



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> or 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This means that the subscriber is a former customer and no longer active at that address.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.

Why can't I have the incoming call records for my own telephone number?

Incoming call records cannot be released due to a Federal Communications Commission regulation that prohibits telecommunications providers from releasing any calls that have been marked "blocked" or "private." The call records we receive from the switch do not filter out that information; therefore, we have no way of knowing which calls may have been marked "private" or "blocked." We must receive a subpoena, search warrant, court order or request from law enforcement on their letterhead.

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.

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.

Why may I need a port number for IPV4 addresses?

Due to the exhaustion of dynamic IPV4 addresses, they will be shared across multiple subscribers. The port number will be needed to narrow down to a specific subscriber for shared dynamic IPV4 addresses. This will not affect static/fiber or IPV6 addresses.

What is IPV4 exhaustion?

IPv4 exhaustion is the term used to describe when there will be no more unallocated IPv4 addresses available.

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 have a civil subpoena/court order requesting the information of a John/Jane Doe. When should I expect the response?

John/Jane Doe subpoenas/court orders require extra processing time of 30 days or more. The subpoena will be put in our queue for processing along with the other subpoenas received, and once the subpoena/court order is processed, a notification letter will have to be sent to the customer. If no objections are filed by the customer after 14–30 days (some orders require 30 days), then we send the subscriber information requested.

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

Term	Definition
ACTV	Active, to indicate the account is active
CM MAC	Subscriber’s cable modem MAC address
CPE MAC	Subscriber’s computer (or whatever equipment directly hooked up to the modem, e.g., wireless router) MAC address
CMS	Central Monitoring System
DHCP	Dynamic Host Configuration Protocol logs
FORM	Date account disconnected
Orig number	Originating 10-digit telephone number
Term number	Terminating 10-digit telephone number
Port number	A port is a number used to uniquely identify a transaction over a network by specifying both the host, and the service.