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Residential

About Us Policies

[Notice to parties serving subpoenas on Cox Communications](#)

Updated 10/01/09

How to Reach Cox:

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Information Line and Voice Messages:
(404) 269-0100

Forms:

[Print version of this policy](#)[Emergency Request Authorization](#)[Emergency ELSUR Request form](#)[Lawful Intercept Worksheet](#)

Service of Process by Law Enforcement

Cox Communications, Inc. and its subsidiaries accept service of subpoenas, warrants and court orders, subject to payment of costs, at:

SubpoenaResponse@cox.com**Fax: (404) 269-1898**

Our physical address is :

Records Custodian
Cox Communications, Inc.
1400 Lake Hearn Drive
Atlanta, GA 30319-1464

Physical service may be made on the agent for service of process for Cox Communications, Inc., available from the secretary of state wherever we do business or on Corporation Service Company, 40 Technology Parkway South, Suite 400, Norcross, GA 30092. **We do not accept service at any of our local offices.**

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. Entities that fail to pay charges must serve process upon the registered agent for Cox Communications within the appropriate state. You will be notified if hourly charges apply and can request a non-binding estimate.

Time for Response

Requests are handled in the order received, subject to other 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. Toll and call record detail requests should be limited to the narrowest period of time possible or a significantly longer time may be required to respond.

Questions

During business hours Eastern Time, all questions should be directed as follows:

- **Fax:** (404) 269-1898

- o **Email:** SubpoenaResponse@cox.com
- o **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 (36 in certain states)
- Preservation Requests** 90 days

Requirement for Court Order or Warrant — Except as provided in 10 U.S.C. § 2703, content of communications may not be provided without court order or warrant.

Cost Reimbursement (18 U.S.C. § 2706)

To defer the cost to Cox of compliance, payment of the following minimum fees is required for all subpoena, court order and warrant requests, *except for*: (1) child endangerment or harassing call investigations, if documented when requested and unless expedited response is sought; and (2) Cox subscriber telephone toll record and listing requests that are not voluminous in nature:

- \$40.00** Per account for basic information*
- \$80.00** Per account for expedited handling

\$40.00/Month Telephone **call detail** records (other than toll)

No Charge Telephone **toll record** and basic subscriber records of 10 or less**

\$0.25/Page Photocopies and facsimiles exceeding ten pages

\$25.00 Data on CD-ROM

\$25.00 Express delivery

\$75.00/hr./staff Requests requiring greater than 0.5 hours (\$40.00 minimum)

\$80.00 plus \$150.00/hr. Preservation or expedited handling, if available
/staff

No charge Non-expedited child endangerment investigations or harassing call investigations, if documented when requested and unless expedited handling is requested

Pen Register/Trap and Trace **\$2,500** for each 60 days — **\$2,000** for each additional 60 days

Wiretap **\$3,500** for each 30 days — **\$2,500** for each additional 30 days

* 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 may be charged for under 18 USC 2706. Inaccurate requests concerning non-Cox subscribers require a fee of \$25 per non-Cox request. Law enforcement can

determine providers at <http://www.npac.com>. Telephone account information in civil cases is charged at \$40.00 per account.

Payment methods

Include invoice reference number with payment

Check: Make payable to Cox Communications, Inc.
(Tax ID # 58-2112281) (Dun's # 789111374-1234)
Mail to: Subpoena Compliance Payments
Cox Communications
1400 Lake Hearn Drive
Atlanta, GA 30319-1464

Credit Card: American Express, Visa and MasterCard accepted.

EFT: Contact us for instructions.

Contact Information (No telephone status requests or questions concerning subpoenas accepted)

Questions (404) 269-0100

Service via Fax (404) 269-1898

Saquonna Riley saquonna.riley@cox.com
Phone: (404) 269-6841

Randy Cadenhead, Esq. randy.cadenhead@cox.com
Phone: (404) 269-6761

Ming Yao Phone: (678) 645-4603 (24/7)
(National Security/Classified) Fax: (678) 645-1679

After Business Hours 1(877) 866-4474
Emergency Only (Eastern Time)

Company Information

Our Story
Newsroom
Careers
Diversity

In The Community
Investor Relations
Contact Us

Other Businesses

Cox Media
Cox Enterprises
Kudzu

Website Information

Policies
Visitor Agreement
Privacy Policy
Parental Controls

Business Policies
Glossary
Advertise with us

Emergency Information Request Fax

During Business Hours (Eastern Time Zone)

To: Cox Subpoena Response
(404) 269-1898

From: _____

Phone: _____

After Business Hours (Emergency Only)

To: Cox Network Operations Center
(877) 866-4474

Fax: _____

Email: _____

Date: _____

Comments:

How to Reach Cox:

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Information Line and Voice Messages:

(404) 269-0100

Status Requests and Questions

(404) 269-0100

Service via Fax

(404) 269-1898

Saquonna Riley

saquonna.riley@cox.com

Phone: (404) 269-6841

Randy Cadenhead, Esq.

randy.cadenhead@cox.com

Phone: (404) 269-6761

Bob Brand (National Security/Classified)

Phone: (678) 645-0670 (24/7)

Fax : (678) 645-1679

After Business Hours (Eastern Time)- Emergency Only

1 (877) 866-4474



LEA Emergency Information Request Form

Identity of Requesting Party

LEA _____

Representative _____

Address _____

Phone _____ Cell _____

Fax _____ Email _____

Nature and Extent of Emergency _____

Customer Information Sought _____

Identification of Customer [e.g., name, address, email address, IP address (with date and time)]

Agency Billing Information (if different from above)

Indemnification

The requesting party states, as representative of a governmental entity, that this request relates to an emergency involving danger of death or serious physical injury to a person and requires disclosure without delay and that the information provided shall not be used or shared for any unlawful or harmful purpose. Requesting party represents he or she has the authority to execute this form and agrees to indemnify and hold Cox Communications, its subsidiaries, employees and agents harmless for any claim, demand, loss or injury, including attorneys' fees brought against Cox by a third party, including the subscriber, as a result of Cox's compliance with this request.

Signature

Date

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

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

Emergency ELSUR Request Fax

During Business Hours (Eastern Time Zone)

To: Cox Subpoena Response

(404) 269-1898

From: _____

Phone: _____

After Business Hours (Emergency Only)

To: Cox Network Operations Center

(877) 866-4474

Fax: _____

Email: _____

Date: _____

Comments:

How to Reach Cox:

SubpoenaResponse@cox.com

Fax: (404) 269-1898

Information Line and Voice Messages:

(404) 269-0100

Status Requests and Questions

(404) 269-0100

Service via Fax

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Fax : (678) 645-1679

After Business Hours (Eastern Time)- Emergency Only

1 (877) 866-4474



LEA Emergency ELSUR Request Form

Identity of Requesting Party

LEA _____

Representative _____

Address _____

Phone _____ Cell _____

Fax _____ Email _____

Type of Investigation Criminal (See p. 3) ___ FISA (See p. 3) ___

Surveillance Type (Check all that apply)			
Phone	___	Pen/Trap	___
		Wiretap/Title III	___
		FISA	___
Cellular	___	Pen/Trap	___
		Wiretap/Title III	___
		FISA	___
		Location	___
Broadband	___	Non-Content	___
		Content	___

Identification of Customer

[e.g., name, address, telephone number, email address, IP address (with date and time), MAC address]

Agency Billing Information (if different from above)

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

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

For Criminal Request:

The undersigned certifies that: (1) he or she is an investigative or law enforcement officer, specially designated by the Attorney General, the Deputy Attorney General, the Associate Attorney General, or by the principal prosecuting attorney of a state or subdivision thereof, acting pursuant to a statute of that state (Agent); (2) an emergency situation exists that involves immediate danger of death or serious physical injury, conspiratorial activities threatening the national security interest, or conspiratorial activities characteristic of organized crime pursuant to 18 USC § 2518(7) or § 3125(a), or, for the installation of a pen register or trap and trace device, an ongoing attack on a protected computer (as defined in § 1030) that constitutes a crime punishable by a term of imprisonment greater than one year pursuant to 18 USC § 3125(a); (3) the emergency requires a wire or electronic communication to be intercepted before an order authorizing such interception can, with due diligence, be obtained; (4) there are grounds upon which an order could be entered to authorize such interception; (5) an application for an order approving the interception will be made within 48 hours after the interception has occurred, or, for the installation of a pen register or trap and trace device, Agent expects an order approving the interception to be issued within 48 hours after the installation has occurred; (6) Cox and/or its agents will be reasonably compensated for provisioning the requested interception pursuant to 18 USC § 2518(4) and/or § 3124(c); and (7) Cox and/or its agents may rely in good faith on this certification for purposes of statutory immunity pursuant to 18 USC § 2510 et. seq.

Signature

Title

Date

For FISA Request:

The undersigned certifies, pursuant to 50 USC § 1805, or, for purposes of installing a pen register or trap and trace device, 50 USC § 1843 (collectively, the FISA Act), that: (1) he or she is the Attorney General of the United States (the Attorney General); (2) an emergency situation exists with respect to the acquisition of foreign intelligence information; (3) such acquisition meets the standards of the FISA Act; (4) the emergency does not afford time to obtain with due diligence, an order authorizing such acquisition; (5) the factual basis for issuance of such an order exists; (6) the Attorney General or a designee has informed a judge having jurisdiction over the matter that the decision has been made to conduct such acquisition; (7) an application to authorize the acquisition is being made to a judge of the Foreign Intelligence Surveillance Court as soon as practicable, but not more than seven days after the Attorney General authorizes such acquisition; (8) Cox and/or its agents will be reasonably compensated for provisioning the requested acquisition pursuant to 50 USC § 1802(4); and (9) Cox and/or its agents may rely in good faith on this certification for purposes of statutory immunity pursuant to the FISA Act.

Attorney General Signature

Date

**Cox Communications, Inc.
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	<input type="checkbox"/>	Pen/Trap	<input type="checkbox"/>
		Wiretap/Title III	<input type="checkbox"/>
		FISA	<input type="checkbox"/>
Cellular	<input type="checkbox"/>	Pen/Trap	<input type="checkbox"/>
		Wiretap/Title III	<input type="checkbox"/>
		FISA	<input type="checkbox"/>
		Location	<input type="checkbox"/>
Broadband	<input type="checkbox"/>	Non-Content	<input type="checkbox"/>
		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:

Note: If intercept is through Neustar, VPN setup may 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 9/1/2009

See also: <http://www.cox.com/policy/leainformation/default.asp> or call (404) 269-0100
Cox Privacy Notice: <http://www.cox.com/policy/annualprivacynotice.asp>

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 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, 1400 Lake Hearn Drive, Atlanta, GA 30319-1464. 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
- **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)
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)

- \$40.00 Per account for basic information *
- \$80.00 Per account for expedited handling
- \$40.00/Month Telephone call detail records (other than toll)
- No Charge Telephone toll record and Cox telephone subscriber records of 10 or less**
- \$5.00/Account In excess of 10 subscribers
- \$0.25/Page Photocopies and facsimiles exceeding 10 pages
- \$25.00 Data on CD-ROM
- \$25.00 Express delivery
- \$75.00/Hr./Staff Requests requiring greater than 0.5 hours (\$40.00 minimum)
- \$80.00 plus \$150.00/Hr./Staff For preservation or expedited handling, if available
- 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 \$2500 for 60 days - \$2000 for each additional 60 days
- Wiretap \$3500 for 30 days - \$2500 for each additional 30 days

*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. Inaccurate requests concerning non-Cox subscribers require a fee of \$25 per non-Cox request. Law enforcement can determine providers at <http://www.npac.com>. Telephone account information in civil matters is charged at \$40 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
1400 Lake Hearn Drive
Atlanta, GA 30319-1464

EFT: Contact us for instructions

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

Saquonna Riley	saquonna.riley@cox.com	Phone: (404) 269-6841
Randy Cadenhead, Esq.	randy.cadenhead@cox.com	Phone: (404) 269-6761
Bob Brand (National Security/Classified - 24/7)	Phone: (678) 645-0670	Fax - (678) 645-1679
After Business Hours - Emergency Only (Eastern Time) I	(877) 866-4474	