



**COX Homelife**<sup>SM</sup>

Protect. Monitor. Control.

# THEFT PROTECTION GUARANTEE

## Up to \$500 Reimbursement

Cox stands behind its home security system. We will pay up to \$500 toward your insurance deductible if a burglary occurs while your security system is armed. See back for details.

Signature

Kristine Faulkner  
Vice President/General Manager of Home Security & Smart Home



[cox.com/homelife](http://cox.com/homelife)



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# MOVER'S SECURITY GUARANTEE

## Save Money and Avoid Buying a New System

Cox recognizes that people move from time to time. If you move to a location within our service area, we provide you with cost-effective solutions to continue service in your new home. See back for details.

Signature

Kristine Faulkner  
Vice President/General Manager of Home Security & Smart Home



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# OPERATIONAL GUARANTEE

## Full Installation and Monitoring Refund

Cox will ensure that your home security system works as advertised. If within six months of installation we are not able to resolve the issue, we will refund the installation price and all monitoring fees incurred.

Signature

Kristine Faulkner  
Vice President/General Manager of Home Security & Smart Home



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The Account Holder presenting Cox with this Theft Protection Guarantee certificate will be eligible to receive a one-time reimbursement of up to five hundred dollars (\$500) of Account Holder's homeowners insurance deductible (if any) if, and only if, ALL of the following requirements are met to Cox's reasonable satisfaction: (i) the property loss was the result of a burglary that took place while the Account Holder's Cox Homelife system was armed (turned on) and in good working order and while all of the Account Holder's doors and windows were locked; (ii) the intruder entered the Account Holder's residence through a door, window or other entry point equipped with an armed Cox Homelife sensor or other Cox-installed home detection device that was not bypassed at the time of the entry; (iii) the Account Holder's Cox Homelife system account must be in good standing and not in any manner in default; (iv) the Account Holder files a written claim with their homeowners insurance company, and such claim is not rejected or otherwise contested by the insurer; (v) Account Holder reports the burglary loss to the appropriate police department and obtains a written police report; (vi) Account Holder provides Cox, within forty-five (45) days of the incident, with copies of the insurance claim report, the police report of the property loss, proof of settlement by insurance carrier, and proof of payment of expenses toward the insurance deductible; and (vii) Account Holder certifies in writing to Cox (by signing this Theft Protection Guarantee certificate and presenting it to Cox within forty-five [45] days of the property loss) that all of the foregoing requirements have been satisfied. Account Holder understands that presentation of this Theft Protection Guarantee certificate, signed by Account Holder, is required and understands that Cox reserves the right to reject any application for reimbursement that does not comply with ALL of the above requirements. Photocopies or other reproductions of this Theft Protection Guarantee certificate will NOT be accepted. This Theft Protection Guarantee is limited to one reimbursement per Account Holder. By signing below, Account Holder certifies to Cox that all of the foregoing requirements have been satisfied.

Signature: \_\_\_\_\_ Print Street Address: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print City, State, ZIP: \_\_\_\_\_

Date: \_\_\_\_\_ Home Telephone Number: \_\_\_\_\_

Cox Account Number: \_\_\_\_\_

Cox Homelife<sup>SM</sup> is available to residential customers in select Cox service areas. Other restrictions may apply. Local ordinances may require an alarm user permit. Las Vegas customers will incur an additional monthly verified response fee (currently \$4.00/mo.). Service provided by Cox Advanced Services: Arizona, LLC-License No. P12-1332, Arkansas, LLC-License No. E 2014 0026, California, LLC-Alarm License #7196 & Contractor's License #992992, Connecticut, LLC-License #N/A, Florida, LLC-License #EF20001232, Georgia, LLC-License: Raymond Williams #LVA205602, Iowa, LLC-#C121646 & AC268, Louisiana, LLC-License F 2006, Nebraska, LLC-License #26512, Nevada, LLC-License #78331, Ohio, LLC-License #53-18-1671, Oklahoma, LLC-License #2002, Rhode Island, LLC-License #9314, Topeka, LLC-License No. 109, Wichita, LLC-License #2015-36492, Virginia, LLC-License #11-7776. ©2015 Cox Communications, Inc. All rights reserved. 520-0750/520-0751

If you own your Cox Homelife equipment and you move within your local Cox service area during your contract term, you may: (i) request that Cox uninstall your system and pay Cox an uninstall fee, (ii) uninstall the system yourself, or (iii) leave the system in the home. If you leave the system and want to purchase a new system for your new home, you may cancel your existing contract and either pay any applicable early termination fees and buy a new system at the discounted package prices available to new customers (with a new three-year contract), or purchase a new system at then-current a la carte rates and Cox will waive the early termination fee. You are responsible for transportation of any system and/or components to the new home when the system is uninstalled. If you elect to move your system to your new home, Cox will reinstall the equipment in the new home if requested and for a reinstallation fee. You may be eligible for a discount on any equipment upgrades. If you have more than one year remaining on your Cox Homelife contract term, you will continue with any remaining contract term commitment. If you are in the third year of your Cox Homelife contract term, you may elect to replace the existing contract with a new three-year contract at prevailing rates and Cox will waive the equipment reinstallation fee. Other restrictions may apply.

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If during the first six (6) months following installation Cox is unable to resolve any installed equipment or service-related issues, Cox will refund the installation price and all service monitoring fees paid if, and only if, ALL of the following requirements are met to Cox's reasonable satisfaction: (i) the equipment at issue is Cox-installed equipment and not any pre-existing equipment or system; (ii) the service issue is attributable to Cox-installed equipment and not to any pre-existing equipment or system; (iii) if the customer was advised that Cox cannot provide wireless backup for any reason, the request does not include any wireless backup coverage issue; (iv) the customer has met all system requirements, including broadband connectivity and electrical power; (v) the customer has clearly stated or communicated the operational reliability concern to Cox Technical Support (877-404-2568) and (vi) Cox has been given an adequate amount of time and opportunity to resolve the problem. If the Operational Reliability Guarantee is approved by Cox, customer will allow Cox to recover and reasonably remove all equipment and related accessories.

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