



### Lawful Intercept Worksheet

Please complete with all relevant information and fax with each court order to:  
**404-269-1898**

**Surveillance Order: (Attach)**

Date of Order	
Date Served	
Termination Date	
Case/Docket#	
New or Extension?	
Deactivation?	

**Target Information:**

Name(s)	
Phone	
IP Address	
Email Address	
Physical Address	
MAC Address	
Other	

**LEA Information:**

Agent/Officer	
Agency	
Case Agent	
Contact Info.	
Technical Contact	
Contact Info.	
Agency	
Billing Contact	
Billing Address	
Billing Ref. No.	

- Surveillance Type:**
- Phone  Pen/Trap
  - Cellular  Wiretap/ Title III
  - Broadband  FISA
  - Location
  - Non-Content
  - Data to Capture: e.g.: Email Header logs  
DHCP/IP Records  
Subscriber Info  
Internet Traffic
  - Content
  - Content to Capture: e.g.: Email content

**LEA Technical Requests:**

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Note: If Intercept is through Subsentio, VPN setup might be required

See attached Notice for contact, billing and service of process details.

Please fax a signed copy to: (404)269-1898

After business hours, fax to Eastern Time Zone: (877)866-4474

RECORDS CUSTODIAN INFORMATION FOR  
COX COMMUNICATIONS

As of 5/15/2018

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

Cox Privacy Notice: <http://www2.cox.com/aboutus/policies/annual-privacy-notice.cox>

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

[SubpoenaResponse@cox.com](mailto: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](mailto: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 400, 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 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](mailto: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 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)
Home Security Activity Logs	2 years
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 addt'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 \$2125 for 60 days
- Wiretap \$3125 for 30 days
  
- 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. 16<sup>th</sup> Floor  
Atlanta, GA 30328

EFT: Contact us for instructions

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

<b>Saquonna Duncan</b>	<a href="mailto:Saquonna.Duncan@cox.com">Saquonna.Duncan@cox.com</a>	Phone: (404) 269-6841
<b>Angela Frazier</b>	<a href="mailto:Angela.Frazier@cox.com">Angela.Frazier@cox.com</a>	Phone: (404) 847-6180
<b>Blaine Holton</b> (National Security/Classified - 24/7)	Phone: (678) 645-4853	Fax: (678) 645-5853
<b>Eric Winter</b> (National Security/Classified - 24/7)	Phone: (678) 645-0669	Fax: (678) 645-5853
<b>After Business Hours - National Technical Operations Center</b> (after 5pm Eastern Time)		PSAP: (877) 866-4474
<b>After Business Hours - Cox Home Security Emergencies Only</b> (after 5pm Eastern Time)		(877) 404-2568

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