<td>Active, to indicate the account is active</td>
</tr>
<tr>
<td>CM MAC</td>
<td>Subscriber’s cable modem MAC address</td>
</tr>
<tr>
<td>CPE MAC</td>
<td>Subscriber’s computer (or whatever equipment directly hooked up to the modem, e.g., wireless router) MAC address</td>
</tr>
<tr>
<td>CMS</td>
<td>Central Monitoring System</td>
</tr>
<tr>
<td>DHCP</td>
<td>Dynamic Host Configuration Protocol logs</td>
</tr>
<tr>
<td>FORM</td>
<td>Date account disconnected</td>
</tr>
<tr>
<td>Original number</td>
<td>Originating 10-digit telephone number</td>
</tr>
<tr>
<td>Term number</td>
<td>Terminating 10-digit telephone number</td>
</tr>
</tbody>
</table>
Appendices

Appendix A – Emergency Information Request Fax
Emergency Information Request Fax

During Business Hours (Eastern Time Zone)
To: Cox Subpoena Response
Fax: (404) 269-1898

After Business Hours (Emergency Only)
To: Cox Network Operations Center
Fax: (404) 269-0720

From: ____________________________________________
_________________________________________________
_________________________________________________
Phone: ____________________________________________
Other Contact Means: ________________________________
Date: _____________________________________________

Comments:

How to Reach Cox:

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)
Blaine.Holton@coxinc.com
Phone: (678) 645-4853 (24/7)
Fax: (678) 645-5853

Eric Winter (National Security/Classified)
Eric.Winter@coxinc.com
Phone: (678) 645-0669 (24/7)
Fax: (678) 645-5853

After Business Hours - Emergency Only
Phone: (877) 866-4474
Fax: (404) 269-0720
Appendices

Appendix B – Emergency ELSUR Request Fax
Emergency ELSUR Request Fax

During Business Hours (Eastern Time Zone)
To: Cox Subpoena Response
Fax: (404) 269-1898

After Business Hours (Emergency Only)
To: Cox Network Operations Center
Fax: (404) 269-0720

From: ____________________________________________
______________________________________________

Phone: ____________________________________________

Other Contact Means: _____________________________

Date: ____________________________________________

Comments:

How to Reach Cox:

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)
Blaine.Holton@coxinc.com
Phone: (678) 645-4853 (24/7)
Fax: (678) 645-5853

Eric Winter (National Security/Classified)
Eric.Winter@coxinc.com
Phone: (678) 645-0669 (24/7)
Fax: (678) 645-5853

After Business Hours - Emergency Only
Phone: (877) 866-4474
Fax: (404) 269-0720
LEA Emergency ELSUR Request Form

Identity of Requesting Party
LEA __________________________________________________________________________
Representative __________________________________________________________________
Address _________________________________________________________________________
Phone_____________ Cell __________________________ Fax _________ Email ____________

Type of Investigation
Criminal (See p. 3) __  FISA (See p. 3) __

Surveillance Type (Check all that apply)
Phone ___  Pen/Trap ___
Wiretap/Title III ___  FISA ___
Broadband ___  Non-Content ___
Content ___  FISA ___

Identification of Customer
[e.g., name, address, telephone number, email address, IP address (with date and time), MAC address]
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Agency Billing Information (if different from above)
____________________________________________________________________________________

Please fax a signed copy to: (404) 269-1898
After business hours, fax to Eastern Time Zone: (404) 269-0720
For Criminal Request:
The undersigned certifies that: (1) he or she is an investigative or law enforcement officer, specially designated by the Attorney General, the Deputy Attorney General, the Associate Attorney General, or by the principal prosecuting attorney of a state or subdivision thereof, acting pursuant to a statute of that state (Agent); (2) an emergency situation exists that involves immediate danger of death or serious physical injury, conspiratorial activities threatening the national security interest, or conspiratorial activities characteristic of organized crime pursuant to 18 USC § 2518(7) or § 3125(a), or, for the installation of a pen register or trap and trace device, an ongoing attack on a protected computer (as defined in § 1030) that constitutes a crime punishable by a term of imprisonment greater than one year pursuant to 18 USC § 3125(a); (3) the emergency requires a wire or electronic communication to be intercepted before an order authorizing such interception can, with due diligence, be obtained; (4) there are grounds upon which an order could be entered to authorize such interception; (5) an application for an order approving the interception will be made within 48 hours after the interception has occurred, or, for the installation of a pen register or trap and trace device, Agent expects an order approving the interception to be issued within 48 hours after the installation has occurred; (6) Cox and/or its agents will be reasonably compensated for provisioning the requested interception pursuant to 18 USC § 2518(4) and/or § 3124(c); and (7) Cox and/or its agents may rely in good faith on this certification for purposes of statutory immunity pursuant to 18 USC § 2510 et. seq.

_______________________________________
Signature

_______________________________________
Title

_______________________________________
Date

For FISA Request:
The undersigned certifies, pursuant to 50 USC § 1805, or, for purposes of installing a pen register or trap and trace device, 50 USC § 1843 (collectively, the FISA Act), that: (1) he or she is the Attorney General of the United States (the Attorney General); 92) an emergency situation exists with respect to the acquisition of foreign intelligence information; (3) such acquisition meets the standards of the FISA Act; (4) the emergency does not afford time to obtain with due diligence, an order authorizing such acquisition; (5) the factual basis for issuance of such an order exists; (6) the Attorney General or a designee has informed a judge having jurisdiction over the matter that the decision has been made to conduct such acquisition; (7) an application to authorize the acquisition is being made to a judge of the Foreign Intelligence Surveillance Court as soon as practicable, but not more than seven days after the Attorney General authorizes such acquisition; (8) Cox and/or its agents will be reasonably compensated for provisioning the requested acquisition pursuant to 50 USC § 1802(4); and (9) Cox and/or its agents may rely in good faith on this certification for purposes of statutory immunity pursuant to the FISA Act.

_______________________________________
Attorney General Signature

_______________________________________
Date
Appendix C – Law Enforcement Alarm Activity Request Form
Cox Homelife Law Enforcement Alarm Activity Request

Law Enforcement Requestor:
Name ____________________________________________
Email Address/Fax No. ________________________________________

Target Information:
First and Last Name(s) ________________________________________
Phone ____________________________________________
Physical Address ____________________________________________
Event Start Date/Time ________________________________________
Event End Date/Time ________________________________________
Additional Information ________________________________________

Alarm Event Activity Requested (Attach Subpoena and email to SubpoenaResponse@cox.com)
- Alarm Event History
- Pictures
- Video Records
- Audio Records

Alarm Activity Requested (Attach formal request letter on LEA Letterhead and email to SubpoenaResponse@cox.com)
- Alarm History (general/no event details)
- Customer Account Information

_____________________________________________________________________________________________________________

FOR INTERNAL USE: DO NOT WRITE BELOW

_____________________________________________________________________________________________________________

Alarm Activity Request

Cox Requestor:
Name ____________________________________________
Email Address: SubpoenaResponse@cox.com
IControl Account # ____________________________
Cox Account # __________________________________
CMS Account # __________________________________

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Appendix D – Customer Authorization for Alarm Activity Disclosure Form
Customer Authorization for Disclosure of Alarm Activity

$25 Fee Required

I, __________________________________________, authorized user of Cox Homelife services, hereby authorize Cox Communications, Inc. to disclose alarm activity, events, pictures, video and/or audio from (DATE) ____________, (TIME) ____________ to ____________, a.m./p.m. to: (MUST BE PHYSICAL ADDRESS OR EMAIL ADDRESS ON THE COX ACCOUNT)

REASON FOR REQUEST: ____________________________

________________________________________________

I hereby agree to indemnify and hold Cox harmless for any claim, demand, loss or injury, including attorneys’ fees brought against Cox by a third party, as a result of Cox’s compliance with this request. Additionally, I hereby acknowledge that this request is made solely at my request and that the information shall not be shared or disseminated for any unlawful purpose.

________________________________________________

Customer Name (Print)

________________________________________________

Customer Signature

________________________________________________

Mailing address (please provide full address)

________________________________________________

City, State, Zip code

________________________________________________

Date

________________________________________________

ID Verified

________________________________________________

Cox Representative Verifying ID

Please fax to: (404) 269 1898; Attn: Custodian of Records