

The following notices are provided to explain certain situations that may impact the installation, function and use of your Cox Homelife system. These notices are supplemental and provided for general information purposes and are not intended to modify or amend the terms of your Security System & Service Agreement. Please consult your Cox representative, installation technician or Customer Account Services with any questions regarding these notices.

## 1. Broadband Availability

In order for your Cox installation technician to properly assess your existing system, if any, and to install your new Cox Homelife system, you will need to ensure that a compatible

Internet broadband service is connected and operational. If this service is not available and functioning, your installation will have to be rescheduled, and additional charges may apply.

## 2. Preferred Tier Requirements for Monitoring of Specialized Sensors

In some cases, Cox can “take over” or use an existing alarm panel and integrate the security and life safety sensors connected to it with the Cox Homelife system. However, depending on the configuration of your existing system, you may incur increased system expenses and service fees. Therefore, this notice sets forth your options and requirements with regard to takeovers of certain systems.

Your system may have smoke and heat, carbon monoxide, water and flood sensors (“Specialized Sensors”). Monitoring of these sensors is only provided with the Cox Preferred Service Plan, or with the separate smoke and carbon monoxide monitoring service, if available in your area. If you have scheduled an upgrade installation (takeover of your existing system) with an Essential Service Plan, and the installation technician determines that Specialized Sensors are connected to your existing system, the technician will present the following options:

1. Change from the Essential Service Plan to the Preferred Service Plan. If all components are functioning and compatible, Cox will then be able to monitor the life safety sensors connected to the existing alarm panel.
2. Revise your sales order to a new installation solution. Cox will leave the existing alarm panel in its original state. A new proposal for your security solution will need to be developed, which will, in most cases, result in a different price quote due to the addition of necessary equipment for a complete system installation.

Your installation technician will help you consider the installation and service options available depending on your existing system and your desired level of service and monitoring.

**Please note that if at any time you downgrade your service from the Cox Homelife Preferred Service Plan and have life safety sensors previously monitored by Cox, they may still function and alert you within your home, but they will NOT be monitored nor will the appropriate authorities be dispatched in the event that the life safety sensors are triggered. In addition, email and SMS messages will not be delivered.**

## 3. Sensor Function Evaluation and Repair

In situations where Cox is able to upgrade an existing system, your installation technician will evaluate each device/sensor to determine whether the existing installed devices, sensors and system components are in good repair and functioning properly. Any worn or nonfunctioning components will require replacement at current prices before the upgrade installation can be completed and the system activated, or such components will be excluded from the system upgrade. Once your installation technician has determined the condition of the existing system and its components, he or she will present

and discuss with you any necessary repairs and the associated additional costs. If your installation technician determines that your existing system or any components, including smoke detectors, cannot be repaired or replaced or will not properly function with the Cox equipment as a system upgrade, they will inform you of that determination, and your sales representative will prepare a modified sales order with alternative options. Your installation technician will discuss with you one or more of the following options, depending on the condition of your existing system:

### 1. REPAIR

If any components of your existing system are damaged or nonfunctioning but capable of being repaired, your installation technician will present you with a detailed list of the components and the costs of repair.

### 2. REPLACE

If any components of your system are damaged or nonfunctioning and not suitable for repair, your installation technician will present you with a detailed list of the components and the costs of replacement. We will make every effort to use replacement components that are functionally and aesthetically similar to your existing components, and we will advise you of any material differences in appearance or functionality.

### 3. OMIT FROM UPGRADE\*

If any damaged or nonfunctioning components cannot be repaired or replaced, or if you elect to forego the cost of repair, the affected components will be excluded from the system upgrade and will not be connected to your Cox Homelife system. Any components not connected to your system will not contribute to system operation and will not trigger an alarm response.

**\*Please note that existing, nonfunctioning smoke detectors cannot be omitted from an upgrade installation. We will not permit a damaged or nonfunctioning smoke detector to be left in a nonfunctioning condition in conjunction with an upgrade installation. All smoke detectors connected to your existing system must be in proper working order on completion of the installation, and you will be responsible for the costs of repair or replacement.**

## 4. Government Permits, Fees and System Registration

It is your responsibility to understand and comply with all local laws and ordinances related to your use of the system. Alarm users may be required by local ordinance to register with local police/fire departments or apply for and/or obtain an alarm user permit prior to system activation, installation, operation or use of equipment. Once you have registered your system, you are required to update your information in the Cox Homelife subscriber portal with your permit number. You can do this by going to <https://portal.coxhomelife.com>, logging in and selecting "Security," then "Emergency Dispatch Setup." Scroll to the bottom of the screen to enter your permit number and expiration date in the "Alarm Ordinance and Permit Registration" section. If you do not know if your city, town or county has certain requirements related to alarm use, including licenses, fees and false alarm fines, or if you have any other questions pertaining to your obligations as an alarm user, please contact your local municipality or police department.

Additional information can be found at [cox.com/homelifesupport](https://www.cox.com/homelifesupport) (click on the "Cox Homelife Ordinance and Permit Documents" link).

You may also obtain current municipal and county code and ordinance information using your state's law library and judicial websites, or by contacting the corresponding municipality. A current list of municipalities where Cox Homelife provides services can be found on our website. Failure to obtain any necessary permits may result in fines or increased false alarm fees.

To ensure compliance with local laws and ordinances, you should instruct all users of your alarm system on the proper operation of the system, the importance of avoiding false alarms and the duties discussed in this notice. You are also required to conspicuously place on your premises a sign or notice identifying the alarm monitoring company. Cox will provide you with the sign(s) you will require.

## 5. Limitations to Wireless Backup

Your system operates through an Internet broadband connection at your premises. The system uses Internet bandwidth, the amount of which may vary based upon the equipment used and your use of the system, and such use may count against any applicable data use caps or allowances established by Cox or your Internet service provider. Your system also contains a cellular/wireless backup feature intended to maintain monitoring of your system in the event

of a broadband outage. Wireless service may be limited by the availability or interruption of wireless service in your area. Your wireless connection may also be lost or interrupted should you attempt to relocate, modify or tamper with your equipment, including the Touchscreen. At the time of installation, if no wireless service is available, you will be so advised by your technician. Complete information regarding the wireless backup is set forth in the Service Agreement.

## 6. User Orientation Period

A User Orientation Period (UOP) will begin upon installation of your system and continue for 72 hours, unless a longer term is required by your local law enforcement agency or municipality. The UOP is to allow you to learn to use the system without causing a false alarm and emergency response, which may result in you being assessed municipal false alarm fees. During any UOP, whether it is automatic, required by law, or provided at your request, your system will NOT be monitored

for burglary alarms, and Cox will NOT respond to any burglary alarm signal, notify authorities, dispatch law enforcement or emergency services, or take any other action in response to such alarm signal, even if it is caused by an actual event. Unless the UOP or its equivalent is required by law in your area, you may request termination of the UOP at the time of installation by notifying your installation technician, who will assist you in contacting the Central Monitoring Station.

## 7. Electronic Delivery of Service Agreement

Your complete Service Agreement, including your Rights of Cancellation, will be delivered to you, signed and returned to Cox electronically, and you will receive a copy of your signed Service Agreement via email. If you wish to request

an additional copy of the Service Agreement for your review, please contact Cox Homelife Account Services via the telephone number provided in your Welcome Kit.