

firewall, wireless network security and your operating system to prevent unauthorized access by others and harm from various forms of viruses. You should regularly back up your computer to preserve your Company files, including e-mail or other messages you want to keep. If you have e-mail with Cox, please note that changes to or termination of your account will result in loss of any messages in the account.

Persons with questionable intent may use the Internet or e-mail to pose as someone you trust or do business with. You should always be sure who you are dealing with before clicking on an Internet link or giving personal information. To avoid all these and other forms of attacks, we encourage you to visit our website at <http://www.cox.net> or the Federal Trade Commission ("FTC") at <http://www.ftc.gov> for regular updates and tips on protecting yourself. Cox or its Abuse/Customer Security Department may take protective action related to your service or contact you directly with information from time-to-time to help with this effort. Once communications enter the Internet, it is possible for them to be accessed by third parties over whom we have no control. Moreover, since we cannot control web sites or services operated by third parties, you should review their terms of service and privacy.

**Password Protection** – While we take reasonable steps to protect your services, we highly recommend that you regularly change your login password, using hard-to-guess combinations of numbers and letters. For tips on these and other tools, read "Hot Topics" at <http://www.cox.net>.

**Spam** – Cox tries to block incoming and outgoing spam using a variety of methods, and we encourage your help by being sure our spam blocker is activated on your account and by preventing unauthorized access to your computer. We suggest that you remain up-to-date on ways to avoid and combat spam by watching for advice and tips on our website at <http://www.cox.net>. To report unwanted spam, you may forward it to [spamreport@cox.net](mailto:spamreport@cox.net). We may use e-mail to send transactional, informational, or relationship messages related to your Company's service. If you prefer, you may opt-out of other marketing messages we may send by notifying us in response to any you may receive.

**Cookies** – A third party ad server that places ads on our websites may use "cookies" to collect anonymous information about your visit to our website and to manage information concerning your preferences. A "cookie" is a computer code added to a file on your computer as a record of its visit. It does not collect or provide your name or any other personal information about you. It can, however, be read by the website that placed it to note information about your visit, such as your type of web browser, operating system and Internet Protocol ("IP") address. It can also be used to recognize you when you log in as a registered user or as a repeat visitor returning to our website. This allows the provider to tailor its site by remembering you and any options you select. You can control what cookies are accepted by your computer through the settings on your web browser or by deleting them from your files. Doing so, however, may limit the personalization available to you.

**Third-Party Cookies and Web Beacons** – These forms of computer code are sometimes placed by advertisers or others with connection to a webpage and may be read by the ad's provider. They may use a form of code called a "web beacon" or "clear GIF." These are usually contained in a transparent image on a page or in an image on an e-mail message and serve as a way to gather information about your visit, such as your IP Address and information or statistics about your visit. As with cookies, you can use your browser settings to control web beacons. We may share non-personal information obtained from cookies and web beacons with vendors, advertisers and others.

## Law Enforcement and Legal Requests

**Information Disclosure** – We regularly receive legal requests from government and law enforcement personnel for customer information. We also receive discovery requests in civil litigation. In all such cases, we cooperate by providing information as the law requires. The laws concerning your Company's privacy and government access change from time to time and may affect how we are

required to respond. Under current law, many criminal subpoenas require that we not disclose or notify you of the request. Due to this fact and the volume of requests we receive, we do not assume any duty to notify you of receipt of any legal requests.

**Internet Information** – Your account records and information concerning your Company's internet access may be subpoenaed by the government or by others through the courts. As with telephone interception, details concerning your Internet access and the content of communications can be obtained by law enforcement through a court order or similar authority. In addition, the law permits us to disclose to law enforcement, voluntarily and without prior notice, customer information, including the contents of communications, if we reasonably believe that an emergency involving immediate danger of death or serious physical injury requires such disclosure without delay.

**Peer-To-Peer Services** – Internet messages and files shared over "peer-to-peer" services often include your IP Address, and you can be identified in this way if we receive a lawful subpoena. Recording and motion picture industry groups use this process to identify and sue numerous individuals who make copyrighted files available for sharing through these services. For more information on your risks and responsibilities in file sharing, go to [http://support.cox.com/sdcommon/asp/contentredirect.asp?sprt\\_cid=c8bc8c1a-2a73-4755-875f-155a1e35d440](http://support.cox.com/sdcommon/asp/contentredirect.asp?sprt_cid=c8bc8c1a-2a73-4755-875f-155a1e35d440).

**Telephone Information** – Current law requires law enforcement to obtain a court order or other similar authority for a telephone wiretap or to use a pen register or trap and trace device to capture dialing information. Voice-over-Internet services are subject to similar surveillance standards. Law enforcement can also subpoena account and call record information.

**Cable Television Programming Selections** – Records concerning video programming selections may generally be obtained only under court order, after notice is given to you and you have the opportunity to object in court.

## Security of Information

We are aware of the many recently publicized instances of customer information security breaches and continue to work on new ways to protect your Company information. For our most sensitive databases, we use encrypted formats within controlled and secure environments that have restricted access. Nevertheless, although we endeavor to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access.

## Child Pornography

As a provider of an electronic communications service, we are required by law to report any evidence we may become aware of relating to violations of laws concerning child pornography. As with other matters involving child endangerment, we support law enforcement and our customers by responding to subpoenas in this area at our own expense.

## Customer Access to Information

You may check the accuracy of your Company's information in its account by contacting a Customer Care representative. We also make a more complete review of your personally identifiable information available to you within a reasonable time following a request. You may examine the information and advise us of any errors you believe we should correct, upon prior request and at your own cost, during business hours at the Cox office listed on the return address of this notice or noted on your billing statement.

## Your Enforcement Rights

You can enforce your legal privacy rights concerning our collection, use and sharing of your personally identifiable information. Among your remedies is the right to seek damages under 47 U.S.C. 551.

## Other Terms and Changes in Policy

Other terms and conditions affect our service offerings, including certain Cable Television service contracts, our Acceptable Use Policy for High Speed Internet service, tariffs and the Terms of Use for our websites. Changes in our service offerings, the law and policy may cause us to make changes to this and other policies from time to time. Any changes will be posted with the Online Privacy Policy at <http://www.cox.com> or <http://www.cox.net>, which also contains provisions concerning privacy as relates to our websites.

## Annual Do-Not-Call Registry Notice

In an effort to reduce the number of unwanted telemarketing calls, the FCC has provided telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, for inclusion in the national Do Not Call (DNC) registry administered by the FTC. You may register, or revoke registration of, your number without charge by calling the FTC's toll-free number, 1-888-382-1222 or TTY 1-866-290-4236, from the telephone number you are registering or revoking, or via online by visiting the FTC's website located at [www.donotcall.gov](http://www.donotcall.gov). The FCC/FTC rules contain an "established business relationship" exception that permits a company that has such a relationship with you, like Cox, to call you even if your number is on the national DNC list. For more information, see <http://www.fcc.gov/cgb/donotcall/> and <http://www.ftc.gov/bcp/online/edcams/donotcall/index.html>.

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**YOUR PRIVACY AS  
A COX BUSINESS CUSTOMER**



By law, 47 U.S.C. 551, we tell you annually about our privacy policy. You can find additional and updated information at any time by visiting our websites at <http://www.cox.com> or <http://www.cox.net>. If you receive your bills electronically, this notice will be sent to you in the same way. If you cannot print an electronic version or would like to receive a written copy, please contact us at <https://www.cox.com/privacyrequest>. You can learn more about your privacy rights by visiting the websites of the Federal Trade Commission, <http://www.ftc.gov>, and the Federal Communications Commission, <http://www.fcc.gov>.

## Your Privacy as a Cox Customer

As a valued customer of Cox Business, you are entitled to know our policies regarding any information we receive from your company as part of providing our services to you. We consider our treatment of such information to be a part of the trust you place in us by using our services.

Depending on your location and choices, these can include Cox Business Cable, Cox Data Services, Cox Digital Telephone® and Cellular Telephone Services. We have updated this notice to provide the most timely answers to any questions you may have, but our basic privacy policy remains the same:

- **We keep only the customer information we need to provide our services**

- **We treat your information as private**

- **We use it only for what we offer you**

- **We do not sell it to others**

- **And we work to keep it secure and dispose of it when no longer needed**

In addition, we will tell you in advance if there are ever any exceptions and give you the right to say no.

While we cannot cover here every situation where your company's information may be affected, we have included those we believe are most important to your company.

We have updated our policy to provide additional information on telephone record privacy and law enforcement requests and to revise our policies concerning password security and minors over the age of twelve.

Thank you again for putting your trust in Cox Business as your communications provider. We place the highest value on your business, your information, and its security.

## Information We Collect

**Company Identifiable Information** – In providing services to your Company, we ask for certain “identifiable information”; that is, information that identifies your company (“your information”). Your information may include: Company name, service address, billing address, telephone numbers, federal tax identification number, premium services you have selected, demographic information, user IDs, passwords, email addresses, correspondence and communications records. We maintain customer information concerning credit, billing and payment, security deposits, maintenance and repair, equipment and services provided and other service-related functions. In providing our services, we may also collect information about your video equipment, computer hardware and software, modems, routers, settings and other preferences to aid in customer support.

It is our policy to collect only the Company identifiable information needed to provide the services we offer with the quality you desire and deserve. It is also our policy to keep that information secure and to retain it only as long as needed for our business purposes or as the law may require. We take reasonable precautions to identify your authorized representative when we receive an inquiry on the Company's account. We also take reasonable steps to protect your Company information from unauthorized access.

We sometimes collect Company identifiable information for special reasons, such as in surveys or registering at our Web sites. In these instances, you will be notified before it is collected, told how it will be used and may elect not to participate.

**Cable Television Services** – We collect certain information in providing your Company with our cable television and other services. The law prohibits us from using the cable system to collect Company identifiable information for unrelated purposes without your consent.

Unless you are notified and agree, we will not collect information concerning most video programs purchased under your Company account, except as needed to bill you. In providing some specific cable television services, such as pay-per-view, entertainment-on-demand and interactive cable services we do maintain limited usage information for billing, programming and related purposes. Aggregate information that does not identify your Company may be collected and used for programming, advertising and similar purposes. When we provide digital video recorder (DVR) services, we may also receive detailed information concerning your use and operation of the recorder for the uses described below in “Use and Sharing.” If you subscribe to a DVR service, such as TiVo, through Cox or separately, you should review its privacy policy as well.

**Internet Services** – Like most Internet service providers, we automatically collect limited general information concerning your use, such as the Internet Protocol (IP) addresses assigned (an identifier assigned to your computer while online), bandwidth used, system and connection performance, browsers used, dates and times of access, and Internet resource requests, including requests to access web pages. This type information is generally retained for about six months. We do not store online messages sent or received unless left in your Cox Business Internet® account folders. If you change or stop your Internet service with us, any e-mail and contents will be lost. Since we cannot control Web sites or Internet services operated by third parties, we recommend that you review the terms of service and privacy policies of those Web sites and services. You can find more detailed information concerning our Online Privacy Policy on our websites at <http://www.cox.com> and <http://www.cox.net>.

**Telephone Services** – In some areas we provide telephone services by traditional “circuit switched” technology or by “packet switched technology.” We do not listen to or record your calls to third parties. We may, however, monitor certain calls between you and Cox employees or agents for quality purposes. If you object to this, you may tell us when you call Customer Care. We retain this information for up to two years, as required by some authorities and treat all such information as private.

In providing telephone services, we receive usage information, including numbers called and received and duration of calls. We treat all such information as private and retain it for up to eighteen months, except in California and Virginia where we are required to do so for three years. We do not share call detail records with others, unless we receive a lawfully issued subpoena. If you change or terminate your Digital Telephone Service, it will result in loss of any voice messages stored in your account.

**Cellular Telephone Services** – We offer cellular telephone services through a joint venture with Sprint Communications, which also has access to cellular service records. Neither Sprint nor Cox allows monitoring of cellular calls without a court order except for brief emergency circumstances specifically authorized by law. Cellular call detail records are maintained for 18 months in most areas and are not shared with third parties, unless a lawful subpoena is received. Customer Care calls may be monitored for quality purposes. Wireless services, where offered, are provided by Sprint and Cox acts as Sprint's billing and collections agent.

## Use and Sharing

**Use Policy** – We consider your Company information confidential, and use it only in providing our cable television, Internet, data, and telephone services for such things as sales, installation, operations, administration, advertising, marketing, support, network management, maintenance, customer care, communications with your Company, billing and collection, and for accounting and tax purposes. We may also use such information in dealing with fraud and unauthorized use of our services.

We also use aggregate information about our customers and their usage for a variety of purposes. Such aggregate information does not identify individual customers. We may share such aggregate information with third parties, but will not share your own information without your permission. Cox may associate your information with aggregate information or with information from others to better offer product and service preferences to you.

**Sharing Policy** – It is our policy not to disclose any Company identifiable information about your Company to others outside of Cox and our affiliates, vendors and joint venture or business partners without your prior consent. We do not sell or provide your Company information to the government without legally required authority nor to parties unrelated to the services we provide unless we have your permission. As a further measure, you can affirmatively opt out of other sharing by writing to the return address on your billing statement, or you may contact us online at <https://www.cox.com/privacyrequest>. You can also notify us by either method if you prefer not to receive certain types of marketing contacts from us.

**Special Exceptions** – We reserve the right to disclose your Company information if we have a good faith belief that it is necessary to: (1) comply with the law or legal process served on us; (2) protect and defend our rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our online Website Visitors' Agreement and Terms of Use, our Acceptable Use Policy found at [www.coxbusiness.com/acceptableusepolicy.pdf](http://www.coxbusiness.com/acceptableusepolicy.pdf) or related standards; or (5) act in an emergency to protect your safety or that of another. We may also share or transfer your information along with your corporate account as a part of any sale or transfer all or a portion of our business operations, merger or combination with another organization. In such a case, you will be notified of any changes.

**Outside Parties** – Cox sometimes uses affiliates, vendors or joint venture partners in providing our services and may provide your Company information for such purposes. We require that outside parties maintain at least the same level of confidentiality that we maintain. In addition, any use by the vendor may not exceed that needed to provide its service. We do not share your Company information with other third parties without your consent. If you become a customer of a third party directly, you should review its privacy policy, as it may differ from ours.

**Retention Policy** – Cox may retain Company identifiable information in its regular business records as long as your Company is a customer or until no longer needed for business, tax or legal purposes. Our security measures for this information are discussed below.

**Telephone Services** – Listings – It is Cox's policy to protect our telephone customer's network information as well as their identity if they request to be unlisted, unpublished or request to have their identity not disclosed. We offer our telephone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time-to-time. These and certain other telephone services are offered subject to tariff or contractual terms that limit our liability in the event of such errors.

**“CPNI”** – The information Cox obtains by providing telephone service to you relating to (1) the quantity, technical configuration, type, destination, location, and amount of your use of telephone service, and (2) information contained on your telephone bill concerning the telephone services that you receive is subject to additional privacy protections. That information, when matched to your name, address, and telephone number is known as “Customer Proprietary Network Information,” or CPNI. Examples of CPNI include information typically available from details on a customer's monthly telephone bill – who, when and where you call; how much you spend on local, toll and long distance phone calls; the phone services you subscribe to or use; your price plans; billing information; and related phone information. Your name, address, and telephone number is not CPNI information. As a subscriber to our telephone services, you have the right, and Cox has a duty, under federal law, to protect the confidentiality of CPNI. Cox does not sell your CPNI information and your CPNI will not be disclosed to third parties outside of Cox and our affiliates, agents, joint venture partners, and independent contractors, except as otherwise required by law.

**Use for Marketing to You** – In addition to telephone service, Cox offers many communications-related services, such as Cox High Speed Internet services. From time to time, Cox will use the CPNI information we have on file to provide you with information about our communications-related products and services, special promotions, or bundled Cox service offerings and to enhance our

ability to offer products and services tailored to your specific needs. We would like your approval so that Cox and our affiliates, agents, joint venture partners, and independent contractors may use this CPNI to let you know about communications-related services other than those to which you currently subscribe that we believe may be of interest to you. If we do not hear from you within 30 days of this notification, we will assume that you approve of our use of your CPNI for the purposes of providing you with information about other communications-related services. You have the right to disapprove of our use of your CPNI, and may deny or withdraw our right to use your CPNI at any time by contacting us at the number or address listed on the cover of this notice or on your regular Cox bill, or at <mailto:privacy@cox.com>.

Cox also offers various other services that are not related to the communications services to which you subscribe. Under CPNI rules, some of those services, such as Cox Cable and Cox Digital Cable services, are considered to be non-communications related services. We would like your approval so that Cox and our affiliates, agents, joint venture partners, and independent contractors may use your CPNI to let you know about our non-communications related services and bundled offerings. You may be asked during a telephone call with one of our representatives for your oral consent for Cox to use your CPNI for the purpose of providing you with an offer for products or services not related to the telephone services to which you subscribe. If you provide your oral consent for Cox to do so, Cox may use your CPNI for the duration of such telephone call in order to offer you additional services. Or, you may provide your consent in writing to us at the address listed or on your regular Cox bill, or at <mailto:privacy@cox.com>.

Any action that you take to deny or restrict approval to use your CPNI will not affect our provision of service to which you subscribe, now or in the future. If you previously contacted us and restricted our use of your CPNI, we will honor your request and you do not need to contact us again. Any denial of approval for use of your CPNI outside of the service to which you already subscribe is valid until such time as your telephone services are discontinued or you affirmatively revoke or limit such approval or denial.

**Cable Television Services** – We provide aggregate information concerning pay-per-view, entertainment-on-demand and interactive services to programmers, advertisers and certain other third parties. Unless you subscribe to a Digital Video Recorder service (DVR), such as TiVo, through us or separately, DVR service information is not shared with third parties, except on an aggregate basis. For information on such services, you should refer to the privacy terms in your DVR service contract.

If you use an interactive service to participate in or to order a product or service, we will ask for your permission to provide contact information to the appropriate party. When we offer new services to you, we will also inform you about information we may need and how it may be used.

**Internet Services** – We do not read your Company's e-mail messages, instant messages, online chats, “voice-over-internet” calls or the content of other online communications that reside on or pass through our service. We may however, retain and provide such communications if legally required to do so. Incoming and outgoing e-mail messages are generally scanned automatically to identify and filter out likely spam or harmful messages and for viruses, spyware and related problems that could harm your equipment, the network or other users.

Internet communications and browsing can be legally monitored by law enforcement. As with telephone services, except in brief emergency situations, any such surveillance requires a court order. The same is true of any Internet communications, to the extent they appear in your account.

## Internet Security

**Taking Proper Precautions** – Maintaining the security of your Company's computer is an important part of protecting your own privacy and of helping us protect our network and customers' service. You must follow our Acceptable Use Policy and use and update regularly your antivirus software,