



Dear \_\_\_\_\_,

We received an alert that one of your home devices may be infected with a virus.

It looks like one or more devices (desktop computer, laptop, smartphone, etc.) on your network may have been infected with a virus and/or malware, which can steal passwords and other personal data or even launch attacks on websites.

It's important you take care of this as soon as possible. We know it's hard to tackle viruses on your own, but there are free or paid trusted anti-virus software options available on the Internet to help you protect your devices and data. Ensure you have trusted anti-virus software installed on your computer and run it often. Regularly scheduled scans are a good idea.

For your toughest tech issues, Cox Complete Care has you covered. Get peace of mind knowing our experts are just a chat away—however and wherever you need it. Learn more at [cox.com/completecure](https://www.cox.com/completecure).

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