

Cox is committed to keeping people and communities connected



With all of the uncertainty we're facing with the coronavirus crisis, staying connected is more important than ever as you and your family connect to work, school and friends from home. Below are ways we are working to ensure robust, reliable service for our consumer and business customers, employees and partners.

We pledge to support the FCC's Keep America Connected initiative to ensure service for customers facing financial stress due to the pandemic. For the next 60 days through May 15, we agree to:

- Not terminate internet or telephone service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the pandemic.
- Waive internet or telephone late fees that residential or small business customers incur because of their economic circumstances related to the pandemic.
- Open all Cox Wifi outdoor hotspots.



We're also expanding coronavirus relief and support:



Increasing customer bandwidth.

We automatically upgraded residential customers in our Starter, StraightUp Internet and Connect2Compete packages to 50 Mbps speeds through May 15. Our Essential customers were upgraded from 30 Mbps to 50 Mbps, originally planned for this summer.



Suspending data usage overage charges.

We are temporarily suspending data usage overages to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plan will receive credits for two billing cycles.



Simplifying access to low-cost service.

Through May 15, we're offering our Starter package at \$19.99 with temporary boost up to 50 Mbps and no annual contract or qualifications.



Promoting digital equity for students.

We've increased support for Connect2Compete, our low-cost, high speed internet service for families with school-aged children who are enrolled in low-income assistance programs. The monthly service fee is \$9.95, and we are offering the first two months of service free for new customers through May 15. We are fast-tracking the qualification process for Connect2Compete to accommodate more students. We've also partnered with PCs for People where families can purchase discounted refurbished computers.



Streamlining customer care.

For our Starter, StraightUp Internet and Connect2Compete customers, we are extending Cox Complete Care remote desktop support at no extra charge with remote helpdesk and assistance with loading new applications such as online classroom support applications and web conferencing services through May 15.



Doubling down on customer safety.

Our residential Field Services Technicians are supporting customers virtually through a variety of tools and resources, including a video chat from outside their homes. We're also cutting back on our retail store hours and posting signs with new store hours and alternate options for paying your bill.

Taking care of our own while they take care of you.

To reduce the potential for transmitting the coronavirus and ensure the continuity of business operations we've implemented the following guidelines:

Employees and contractors with jobs that can be effectively performed from home are now doing so through May 1. We're also working to increase the number of employees whose jobs can be performed from home, including our contact center employees. By the end of this week, 90% of our employees who work in our contact centers will be working from home.

Employees who must come into a Cox facility into work are outfitted with telephone and video conferencing technology so they can avoid face-to-face meetings.

Employees who are ill and unable to work or are caring for someone due to a coronavirus-related illness, quarantine, school or day care closures will continue to be paid for normal

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