



1550 W Deer Valley Road  
Phoenix, Arizona 85027

March 23, 2020

Dear City/Town Manager,

Once again, thank you for your continued partnership as we navigate these unprecedented circumstances associated with the Coronavirus pandemic. Your teams have been quick to reach out to us with any changes to their daily operations and we have been able to continue to manage performance of our network while also building critical Cox projects that are in the pipeline. With things changing daily, we wanted to provide you with an update on Cox's current operations.

#### **Changes to installation of residential services and equipment**

To support efforts to stop the community spread of COVID-19 and keep our employees and customers safe and healthy, **beginning this Wednesday, March 25**, our Arizona technicians who support residential installs will no longer be entering homes to install services and/or equipment during the pandemic. Customers will be provided this information when they contact Cox Communications. Should customers need assistance:

- Technicians will continue to provide technical assistance by checking all cabling and equipment located outside of the home;
- Technicians will be able to walk customers through troubleshooting and installation via phone and other virtual tools; and/or
- Customers will be able to pick up an easy-to-connect self-install kit at any of our retail stores OR they may request the kit to be delivered directly to their home.

#### **Critical Business Operations**

As we mentioned in our letter last week, we are continuing to build and expand our network to support customer needs. With many people and businesses relying on our services, the ability to quickly respond to network performance and congestion issues is especially critical. As providers and operators of critical communications infrastructure facilities, the Department of Homeland Security has provided Cox Communications with a letter of authorization to enable our continued work during any declared curfews and restricted travel periods. The Cox field and construction teams are carrying a copy of the letter with them at all times. Our Cox Solutions Stores will also remain open but with more limited hours, from 10 am to 4 pm, Monday through Friday.

#### **What Cox is doing to help customers and the community during the pandemic**

Over the last two weeks, Cox has been keeping residents and businesses apprised of the various tools, services and relief available to customers and the general public. For instance, for new Connect to Compete customers we are offering the first 60 days free, we have opened the Cox WiFi network to the general public so that people remain connected, and we have temporarily increased speeds to support distance learning and telework during this time. For your convenience, I am providing a comprehensive list of what we are doing to help support our community.

Here at Cox, we are proud to serve and be embedded in Arizona's communities. We believe that we are all in this together. Thank you again for your continued partnership and if there is anything that we can do for you, please let us know. For up-to-date information about what Cox is doing in response to COVID-19, visit [Cox.com](https://www.cox.com).

Thank you,

John Wolfe, SVP and Region Manager, Southwest Region  
Cox Communications