

EXHIBIT 29



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 08292015 YYYNNNNY 01 003622 0014

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Aug 29, 2015

Previous Balance	\$662.08
Payment Received - Aug 6	-298.25
Remaining Previous Balance	\$363.83
DUE IMMEDIATELY	
New Charges Due By Sep 17, 2015	\$357.41
TOTAL DUE	\$721.24

continued in News from Cox



Make Your Life Easier and GO GREEN!

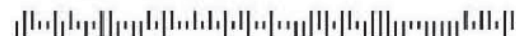
With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

August 29, 2015 bill for MARGARET HUNTER

Account Number [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$363.83
DUE IMMEDIATELY	
New Charges Due By Sep 17, 2015	\$357.41
TOTAL DUE	\$721.24

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Usage Charges	59.99
Taxes, Fees and Surcharges	18.01
NEW CHARGES	\$357.41

MONTHLY SERVICES Aug 27 - Sep 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges

Monthly Services cont.	
Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET

Cox High Speed Internet Premier	
<i>Includes:</i>	
Premier Internet Service	
Download speeds up to 100 Mbps. (DOCSIS 3.0 modem required)	
100 GB free Cloud Drive storage.	
Over 400,000 WiFi hotspots.	
Cox Security Suite Plus.	
PowerBoost (R) for large downloads.	
	\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES	\$279.41
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USAGE CHARGES

OnDemand / Pay Per View	
UFC 190 ROUSEY LIVE 1	Aug 1 \$59.99
Total OnDemand / Pay Per View	\$59.99

TOTAL USAGE CHARGES	\$59.99
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TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.09
Franchise Fee	15.08
CA P.E.G. Capital Fee	2.84
Total TV Fees	\$18.01

TOTAL TAXES, FEES AND SURCHARGES	\$18.01
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TOTAL NEW CHARGES	\$357.41
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Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.





NEWS FROM COX

Channel Change Notice: To provide you with the best TV viewing experience Cox will be making the following changes to our TV Lineup. On October 1, 2015 Oxygen channel 338 will become part of our Digital Essential lineup and will be removed from our Variety Pak lineup. On November 18, 2015 GSN HD channel 1076 will be added to our Digital Essential lineup and Fox Sports 2 HD channel 1315 will be added to our Digital Essential lineup.

These channels will be available to customers who subscribe to each package and receive their service with a compatible Cox digital receiver or CableCARD. For more information about this change, please visit www.cox.com/channelchanges.

Standard rates are being increased for installation and post installation service appointments placed on or after September 29, 2015. Professional installation will increase from \$40.00 per product to \$50.00 per product and self-installation will increase from \$15.00 per product to \$20.00 per product. A post install service appointment within 30 days of a self-installation will increase from \$25.00 per product to \$50.00 per product. All other standard service appointments will increase from \$60 per visit to \$75 per visit. Additional installation charges and discounts may apply depending on your services, package, or equipment.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

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When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.





(NOT FOR PAYMENTS)
PO BOX 1259
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OAKS, PA 19456



6400 0340 NO RP 27 12282014 NNNNNYNY 01 003965 0016

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

www.cox.com
619-262-1122
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Or 888-222-7743



****Account Past Due****

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HOME NETWORKING FROM COX! Share the Internet speed...Share the savings. You can connect up to four computers to your Cox High Speed Internet service. Installation includes all hardware and a low monthly fee provides 24-hour technical support. Call 619-262-1122 or 760-599-6060 for details.

ACCOUNT SUMMARY as of Dec 28, 2014

Previous Balance	\$578.96
Payment Received - Dec 8	-295.36
Remaining Previous Balance	\$283.60
DUE IMMEDIATELY	
New Charges Due By Jan 17, 2015	\$283.60
TOTAL DUE	\$567.20

continued in News from Cox



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With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

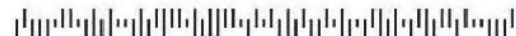
December 28, 2014 bill for MARGARET HUNTER

Account Number
Service at

[REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$283.60
DUE IMMEDIATELY	
New Charges Due By Jan 17, 2015	\$283.60
TOTAL DUE	\$567.20

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$270.41
Taxes, Fees and Surcharges	13.19
NEW CHARGES	\$283.60

MONTHLY SERVICES Dec 27 - Jan 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$100.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	\$-8.00
	\$92.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	\$-4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50
Total TV	\$189.43

INTERNET

Monthly Services cont.
Cox High Speed Internet Premier

Includes:
Premier Internet Service
Download speeds up to 100 Mbps.
(DOCSIS 3.0 modem required)
100 GB free Cloud Drive storage.
Cox Security Suite Plus.
PowerBoost (R) for large downloads.

Modem Rental	\$6.99
Total Internet	\$80.98

TOTAL MONTHLY SERVICES	\$270.41
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TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	11.03
CA P.E.G. Capital Fee	2.08
Total TV Fees	\$13.19

TOTAL TAXES, FEES AND SURCHARGES	\$13.19
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TOTAL NEW CHARGES	\$283.60
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NEWS FROM COX

TAKE CONTROL OF YOUR IN BOX with customizable levels of spam filtering, from no filtering at all to automatic deletion of all suspected spam. To activate Spam Blocker now, log on to Customer Support and follow the instructions. Go to <http://coxagainstspam.cox.net>

SAVE TIME WITH COX'S AUTOMATED PHONE SERVICES. Check your account balance, confirm an appointment or even pay your bill using your checking account, savings account or major credit card.



Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.





News From Cox cont.

Simply call us at 619-262-1122 or 760-599-6060 and follow the easy-to-use, step-by-step instructions. It's quick, easy and free.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

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Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

For a dispute about your wireline or wireless services only, if you are dissatisfied with the outcome of your conversation with our customer service representative, please request to speak to a supervisor. Your complaint will be investigated. During the investigation, please pay the undisputed part of your bill. If you disagree with the outcome of our investigation, you may file a complaint with the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, San Francisco, CA 94102; online www.cpuc.gov; or by phone at 1-800-649-7570 or TDD 1-800-229-6846. To avoid having your services disconnected, payment of the undisputed portion of the bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to Cox, pending the outcome of the CAB's review. The CAB shall review the basis of the billed amount, communicate the result of this review to the parties, and inform you of your recourse to pursue the matter further with the CPUC. The CPUC also handles complaints about slamming.

The California Public Utilities Commission provides information about phone service in California, protection against fraud and other helpful information at www.calphoneinfo.com.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650







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6400 0340 NO RP 27 12282015 NNYNYNY 01 003289 0013

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PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number [REDACTED]
PIN [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921



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619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****
To prevent service disruption, the "Remaining Previous Balance" amount shown in red must be paid immediately. If services are interrupted a reactivation fee may apply.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Dec 28, 2015

Previous Balance	\$592.12
Payment Received - Dec 18	-277.55
Remaining Previous Balance	\$314.57
DUE IMMEDIATELY	
New Charges Due By JAN 17, 2016	\$314.97
TOTAL DUE	\$629.54

continued in News from Cox



Sign up for EasyPay and Paperless Today! By checking the box to the left, providing an email and signing below, I agree to be enrolled by Cox in recurring payments and paperless billing. I understand the bank account on my check payment will be debited the total amount due automatically each month on my due date. I agree to no longer receive paper bills and to receive an email informing me when my monthly Cox bill is ready to view on Cox.com. I accept these terms and conditions, and understand my consent to participate in EasyPay will apply as long as I remain enrolled. I understand that Cox may cancel my enrollment at any time, and I may revoke my consent by contacting Cox at the number printed on my bill.

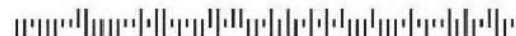
Your_Email@domain.com

X _____ *Sign Here*

December 28, 2015 bill for MARGARET HUNTER
Account Number [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$314.57
DUE IMMEDIATELY	
New Charges Due By JAN 17, 2016	\$314.97
TOTAL DUE	\$629.54

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.21
Partial Month Services	-19.54
Usage Charges	14.97
One Time Charges and Credits	25.08
Taxes, Fees and Surcharges	15.25
NEW CHARGES	\$314.97

MONTHLY SERVICES Dec 27 - Jan 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Monthly Services cont.

Other Fees and Surcharges

Broadcast Surcharge	\$2.80
Total TV	\$197.23

INTERNET

Cox High Speed Internet Premier

Includes:

- Premier Internet Service
- Download speeds up to 100 Mbps.
- (DOCSIS 3.0 modem required)
- 100 GB free Cloud Drive storage.
- Over 400,000 WiFi hotspots.
- Cox Security Suite Plus.
- PowerBoost (R) for large downloads.

\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES **\$279.21**

PARTIAL MONTH SERVICES

Advanced TV	Dec 16-Dec 17	\$-0.27
Cox TV Starter	Dec 16-Dec 17	-1.47
Expanded Service	Dec 16-Dec 17	-3.40
Advanced TV Service	Dec 16-Dec 17	-0.20
Movie Pak	Dec 16-Dec 17	-0.67
Sports & Information Pak	Dec 16-Dec 17	-0.67
Variety Pak	Dec 16-Dec 17	-0.67
HBO	Dec 16-Dec 17	-1.07
DVR Service	Dec 16-Dec 17	-0.80
DVR Service	Dec 16-Dec 17	-0.80
DVR Service	Dec 16-Dec 17	-0.80
Starz	Dec 16-Dec 17	-1.07
Cox Service Protection Plan	Dec 16-Dec 17	-0.27
Advanced TV HD DVR Receiver	Dec 16-Dec 17	-0.57



Payment options

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Partial Month Services cont.		
Advanced TV HD DVR Receiver	Dec 16-Dec 17	-0.57
Advanced TV HD DVR Receiver	Dec 16-Dec 17	-0.57
Premier Internet Service	Dec 16-Dec 17	-5.20
Modem Rental	Dec 16-Dec 17	-0.47
TOTAL PARTIAL MONTH SERVICES		\$-19.54

USAGE CHARGES

OnDemand / Pay Per View		
Poltergeist	Nov 30	\$4.99
Paper Towns HD	Nov 30	5.99
Alvin & The Chipmunks: Chipwrecked	Dec 13	3.99
Total OnDemand / Pay Per View		\$14.97
TOTAL USAGE CHARGES		\$14.97

ONE TIME CHARGES AND CREDITS

Late Payment Fee	Dec 14	\$5.08
TV Reactivation	Dec 17	20.00
TOTAL ONE TIME CHARGES AND CREDITS		\$25.08

TAXES, FEES AND SURCHARGES

TV Fees		
FCC Fee	\$0.08	
Franchise Fee	12.77	
CA P.E.G. Capital Fee	2.40	
Total TV Fees		\$15.25
TOTAL TAXES, FEES AND SURCHARGES		\$15.25

TOTAL NEW CHARGES \$314.97

NEWS FROM COX

Starting on February 9, 2016 Cox will transition all cable network channels to a digital-only format. The delivery of broadcast stations on Cox TV Starter will not change at this time. As of February 9, 2016, all Cox customer TVs must have digital equipment - such as a mini box, CableCARD, or Advanced TV Receiver to receive cable network channels. For more information on this change and your Cox digital equipment options, visit Cox.com/GoAllDigital or contact us at 844-239-2224.

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Closed Captioning: If you have questions or are experiencing problems with your Closed Caption service, please contact us at the phone number on the front of this bill. If we are unable to resolve your Closed Caption concern you may contact:
W.F. Hott, Closed Captioning, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328; Phone: 888-278-6660, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.





GET A MINI BOX™ TODAY TO CONTINUE WATCHING YOUR FAVORITE CHANNELS



To improve your video experience, we're moving toward the industry standard of providing a purely digital signal to every TV in your home. We'll begin the transition to All Digital on January 12, 2016.

As a result, any of your TVs that don't have a Cox receiver will require equipment like a mini box to continue getting TV service. A mini box is a small device that delivers a digital picture to your TV.

If you already have a Cox receiver on every TV in your home, no action is required and you are already experiencing the benefits of going All Digital.

You'll get 1 mini box FREE for 1 year (\$2.99/month value).*

If you have questions or to order your mini box, call, click or visit us today.

THE BENEFITS OF GOING ALL DIGITAL

- 100% Digital Picture
On All Your TVs
- On-Screen Program Guide
- Over 40 Channels You
Already Enjoy--Now in HD
- 50 Channels Of
Commercial-Free Music

ORDER AND INSTALL A MINI BOX BY JANUARY 12, 2016
TO KEEP WATCHING CHANNELS LIKE:



CALL
844-239-2224

CLICK
cox.com/GoAllDigital

VISIT
Cox Solutions Store®

*Limited-time offer. Expiration date varies by area. For details go to cox.com/AllDigitalDetails to find the dates for your area or look for a letter or email to be sent to you soon. Available only to addresses of this ad page. Not transferable. A Cox-provided CableCARD™ together with a certified compatible CableCARD retail device may be used in lieu of a mini box. One mini box or CableCARD will be provided at no charge for one year. Regular rates apply thereafter. Additional units may be ordered at the regular monthly rate (currently \$2.99/mo.). Taxes extra. HD channel availability may vary between mini box and Advanced TV receiver or CableCARD device. An HDTV set with an HDMI connection is required for HD quality video. Older HDTV sets without HDMI connections will experience improved video quality, but not HD. RF video connection may be required for secondary audio access. Other restrictions may apply. © 2015 Cox Communications, Inc. All rights reserved.

GC-GAD-ED-PB1-AP
SABFF06E



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PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 02272015 YNYNNNNY 01 023722 0085

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

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Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Effective March 3, 2015 some prices will change. These will be reflected on your next bill statement. Please see additional details in NEWS FROM COX.

ACCOUNT SUMMARY as of Feb 26, 2015

Previous Balance	\$642.12
Payment Received - Feb 16	-283.60
Remaining Previous Balance	\$358.52
DUE IMMEDIATELY	
New Charges Due By Mar 20, 2015	\$354.45
TOTAL DUE	\$712.97

continued in News from Cox



Make Your Life Easier and GO GREEN!

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February 26, 2015 bill for MARGARET HUNTER

Account Number
Service at

[REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$358.52
DUE IMMEDIATELY	
New Charges Due By Mar 20, 2015	\$354.45
TOTAL DUE	\$712.97

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$270.41
Partial Month Services	-18.93
Usage Charges	59.99
One Time Charges and Credits	25.08
Taxes, Fees and Surcharges	17.90
NEW CHARGES	\$354.45

MONTHLY SERVICES Feb 27 - Mar 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$100.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$92.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Monthly Services cont.

Total TV **\$189.43**

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 300,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$73.99

Modem Rental **\$6.99**

Total Internet **\$80.98**

TOTAL MONTHLY SERVICES **\$270.41**

PARTIAL MONTH SERVICES

Advanced TV	Feb 15-Feb 16	\$-0.27
Cox TV Starter	Feb 15-Feb 16	-1.67
Expanded Service	Feb 15-Feb 16	-3.00
Advanced TV Service	Feb 15-Feb 16	-0.20
Movie Pak	Feb 15-Feb 16	-0.53
Sports & Information Pak	Feb 15-Feb 16	-0.67
Variety Pak	Feb 15-Feb 16	-0.67
HBO	Feb 15-Feb 16	-1.07
DVR Service	Feb 15-Feb 16	-0.80
DVR Service	Feb 15-Feb 16	-0.80
DVR Service	Feb 15-Feb 16	-0.80
Starz	Feb 15-Feb 16	-1.07
Cox Service Protection Plan	Feb 15-Feb 16	-0.27
Advanced TV HD DVR Receiver	Feb 15-Feb 16	-0.57
Advanced TV HD DVR Receiver	Feb 15-Feb 16	-0.57
Advanced TV HD DVR Receiver	Feb 15-Feb 16	-0.57
Premier Internet Service	Feb 15-Feb 16	-4.93



Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.





Partial Month Services cont.		
Modem Rental	Feb 15-Feb 16	-0.47
TOTAL PARTIAL MONTH SERVICES		\$-18.93

USAGE CHARGES

OnDemand / Pay Per View		
UFC 183 SILVA LIVE 1	Jan 31	\$59.99
Total OnDemand / Pay Per View		\$59.99
TOTAL USAGE CHARGES		\$59.99

ONE TIME CHARGES AND CREDITS

Late Payment Fee	Feb 14	\$5.08
TV Reactivation	Feb 16	20.00
TOTAL ONE TIME CHARGES AND CREDITS		\$25.08

TAXES, FEES AND SURCHARGES

TV Fees		
FCC Fee		\$0.08
Franchise Fee		15.00
CA P.E.G. Capital Fee		2.82
Total TV Fees		\$17.90
TOTAL TAXES, FEES AND SURCHARGES		\$17.90

TOTAL NEW CHARGES \$354.45

NEWS FROM COX

At Cox Communications, it's our priority to consistently add value to your Cox services. We're proud to offer access to Pandora on TV, more TV networks, live streaming channels, and more sports anywhere through multiple devices. Plus, Cox is continuously improving its network to maintain the best high speed Internet service with faster speeds, increased cloud storage, an updated interface to make it easier to back-up, store and share files, the addition of WiFi hotspots and access to telephone service with a reliable, crystal-clear connection to make sure your home phone works when you need it the most. Due to investments in improving our services and increases in programming and business costs, we are making the following changes to our service rates effective March 3, 2015. These changes will be reflected on your next bill statement. All prices are listed per month unless otherwise noted and subject to surcharges, fees, taxes and deposits. If you are a Price Lock service agreement customer, prices for services covered under the terms of your Price Lock service agreement will not change for the duration of your agreement. These services are indicated on your monthly statement. We appreciate your business and look forward to serving you in the future.

TV
Price Changes for Cox TV and Advanced TV are as follows: Cox TV Starter changes from \$24.99 to \$21.99. Cox TV Economy will include Movies On DEMAND and My Primetime access; there is no price change for Cox TV Economy. Cox TV Essential changes from \$69.99 to \$72.99. Advanced TV changes from \$72.99 to \$75.99. Preferred TV changes from \$82.99 to \$85.99. Premier TV changes from \$92.99 to \$97.99. Advanced TV Ultimate with 4 Premiums and Record 6 changes from \$152.99 to \$157.99.

Advanced TV Super Mix changes from \$82.99 to \$85.99. Advanced

News From Cox cont.

TV Paquete Latino changes from \$37.99 to \$34.99.
Advanced TV Ultimate changes from \$143.99 to \$148.99. Advanced TV Ultimate with 4 Premiums changes from \$152.99 to \$157.99. Advanced TV Ultimate with Whole Home DVR changes from \$148.99 to \$153.99. Advanced TV Ultimate 4 Premiums and Whole Home DVR changes from \$157.99 to \$162.99.

Movie Pak changes from \$8.00 to \$10.00.

SBTN rate changes from \$15.00 to \$14.99.

To keep you better informed of costs associated with the delivery of broadcast television, a \$3.00 Broadcast Surcharge will be listed on your bill under Monthly Services. Accordingly, the price changes listed for all of our TV packages reflects a \$3.00 decrease for the TV Starter portion of your service.

Internet

Essential will change from \$46.99 to \$47.99. Preferred will change from \$61.99 to \$63.99. Premier will change from \$73.99 to \$74.99.

Exciting news! Cox Home Security is now Cox Homelife. Protect, Monitor and Control what goes on at home, even while you're away. Cox Homelife provides professionally monitored security with personalized home control and automation 24 hours a day, 7 days a week. Call and sign up today at 866-961-0815! Cox Homelife - Protect. Monitor. Control.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us



Customer Information cont.

no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

For a dispute about your wireline or wireless services only, if you are dissatisfied with the outcome of your conversation with our customer service representative, please request to speak to a supervisor. Your complaint will be investigated. During the investigation, please pay the undisputed part of your bill. If you disagree with the outcome of our investigation, you may file a complaint with the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, San Francisco, CA 94102; online www.cpuc.gov; or by phone at 1-800-649-7570 or TDD 1-800-229-6846. To avoid having your services disconnected, payment of the undisputed portion of the bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to Cox, pending the outcome of the CAB's review. The CAB shall review the basis of the billed amount, communicate the result of this review to the parties, and inform you of your recourse to pursue the matter further with the CPUC. The CPUC also handles complaints about slamming.

The California Public Utilities Commission provides information about phone service in California, protection against fraud and other helpful information at www.calphoneinfo.com.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650





(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 02282016 YYNNNNYN 01 007129 0024

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number [REDACTED]
PIN [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921



Contact Us
www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****
To prevent service disruption, the "Remaining Previous Balance" amount shown in red must be paid immediately. If services are interrupted a reactivation fee may apply.



Effective March 3, 2016 some rates for Cox Services will change. Your next bill statement will reflect these new rates. Please see additional details in NEWS FROM COX.

ACCOUNT SUMMARY as of Feb 27, 2016

Previous Balance	\$613.81
Payment Received - Feb 4	-320.64
Remaining Previous Balance	\$293.17
DUE IMMEDIATELY	
New Charges Due By MAR 19, 2016	\$310.27
TOTAL DUE	\$603.44

continued in News from Cox



Sign up for EasyPay and Paperless Today! By checking the box to the left, providing an email and signing below, I agree to be enrolled by Cox in recurring payments and paperless billing. I understand the bank account on my check payment will be debited the total amount due automatically each month on my due date. I agree to no longer receive paper bills and to receive an email informing me when my monthly Cox bill is ready to view on Cox.com. I accept these terms and conditions, and understand my consent to participate in EasyPay will apply as long as I remain enrolled. I understand that Cox may cancel my enrollment at any time, and I may revoke my consent by contacting Cox at the number printed on my bill.

Your_Email@domain.com

X _____ Sign Here



February 27, 2016 bill for MARGARET HUNTER
Account Number [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$293.17
DUE IMMEDIATELY	
New Charges Due By MAR 19, 2016	\$310.27
TOTAL DUE	\$603.44

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Usage Charges	15.97
Taxes, Fees and Surcharges	14.89
NEW CHARGES	\$310.27

MONTHLY SERVICES Feb 27 - Mar 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99

2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99

Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges



Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.

Monthly Services cont.

Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 400,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES	\$279.41
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USAGE CHARGES

OnDemand / Pay Per View

Maze Runner: The Scorch Trials HD	Jan 30	\$5.99
Insidious: Chapter 3 HD	Feb 9	5.99
The Croods HD	Feb 9	3.99

Total OnDemand / Pay Per View	\$15.97
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TOTAL USAGE CHARGES	\$15.97
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TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	12.46
CA P.E.G. Capital Fee	2.35
Total TV Fees	\$14.89





Taxes, Fees and Surcharges cont.

TOTAL TAXES, FEES AND SURCHARGES \$14.89

TOTAL NEW CHARGES \$310.27

NEWS FROM COX

At Cox Communications, we're working every day to add value to your Cox services. We offer more HD channels, expanded On DEMAND access to your favorite premium networks and access to over 100 TV Network apps from your mobile device, at home or on the go. Our Internet service delivers faster speeds and enhanced Cox Security Suite Plus with mobile device support. And reliable home telephone service provides a crystal-clear, reliable connection. To support these investments in improving our services and increases in programming and business costs, we are making the following changes to our rates effective March 3, 2016. These changes will be reflected on your next bill statement. If you are a Price Lock Guarantee customer, the rates for services covered under the terms of your Price Lock Guarantee service agreement will not change for the duration of your agreement. Your Price Lock services are indicated in the Monthly Services section of your bill. We appreciate your business and look forward to continuing to serve you.

TV

Price Changes for Cox TV and Advanced TV are as follows: Cox TV Starter changes from \$21.99 to \$22.99. TV Economy changes from \$30.49 to \$31.99. TV Economy Plus changes from \$47.49 to \$49.99. TV Essential changes from \$72.99 to \$75.99. Flex Watch changes from \$39.99 to \$42.99. Advanced TV changes from \$75.99 to \$79.99. Preferred TV changes from \$85.99 to \$91.49. Premier TV changes from \$97.99 to \$104.99. Advanced TV Paquete Latino changes from \$34.99 to \$35.99. Advanced TV El Mix changes from \$49.99 to \$52.99. Advanced TV Super Mix changes from \$85.99 to \$89.99. TV Ultimate with 4 Premiums and Record 6 changes from \$157.99 to \$164.99. Advanced TV Ultimate changes from \$148.99 to \$158.49. Advanced TV Ultimate with Whole Home DVR will be renamed Advanced TV Ultimate and changes from \$153.99 to \$158.49. Advanced TV Ultimate with 4 Premiums changes from \$157.99 to \$167.49. Advanced TV Ultimate 4 Premiums and Whole Home DVR will be renamed Advanced TV Ultimate with 4 Premiums and changes from \$162.99 to \$167.49. Variety Pak changes from \$10.00 to \$11.50. Movie Pak changes from \$10.00 to \$11.00. 2-Premiums changes from \$26.99 to \$27.99. 3-Premiums changes from \$36.99 to \$38.99. 4-Premiums changes from \$45.99 to \$47.99. Record 2 DVR service changes from \$11.99 to \$12.99. Plus Package changes from \$5.00 to \$0.00 and will now be included as part of Advanced TV. Advanced TV additional outlets changes from \$3.99 to \$0.00 and now be included as part of Advanced TV.

Internet

Price changes for Cox High Speed Internet are as follows: Starter will change from \$34.99 to \$37.99. Essential will change from \$52.99 to \$56.99. Preferred will change from \$66.99 to \$69.99. Premier will change from \$77.99 to \$82.99. Price changes for Cox High Speed Internet with an additional service are as follows: Starter will change from \$29.99 to \$32.99. Essential will change from \$47.99 to \$49.99. Preferred will change from \$63.99 to \$64.99. Premier will change from \$74.99 to \$76.99. Gigablast with an additional service will be introduced at \$99.99.

Customer Service Protection Plan (CSPP)

The price for our wire repair and education plan CSPP will change from \$3.99 to \$6.99.

All rates are listed per month unless otherwise noted and exclude

News From Cox cont.

applicable taxes, fees and surcharges, including without limitation the Broadcast Surcharge.

On April 5, 2016, Cox Communications will start encrypting broadcast signals on Cox TV Starter. If you have a set-top box, digital transport adapter (the Cox mini box), or a retail CableCARD device connected to each of your TVs, or have already ordered one of these devices for each of your TVs, you will be unaffected by this change. However, if you are currently receiving Cox TV Starter channels on any TV without equipment supplied by Cox you will lose the ability to view any channels on that TV.

If you are affected, you should contact Cox to arrange for the equipment you need to continue receiving your services. In such case, you are entitled to receive equipment at no additional charge or service fee for a limited period of time. The number and type of devices you are entitled to receive and for how long will vary depending on your situation. If you are a Cox TV Starter customer and receive the service on your TV without Cox supplied equipment, you are entitled to up to two devices for two years (five years if you also receive Medicaid). If you subscribe to a higher level of service and receive Cox TV Starter on a secondary TV without Cox-supplied equipment, you are entitled to one device for one year.

You can learn more about this equipment offer and eligibility at Cox.com/GoAllDigital or by calling 844-239-2224. To qualify for any equipment at no additional charge or service fee, you must request the equipment between March 6, 2016 and August 3, 2016 and satisfy all other eligibility requirements.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning: If you have questions or are experiencing problems with your Closed Caption service, please contact us at the phone number on the front of this bill. If we are unable to resolve your Closed Caption concern you may contact:
W.F. Hott, Closed Captioning, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328; Phone: 888-278-6660, Email: closedcaption@cox.com.

Free Previews Coming Soon for Cox TV customers!

During the upcoming Free Preview Weekend in April, customers who subscribe to a Cox TV Economy, a Cox Advanced TV or a Cox Contour TV package will have free access to view several premium networks including their OnDEMAND (channel 1) content. The previews will include HBO and Cinemax from April 22nd through April 25th.



Customer Information cont.

During the free preview, these channels may contain NC-17 or R rated programming. To restrict access to this programming you can use the Parental Control feature on the Cox receiver. To request that the channels be blocked completely, please call the number on this bill to speak with a Customer Care representative.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.





(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 01292015 YNYYNNYNY 01 003897 0015

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number [REDACTED]
PIN [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921



Contact Us
www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Exciting news! Cox Home Security is now Cox Homelife. Protect, Monitor and Control what goes on at home, even while you're away. Cox Homelife provides professionally monitored security with personalized home control and automation 24 hours a day, 7 days a week. Call and sign up today at 866-961-0815! Cox Homelife - Protect. Monitor. Control.

ACCOUNT SUMMARY as of Jan 29, 2015

Previous Balance	\$567.20
Payment Received - Jan 9	-283.60
Remaining Previous Balance	\$283.60
DUE IMMEDIATELY	
New Charges Due By Feb 17, 2015	\$358.52
TOTAL DUE	\$642.12

continued in News from Cox



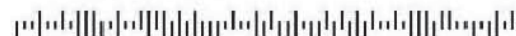
Make Your Life Easier and GO GREEN!

With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

January 29, 2015 bill for MARGARET HUNTER
Account Number [REDACTED]
Service at [REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$283.60
DUE IMMEDIATELY	
New Charges Due By Feb 17, 2015	\$358.52
TOTAL DUE	\$642.12

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$270.41
Usage Charges	69.97
Taxes, Fees and Surcharges	18.14
NEW CHARGES	\$358.52

MONTHLY SERVICES Jan 27 - Feb 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$100.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$92.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50
Total TV	\$189.43

Monthly Services cont.

INTERNET

Cox High Speed Internet Premier

Includes:
 Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 300,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$73.99

Modem Rental	\$6.99
Total Internet	\$80.98

TOTAL MONTHLY SERVICES **\$270.41**

USAGE CHARGES

OnDemand / Pay Per View			
The Interview HD	Jan 23	\$3.99	
Lucy HD	Jan 24	5.99	
UFC 182 JONES LIVE	1 Jan 3	59.99	
Total OnDemand / Pay Per View		\$69.97	

TOTAL USAGE CHARGES **\$69.97**

TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	15.20
CA P.E.G. Capital Fee	2.86
Total TV Fees	\$18.14

TOTAL TAXES, FEES AND SURCHARGES **\$18.14**

TOTAL NEW CHARGES **\$358.52**



Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.





NEWS FROM COX

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Free Previews Coming Soon for Cox TV customers!

During the upcoming Free Preview Weekends in April, customers who subscribe to Cox TV Economy or Cox Advanced TV will have free access to view several premium networks including their OnDEMAND (channel 1) content. The previews will include Starz, with access to Starz Play online from April 3rd through April 6th, and HBO/Cinemax from April 10th through April 13.

During the free preview, these channels may contain NC-17 or R rated programming. To restrict access to this programming you can use the Parental Control feature on the Cox receiver. To request that the channels be blocked completely, please call the number on this bill to speak with a Customer Care representative.

As of January 15th, Discovery Fit & Health changed its name to Discovery Life. This change happened automatically. For more information about these changes please visit www.cox.com/channelchanges.

On February 15th, ShopNBC will change its name to EVINE. These changes will happen automatically. For more information about these changes please visit www.cox.com/channelchanges.

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

For a dispute about your wireline or wireless services only, if you are dissatisfied with the outcome of your conversation with our customer service representative, please request to speak to a supervisor. Your complaint will be investigated. During the investigation, please pay the undisputed part of your bill. If you disagree with the outcome of our investigation, you may file a

Customer Information cont.

complaint with the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, San Francisco, CA 94102; online www.cpuc.gov; or by phone at 1-800-649-7570 or TDD 1-800-229-6846. To avoid having your services disconnected, payment of the undisputed portion of the bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to Cox, pending the outcome of the CAB's review. The CAB shall review the basis of the billed amount, communicate the result of this review to the parties, and inform you of your recourse to pursue the matter further with the CPUC. The CPUC also handles complaints about slamming.

The California Public Utilities Commission provides information about phone service in California, protection against fraud and other helpful information at www.calphoneinfo.com.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650







(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 01292016 NYNYNYNY 01 007608 0034

MARGARET HUNTER
PO BOX 877
LA MESA CA 91944-0877

Account Number
PIN
Service at

[Redacted]
ALPINE, CA 91901-2921



Contact Us
www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****
To prevent service disruption, the "Remaining Previous Balance" amount shown in red must be paid immediately. If services are interrupted a reactivation fee may apply.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Jan 29, 2016

Previous Balance	\$629.54
Payment Received - Jan 2	-308.90
Remaining Previous Balance	\$320.64
DUE IMMEDIATELY	
New Charges Due By FEB 17, 2016	\$293.17
TOTAL DUE	\$613.81

continued in News from Cox



January 29, 2016 bill for MARGARET HUNTER
Account Number [Redacted]
Service at ALPINE, CA 91901-2921

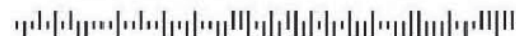
Sign up for EasyPay and Paperless Today! By checking the box to the left, providing an email and signing below, I agree to be enrolled by Cox in recurring payments and paperless billing. I understand the bank account on my check payment will be debited the total amount due automatically each month on my due date. I agree to no longer receive paper bills and to receive an email informing me when my monthly Cox bill is ready to view on Cox.com. I accept these terms and conditions, and understand my consent to participate in EasyPay will apply as long as I remain enrolled. I understand that Cox may cancel my enrollment at any time, and I may revoke my consent by contacting Cox at the number printed on my bill.

Remaining Previous Balance	\$320.64
DUE IMMEDIATELY	
New Charges Due By FEB 17, 2016	\$293.17
TOTAL DUE	\$613.81

Your_Email@domain.com

X _____ Sign Here

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Taxes, Fees and Surcharges	13.76
NEW CHARGES	\$293.17

MONTHLY SERVICES Jan 27 - Feb 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50
Other Fees and Surcharges	
Broadcast Surcharge	\$3.00

Monthly Services cont.

Total TV **\$197.43**

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 400,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$74.99

Modem Rental \$6.99

Total Internet **\$81.98**

TOTAL MONTHLY SERVICES **\$279.41**

TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	11.51
CA P.E.G. Capital Fee	2.17
Total TV Fees	\$13.76

TOTAL TAXES, FEES AND SURCHARGES **\$13.76**

TOTAL NEW CHARGES **\$293.17**



Payment options

Online: Visit cox.com to register for 24-hour online access or make payments to your account.

Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.





NEWS FROM COX

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning: If you have questions or are experiencing problems with your Closed Caption service, please contact us at the phone number on the front of this bill. If we are unable to resolve your Closed Caption concern you may contact:

W.F. Hott, Closed Captioning, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328; Phone: 888-278-6660, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.





Your Privacy Rights as a Cox Customer and Related Information 2016 Customer Information - Effective January 1, 2016

See your bill for contact information

Annual Notice to Cox Customers

In keeping with our commitment to be the most Trusted Provider of communications and entertainment services, and affording you the right to know what we collect and use of your Personally Identifiable Information, we treat it as private and do not sell it to others. We work to keep it secure and will destroy it when no longer needed. If a service requires an exception to this promise, we will give you clear, prior notice and the right to choose how your Personally Identifiable Information will be used.

We cannot cover here every situation that affects your information, but we have included those we believe are most of interest to you. We show any important changes in bold. We also offer updates for you at Cox.com. Any updates are effective as of the date first published on Cox.com. If you receive your bills electronically, we will send this notice by email. If you would like a written copy, contact us at privacy@cox.com.

Personally Identifiable Information - What Do We Collect?

Your Information - We limit the personal information we collect from you. In providing our services, we sometimes collect personally identifiable information, such as your name, physical address, telephone numbers, social security number, driver's license number, and email addresses ("Personally Identifiable Information"). We may also collect other non-personally identifiable information, such as information about premium services, general location, demographics, billing information, maintenance, repair, services, equipment, software, usage, settings and preferences to aid in customer support and in recommendations for you. If non-personally identifiable information is directly linked to Personally Identifiable Information, it will be considered personally identifiable information while it is linked. Aggregate and de-identified information is not considered Personally Identifiable Information.

Our policy is to collect Personally Identifiable Information to help us provide the services we may offer with the quality you deserve. We take reasonable precautions to identify you or your authorized representative when we are contacted about your account. We sometimes ask for Personally Identifiable Information for special reasons, such as for research, in surveys or registering in apps or at our web sites. If so, we will tell you first how we will use it, and you may choose not to participate.

Cable Television Services - We may use cable and internet technologies to collect information about your video selections. We treat this information as confidential, and we will not use it to identify you to third parties, except to the extent you consent. We use this information to make recommendations to you and for other purposes, such as to market new or additional services to you. You may opt-out of our use of viewing information for recommendations for most devices by using the settings menu on your set-top box or application, or by going to <https://www.cox.com/privacyrequest>.

We collect viewing and demographic information and may use it or, when de-identified, share it with others for programming, ratings, marketing, advertising and similar purposes. Also, limited Personally Identifiable Information is collected and used in providing some types of cable television services, such as pay-per-view, interactive, entertainment-on-demand and devices we provide to you.

Internet Services - Like most internet service providers, we automatically collect and store Internet Protocol (IP) addresses (an identifier given to your connection while online), the volume of data transmitted and received through your service, internet connection performance, modem MAC addresses, and connection dates and times. We may also collect and store other usage statistics, such as the volume of data transmitted by protocols, devices and services, to help us understand how our network is used and to tailor the services we offer. If you are accessing the Internet away from your home through a WiFi connection provided by Cox or its partners, we may also collect the device MAC ID, device type, location and session information such as duration and location of the access point used.

Applications - We offer "apps" to customers to access certain services. This privacy notice governs use of such apps. The App terms and conditions accompanying the apps may also detail special terms concerning their collection and use of information.

Telephone Services - In providing telephone services, we receive usage information, including calls made and received and their duration. We treat this information as private and retain it in most jurisdictions for up to eighteen months. We do not share these records with others, unless required by law. Except when required by law, we do not listen to or record your calls to third parties. We do monitor and record certain calls with Cox customer care employees or agents for quality and training purposes.

Cox Home Security - Home security services offered by Cox are subject to this privacy notice and the terms, conditions and privacy provisions contained in the applicable home security service agreement.

What Information Do We Use or Share?

Personally Identifiable Information - We consider Personally Identifiable Information confidential, and use it only in providing the services we, our affiliates, or our partners offer. Personally Identifiable Information is used, for example, for the following activities: sales, installation, training, operations, administration, advertising, marketing, support, development of new products and services, data usage, management, maintenance, customer care, communications with you, and billing and collection. We may combine Personally Identifiable Information with demographic and other information for purposes consistent with this Notice.

Sharing Restrictions - It is our policy not to disclose Personally Identifiable Information to persons outside of Cox, other than our affiliates, vendors and business partners, without your prior consent or as otherwise specified in this statement.

Aggregate Information - We use and share aggregate information about usage by groups of customers for a variety of purposes. Aggregate information does not identify individual customers. We use aggregate information along with demographic data from other sources and may share it with others.

Outside Parties and Vendors - We sometimes use affiliates, vendors or partners in providing services to you and may share Personally Identifiable Information for these purposes. We require these parties to maintain at least the same level of confidentiality we maintain ourselves. We also prohibit them from using Personally Identifiable Information for any purpose other than providing the services.

Telephone Services - If you call to discuss your telephone account, we may ask for your "Cox PIN", found in the top right portion of your bill. If you request, Customer Care can remove your Cox PIN from your bill to enhance your security. At Cox offices, telephone customers must show a government-issued photo ID. If you, or anyone authorized by you, make significant changes to your telephone account, Cox will send you notice to confirm that you made these changes. If you suspect that someone may have made unauthorized changes to your account, contact Customer Care at the telephone number on your bill. If we discover any unauthorized access to your telephone account, we will send you notice promptly, in keeping with applicable law.

Our telephone customers can designate their listings as non-published for print or electronic directories or for directory assistance services. We do not publish these directories and are not responsible for their content or accuracy. Because of the complexity of this process and the involvement of others, errors sometimes occur. Our telephone services are subject to tariff or contractual terms that limit our liability in the event of listing errors. For more information on telephone privacy, see the Customer Proprietary Network Information notice below.

Cable Television Services - When 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. As explained above, we also use viewing information for certain purposes.

Internet Services - Unless addressed to us, we do not read the content of your online communications, unless required by law or court order. We may however, retain and provide such communications if we are legally required to do so. We generally scan incoming and outgoing email messages electronically to identify and filter out likely spam. We also monitor for malware and other threats that could harm your equipment, the network or other users. We may communicate with you online concerning such threats, as well as offerings from Cox that you may be interested in. For more information, see our Policies at Cox.com. We also provide general location-based online advertising based on your general geographic area and ZIP code, similar to direct mail you receive through the US Mail. Visit Location-Based Advertising for more information and instructions on opting out of this service.

Special Exceptions - We reserve the right to disclose Personally Identifiable Information if we have a good faith belief it is necessary to: (1) comply with the law; (2) protect our network, rights or property or those of others; (3) respond to fraud, abuse or unauthorized reception; (4) enforce our Policies posted on Cox.com; or (5) act in an emergency to protect your safety or that of another person. We may also transfer Personally Identifiable Information as a part of a sale or transfer of business operations.

What Should I Know About Internet Security?

Taking Proper Precautions - Maintaining the security of your personal computer is an important way to protect your privacy and to help us protect our network and customers. You must follow our Policies posted on Cox.com and maintain your antivirus software, firewall, wireless network security and your operating system to prevent harm and potential theft of data. You should regularly back up your computer to preserve your files, including messages you want to keep, and change your login password regularly. Always be sure you know with whom you are dealing before clicking on an internet link or giving personal information. When communications enter the Internet, it is possible for outside parties to access them. Since we cannot control websites or services operated by third parties, you should review their terms of service and privacy policies before use. We encourage you to visit our website at Cox.com or the Federal Trade Commission ("FTC") at <http://www.ftc.gov> for tips on protecting yourself and your personal information.

We may take protective action related to your Internet service or contact you to help with security issues we identify, such as malware infections. Unsecured WiFi home networks can make you vulnerable to a number of problems, such as unauthorized persons using your Internet service. We may check for unsecured Wi-Fi networks attached to Cox Internet service and provide instructions to you on how to securely them. We monitor our network and scan incoming and outgoing email messages to filter out likely spam, harmful messages, viruses, malware, spyware and related threats that could harm your equipment, the network or others. We may also share network traffic data with trusted third parties who work to protect ISPs and the Internet from botnets and other threats.

Spam - We try to block incoming and outgoing spam using a variety of methods. You can help by preventing unauthorized access to your computer. You can forward unwanted spam to spamreport@cox.net and phishing scams to phishingreport@cox.net to help update our filters. We may use email to send transactional, informational, or relationship messages related to your service. However, we will never ask you to send personal information to us by unsecured email. If you prefer, you may opt-out of marketing messages we may send by notifying us in response to the email you receive.

Cookies and Web Beacons - We and other parties may place ads on our websites and email using "cookies" and web beacons or clear GIFs or other similar technologies to collect information about your visit to our website and email and to manage your preferences. These tools do not provide any information that personally identifies you. They can, however, be read by the provider to note information about your visit, such as your type of browser, operating system and IP address. Cookies may also help to recognize you when you log in as a registered user or as a repeat visitor. You can control the cookies your computer accepts through the settings on your device. Doing so, however, may limit the personalization available to you. We use these tools to tailor our site and email to better serve you by remembering you and any options you select. We may share non-personal information obtained from these tools with vendors, advertisers and others.

Behavioral or Interest Based Ad Options - Cox and other website owners or advertisers may use special types of cookies or other tools to provide customized ads based on visits to their websites. You can limit more information about these tools, including benefits they can provide at <http://www.networkadvertising.org>. Many companies that collect information for behavioral advertising are members of the Network Advertising Initiative ("NAI"). NAI offers the ability for you to opt-out of the behavioral advertising programs of their members by going to <http://www.aboutads.info/choices>. Please note that if you use a different computer, change your web browser, or delete your cookies, you may need to renew your opt-out choices. As there is no commonly accepted response for Do Not Track signals initiated by browsers, we do not respond to them.

About Law Enforcement and Legal Requests

Information We Must Disclose - What we must disclose. We regularly receive legal requests for customer information from government and law enforcement personnel. We also receive discovery requests in civil cases. In all such cases, we cooperate by providing the information required by law. Cox does not volunteer customer information or give access to customer communications to law enforcement or others, except in the "special exceptions" detailed above or if we have a good faith belief that an emergency involving an immediate danger of death or serious physical injury requires disclosure. 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 - We sometimes receive subpoenas for information concerning your Internet access. Files shared over "peer-to-peer" services often include your IP Address, and you could be identified in this way if we receive a lawful subpoena. Law enforcement can obtain details about your internet use and the content of communications through a warrant or similar authority.

Telephone Information - Law enforcement must obtain a warrant or other similar authority to use a telephone wiretap or a device to capture dialing information. Law enforcement can also subpoena account and call record information.

Cable Television Programming Selections - Your video programming selections may generally be obtained only under court order and after notice is sent to you and you are given the opportunity to object in court.

Security of Information - We continue to work on new ways to protect Personally Identifiable Information. For our most sensitive databases, we use encryption within controlled and secured environments that have restricted access. Although we work to ensure the integrity and security of our network and computer systems, we cannot guarantee that our security measures will prevent unauthorized access or use. We retain personal customer information of current and former customers until no longer needed for business, tax, or legal purposes.

What You Should Know About Children's Privacy - Children should always get permission from a parent or guardian before sending their information over the Internet. Our websites are not directed at, or intended for use by, children under the age of 13. If you believe your child may have provided us with their information, you can contact us at the address on your bill and we will delete the information. We treat information concerning services provided for family use as that of our adult customer, even if used by a child. We encourage adults to assure responsible use by minors. You can find more information about protecting children's privacy by clicking on "Take Charge" on Cox.com or visiting <http://www.ftc.gov>.

About Child Pornography - We work closely with the National Center for Missing and Exploited Children and other groups to eliminate child pornography on the Internet. The law requires us to report any evidence we learn of concerning child pornography.

Note to California Customers Regarding Your Privacy Rights - California law requires that we provide information to third parties for their direct marketing purposes. We may share Personally Identifiable Information with some affiliates for those affiliates' direct marketing purposes. If you make a request by sending an email to privacy@cox.com, we will provide you with a list of personal information that we may have shared with some or all of these affiliates.

Customer Information Access and Enforcement Rights - You may check the accuracy of your Personally Identifiable Information in your account by contacting a Customer Care representative. You may also examine your Personally Identifiable 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 your bill. 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 bring a civil action and seek damages, reasonable attorneys' fees and other litigation costs under 47 U.S.C. Section 551.

Other Terms and Changes in Policy - Other terms and conditions affect our service offerings, including the online privacy policies for our websites, service contracts, our Acceptable Use Policy for High Speed Internet service, and the terms of use for our websites and apps. We intend that our privacy notices to be part of these documents. Changes in our service offerings or the law may cause us to make changes to this and other policies from time to time. We will post any changes at Cox.com, along with the effective date of the changes.

Our Network Practices - We may take measures to respond to extraordinary levels of usage, denial of service attacks, or other circumstances that may have a significant affect on your service or the service of other subscribers. We are committed to the management of our network to improve service offerings, protect you, and create new services for you. We use inspection technology to understand the types of traffic on our network, for growth and capacity planning, for customer service and analysis purposes, and to develop and market products and services that may be of interest to you. We do not use inspection technology to shape or throttle internet traffic. We may use inspection technology for security purposes including identification and blocking of botnets, viruses, phishing sites, and malware. We use other measures to ensure the best overall experience for you, such as: rate limiting of email (as set forth in our email policies), email storage limits (including deletion of dormant or unchecked email), rejection



SAB-F07Y



or removal of spam, and data usage management. We also employ other means to protect customers, children, and our network, including blocking access to child pornography.

Customer Proprietary Network Information – If you subscribe to Cox telephone service or any other Cox service classified as a “telecommunications service,” federal law creates certain additional privacy protections and use restrictions with respect to a category of information known as “customer proprietary network information” or “CPNI.” CPNI refers to the quantity, technical configuration, type, destination, location, and amount of your use of a telecommunications service that is made available to us solely by virtue of our relationship with you, as a customer. CPNI also includes information in your bills pertaining to your telephone service. CPNI does not include subscriber list information, such as your name, address and telephone number or other information that has been published in any directory format, or information that does not identify you personally. Examples of CPNI include information about your phone service found on your monthly telephone bill, the technical characteristics of your service, the class of service to which you subscribe, your current telephone charges, your long distance and local service billing records, directory assistance charges, usage data, and calling records.

We have a duty, under federal law, to protect the confidentiality of CPNI. Cox does not sell your CPNI, and your CPNI will not be disclosed to third parties outside of Cox and our affiliates, agents, joint venture partners, vendors, and independent contractors, except as required by law or detailed here.

We may use your telephone CPNI to offer our communications-related products or services that may enhance products or services to which you already subscribe. Unless you tell us otherwise within thirty days of your first receipt of this CPNI notice, we may also use your telephone CPNI to offer you communications-related products or services that are outside of the same category of service to which you already subscribe. You may restrict or withdraw the right for us to use your CPNI for these marketing purposes at any time at <http://www.cox.com/privacy> or by request. When you contact us, we may ask for your consent to use your CPNI for marketing our services to you at that time. This consent applies only for the duration of the call or Internet session. We will not use your CPNI for any other marketing purposes without your permission. Restricting our use of your CPNI will not affect your service. If you previously contacted us to approve or deny our use of your CPNI, we will continue to honor your request and you do not need to contact us again.

Pursuant to an order of the Federal Communications Commission (FCC), our residential Broadband Internet Access Services, such as Cox High Speed Internet service offered by Cox on a retail, mass-market basis (“Internet Service”) are now classified as a “telecommunications service.” Certain information relating to your use of our Internet Service will be considered CPNI and subject to additional privacy protections and use restrictions. In the absence of specific guidance from the FCC, we will take reasonable, good faith steps to protect the CPNI of our Internet Service customers in accordance with the requirements of the Communications Act, as applicable, and as described in this privacy notice. You can restrict or withdraw the right for us to use your CPNI for marketing Cox services to which you do not already subscribe or for other marketing purposes at any time by visiting <http://www.cox.com/privacy>.

Annual Do-Not-Call Registry Notice – To help reduce unwanted telemarketing calls, the FCC offers telephone subscribers the opportunity to register their residential telephone numbers, including wireless numbers, on its national Do Not Call registry. You may register for the list without charge by calling the FTC at 1-888-382-1222 FREE or TTY 1-866-290-4236 FREE from the telephone number you are registering, or by going online at 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 even if your number is registered.

Annual Customer Notice 2016

Video Service Information

Products and Services Offered – Cox offers a variety of video programming choices including a basic service tier (Cox TV Starter) with most of the local television broadcast stations in your area and, in most areas, an expanded basic service tier (Cox TV Essential) and other service tiers and packages that include additional cable programming services. There are many digital cable programming services and features that you may also purchase with Cox Advanced TV options, which include access to the interactive programming guide, digital music channels, and video-on-demand (OnDEMAND). Cox also offers individual premium channels and pay-per-view services for additional movies, sports and other special events. Various tiers of service offered by Cox may be sold separately or as a package with other tiers; however, as a prerequisite for subscribing to any of the video programming offered, customers are required by law to subscribe to the basic service tier.

Many of the channels included in the basic service tier are available in both an analog and a digital format, except on those all-digital Cox systems that offer channels exclusively in a digital format that may also be all encrypted.

Cox offers customers the option to rent equipment, such as cable set-top converters, remote controls and/or CableCARDs™ that may be needed to access cable services with your TV equipment. Programming services and features available may vary depending on the Cox equipment or other equipment you use to receive them. For example, converters that are not as fully featured as the advanced converters we lease (i.e., no on-demand access) may provide a more limited channel selection or may be available only to customers subscribing to the Cox basic (Starter TV) service.

Visit us at <http://www.cox.com> or call us at the number on your bill for more information about products and services, equipment options and pricing in your area.

Prices, Channels and Programming Options – A complete listing of the channel lineup and prices available to you can be found at <http://www.cox.com> or you may call us at the number on your bill to obtain a printed copy.

Changes in Service or Prices – Subject to applicable law, we have the right to change our services and prices at any time. As a Cox customer, you will generally receive notice of changes in services or prices at least 30 days in advance or in compliance with applicable laws. The notice may be provided on or with your monthly bill, in a separate mailing, on an information channel, as a newspaper legal notice, as part of this annual notice or in some other written form. Additional information regarding such notices may also be found on the Cox website.

Installation and Service Maintenance Policies – Standard installations are generally completed within 7 business days. Someone over 18 years of age must be home during any installation or repair of your cable service. Cox employees and agents of Cox are required to wear a Cox employee or Cox contractor identification badge. Cox will make every reasonable effort to reschedule any missed service appointment at a convenient time for you.

Access to Customer Premises – By ordering service, you agree to allow employees and agents of Cox access to your premises at reasonable times to inspect and maintain the cable equipment at your service address and, upon termination of service, to remove the equipment. Cox is not deemed to have abandoned equipment that it does not remove.

Moving – Before you move, please call us on the phone number listed on your bill. This is the best way for us to arrange for your service to be disconnected and to schedule an installation at your new home if it is in our service area.

How to Use Your Cable Services – Customers may visit us at <http://www.cox.com> or call us at the telephone number on your bill for more information regarding the use of your Cox cable service. (Customer support is available by phone 24 hours per day, 7 days per week.)

Billing: Charges and Fees – Your monthly Cox bill provides the charges, due date, payments and credits on your account, and may also contain special customer messages. Fees and charges are payable in advance once service is initiated. If you initiate a change in your services, you are subject to the applicable installation and/or charge associated with your new service selection. There may be a nominal non-recurring administrative charge for requested service tier changes. A late fee is added to any bill amount unpaid after the due date. If your payment is made with a non-sufficient funds check or credit card, you may be charged a fee for handling. Additional information for your area regarding Cox billing may be found at <http://www.cox.com> or you may call us at the telephone number listed on your bill.

Disconnect Policy: Refunds/Credits – A request to disconnect cable service can be made at any time. Billing for service will stop on the day you request the service to be discontinued, subject to billing for applicable fees and outstanding balances on Cox video and/or other services. Additionally, equipment provided to you by Cox must be returned upon disconnection of service or appropriate charges will apply.

If your request to disconnect service occurs before the end of a prepaid period, Cox will refund the prorated unused portion of the fees and charges (subject to the offsets referenced above) and the return of Cox equipment. If the pro-rata unused portion is less than \$5.00, Cox will make the refund on your request. If you are a Price Lock Guarantee customer and you are cancelling before the end of your term, you may owe an Early Termination Fee.

Connecticut Customers (required notice): Video Outage Bill Credit – Customers must notify Cox within 30 days of a video service outage affecting a customer's service that lasts 24 or more consecutive hours to receive a bill credit.

Delinquent Accounts – If your service is suspended or disconnected for non-payment, we require full payment of the balance and a reactivation fee and may require a deposit and a minimum of one month's service charge before reconnecting services.

Complaint Procedures – Customers can direct cable billing or service complaints to Cox at the telephone number listed on your bill. If you believe Cox has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints. For customers with specific complaints regarding closed captioning, please submit written complaints to the dedicated contact at the address listed on your bill for closed-captioning problems or email closedcaption@cox.com.

Theft of Cable Service – Unauthorized cable hook-up or cable theft is a crime that is punishable by fines and/or imprisonment.

Signal Blocking Tools – If you can see images or hear sound from scrambled premium adult or other channels that you do not subscribe to or you do not want to receive a free preview of any premium channel that Cox notifies you it is offering, you may contact Cox at the number on your monthly bill for information on tools to block the channel.

Television Picture Quality – If you experience problems with the quality of television signals you receive, please call us at the telephone number listed on your bill. A Cox customer service representative can often resolve your problem over the telephone. If this cannot be done, we will set up an appointment for a skilled technician to come to your home. If, in our opinion, the service technician fails to correct the reception problem, you should call us again and we will review the actions taken. Should we continue to be unable to resolve the problem to your satisfaction, we will explain the reasons we cannot solve the problem. You may also refer to your cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints.

Television Equipment Compatibility – Most modern television sets and DVRs sold in retail outlets are certified cable compatible (“cable ready” or “digital cable ready”) and can receive, when connected directly to the cable service, all unencrypted television channels carried on the cable system. Cox encrypts, or “scrambles,” non-basic service channels, and in some all-digital systems Cox encrypts all channels including basic services, to improve customer service and assure that services are delivered only to authorized subscribers. Encrypted channels cannot be viewed without a device that can decrypt their signals, which may be either a cable set-top converter compatible with and authorized by the Cox system providing service to you, or a certified CableCARD-compatible device purchased from a retail outlet (such as a TiVo® DVR) that is equipped with the CableCARD technology described below.

Cable Converters – If you have a certified cable ready or digital cable ready TV or display device, you may not need a set-top converter to receive basic services that are unencrypted. However, some models of TVs, VCRs and DVRs—especially older TV sets that are not “cable ready”—may not receive all of the channels offered when connected directly to the cable system. In addition, on Cox cable systems that have transitioned to all-digital delivery, all channels may be encrypted, including those carried as basic services. If your TV, VCR, or DVR cannot receive all of the channels you desire or the channels you want to view are encrypted, you may: (i) obtain a set-top converter from Cox at a low monthly charge; (ii) obtain a CableCARD from Cox at a low monthly charge (if your equipment is a certified CableCARD-compatible device); or (iii) purchase, if available, a different certified CableCARD-compatible device capable of accessing all the cable services you want.

If you plan to access cable services that we scramble or encrypt, you should make sure that any set-top converter, navigation device, television, or other display device you purchase is compatible with the Cox system providing service to you and is capable of working with separate security devices (i.e., CableCARDs) that we must provide for your equipment to access encrypted services delivered over Cox's cable system. Devices sold in retail outlets that are labeled as “digital cable ready” are certified to comply with the FCC technical standards and will have completed a testing and verification process, indicating that they are compatible with Cox's network. Devices purchased on the secondary market, however, such as used, imported, or stolen devices purchased from individuals or internet resellers, may not have been certified for retail sale and may be incompatible or otherwise unsafe for use in connection to the Cox network. Such devices may: (i) cause electronic or physical harm to the network; (ii) cause interference with the service provided to other customers; or (iii) jeopardize system security or otherwise be used to assist or be intended or designed to assist in the unauthorized receipt of communications services, which are criminal and civil offenses. Therefore, unless authorized or provided by Cox, the use of converters with internal or external descrambling units in a Cox system is illegal. Set-top converters, CableCARDs, and other devices offered by Cox and other cable operators generally are not interchangeable among various cable system networks because they typically incorporate firmware that is proprietary to the system in which they previously were installed, or system-specific and configured internal CableCARDs that were designed to perform conditional access functions on the specific system in which they were installed, or both. These devices may be incompatible with Cox's network and pose a heightened risk of signal theft, network harm, and interference with other customers' service, even if they are the same make and model number of a customer premises device that Cox deploys on its network. Cox reserves the right to deny the attachment of any device, other than a certified, CableCARD-compatible device, for any of the reasons discussed above. Upon request, we will provide you with the technical parameters that are needed for any device to operate with our security cards and cable system.

If you use a cable set-top converter, you also may be unable to use all the internal special features and functions of your TV or DVR tuner. These may include features that allow you to view a program on one channel while simultaneously recording a program on another channel, record two or more consecutive programs that appear on different channels, and use advanced picture generation and display features such as “Picture-in-Picture,” channel review and other functions that necessitate channel selection by the device's internal tuner. You may be able to resolve these issues (and other compatibility issues associated with the reception of programming services) through an additional converter or other equipment that is available for lease from Cox upon request, or from another electronics retail vendor. Please call us at the telephone number listed on your bill for technical assistance with questions about the type of special equipment needed to resolve individual compatibility problems.

CableCARDs – Certified CableCARD-compatible TVs, DVRs, and other display devices are sold with a port for a CableCARD, which when properly configured can descramble encrypted channels and can substitute for a cable set-top converter. However, these devices (often referred to as UDCP devices) are generally only capable of processing “one-way” signals and therefore may be unable to access interactive or two-way services offered by Cox, such as OnDEMAND, impulse pay-per-view, and the Cox interactive programming guide. Cox also may have deployed Switch Digital Video (SDV) technology in its system to achieve bandwidth efficiencies that enable Cox to enhance customer services. SDV is a two-way service, and the switched channels consequently cannot be accessed with UDCP devices. However, a special device called a Tuning Adapter, which Cox provides without charge, will enable some UDCPs to access SDV channels. Cox plans to support devices as they may become available at retail that are capable of supporting two-way service (which may be labeled as Tru2way) and of accessing Cox interactive services (including SDV) with a CableCARD or other security device or functionality that Cox may employ. Please visit <http://www.cox.com> or contact Cox customer service for more information.

Remote Controls – Cox includes a remote control unit with its set-top converters. Some television, VCR or DVR remote controls are also capable of controlling the basic features of your set-top converter. “Universal” remote control units that are compatible with the basic features of set-top converters may also be obtained from many other sources, such as consumer appliance, electronics outlets or over the Internet. These universal remote controls may not be compatible with certain set-top features or services available from Cox in certain markets. If you have specific questions concerning where to find remote controls or their compatibility, we encourage you to contact a Cox customer service representative at the number listed on your monthly bill.

About this Notice – The information in this notice may change in the future. We will provide appropriate notice of any significant changes in advance so that you can make decisions about your future service needs. Customers receiving service as part of a commercial account, bulk rate or similar arrangement may be subject to separate policies or procedures than those outlined herein.

Arbitration Policy and Class Action Waiver – The general terms and conditions for residential Cox services (“Terms”) and, effective on or after June 1, 2016, the Residential Customer Service Agreement (“RCSA”) which will replace the Terms, contain a class action waiver and a mandatory arbitration clause. Please read the Terms and RCSA in their entirety. Any updates to these agreements will be posted on cox.com.

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