Cox Blog | How Number Lock Protection protects your Cox Mobile phone

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Cox Communications

Cox Mobile's Number Lock Protection is a security feature that notifies you if someone tries to take over your Cox Mobile phone number.

Cox Mobile's Number Lock Protection is a free, optional feature that provides an additional layer of security for your mobile phone. It blocks unauthorized users from transferring your <u>Cox Mobile</u> phone number to another device or wireless carrier.

Number Lock Protection allows for peace of mind by protecting you against scams and bad actors who try to take over a cell phone account to gain access to your personal and financial information.

The threat of identity theft is not unique to mobile phones but scammers can use multi-factor authentication to access critical personal information. They can do that by requesting that your phone number be moved to a new SIM card or porting it to a different provider — and potentially accessing your personal data.

By activating Cox Mobile Number Lock Protection, you will get notified when someone requests a transfer of your phone number to another device or carrier.

You will receive this message:

We've noticed that a request was made to your Cox Mobile account that will result in a SIM change for the following device:

Mobile Number: XXX-XXX-8099

Line Nickname: [LineNickname]

We want to make sure this action was taken by you. If you did NOT make this request, please call us at 800-234-3993.

The Federal Communications Commission (FCC) requires all <u>mobile phone carriers</u> to notify customers when someone requests to transfer their phone numbers. Because Cox is committed to protecting your personal information, we provide security measures, including Number Lock Protection, that help protect your device's integrity.

The Number Lock Protection feature offers two layers of security. In addition to notifying you when a request is received, it can help you "freeze" or lock your account when someone attempts to make an unauthorized change.

At Cox Mobile, your mobile security is our priority. Cox is committed to <u>protecting your personal information</u> and ensuring your account is safe from unauthorized access.

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