Dear Cox High Speed Internet Subscriber,

We received an alert that one of your home devices has been infected with a virus.

One or more devices (desktop computer, laptop, tablet, smartphone) using your modem may be infected with malware, which can steal your credentials, launch attacks on websites, or conduct other malicious activities.

It’s important you take care of this as soon as possible.

We know it’s hard to tackle viruses on your own, so we made sure that, as a customer, you have free access to Cox Security Suite Plus powered by McAfee, which helps you protect up to five devices by following these quick and easy steps:

- Make sure there’s no anti-virus software already installed on your devices, and if there is, uninstall it with the help of your software manual
- Download and install Cox Security Suite Plus from [https://www.cox.com/securitysuite](https://www.cox.com/securitysuite), or one of these trusted Anti-Virus software choices:
  - Malwarebytes: [https://www.malwarebytes.com/](https://www.malwarebytes.com/)
- Update your computer software, browsers, and operating system to protect them from malware and ensure your security patches are updated
- Run your software on each device until you’ve removed all detected malware

If you need some extra help, Cox offers premium technical support at reasonable rates. Visit [https://www.cox.com/complettecare](https://www.cox.com/complettecare) to reach Cox Complete Care, or call 877-COX-ASST (269-2778).

As always, if you have any questions, don’t hesitate to give Cox Network Security a call at 800-735-6085.

Your partner in cyber security,
Cox Customer Service

To confirm this message is valid, visit [www.cox.com](https://www.cox.com), log in to your MyAccount drop down, select the drop down again, and click Email Notification History on the left side of the page.

Periodically Cox sends emails about changes in our service that affect you. Please note that if you unsubscribe from promotional emails, we will continue to send you important or time sensitive email messages about your service such as this. Cox will never send you an email asking for your personal information, such as passwords.

The Cox Acceptable Use Policy (AUP):
[https://www.cox.com/aboutus/policies.html#acceptable-use-policy](https://www.cox.com/aboutus/policies.html#acceptable-use-policy)