



Updated 3/23/2020

### **Cox Solutions Stores**

Effective March 18, 2020, all Cox-owned retail stores moved to new store hours of 10AM-4PM Monday through Friday. All stores are closed on Saturdays and Sundays.

### **FCC Pledge:**

On March 13, 2020, Cox signed on to the FCC's Keep American's Connected pledge. Over the next 60 days, Cox will:

- Not terminate service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic.
- Waive any late fees that residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
- Open Cox WiFi hotspots to non-Cox customers to help keep the general public connected during this time of need.

### **Residential Services**

Over the next 60 days (through May 15<sup>th</sup>), Cox is offering the following:

- A \$19.99 offer for new Starter internet customers with a temporary boost of up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students.
- Temporary increases for residential customers in the company's Starter and StraightUp Internet packages to speeds of up to 50 Mbps.
- Elimination of data usage overages, beginning March 17, 2020, to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plans will receive credits.
- Extension of our Cox Complete Care remote desktop support - at no charge - to residential customers in the Starter and StraightUp Internet packages to provide remote helpdesk and assistance for loading new applications they may need to use during this time, such as online classroom support applications and web conferencing services.
- Increased speeds for our Essential tier customers, going from 30 Mbps to 50 Mbps. While originally planned for later in 2020, the speed increase was expedited effective March 17, 2020.



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### **Connect2Compete**

Since 2013, Cox Communications has proudly offered the Connect2Compete program for families with students on the federal lunch program. To support remote learning, the C2C program will be:

- Providing temporary speed increases for Connect2Compete, going from 25 Mbps to 50 Mbps.
- Offering the first 60 days for free to **new** Connect2Compete customers.
- Providing phone and remote desktop support through Cox Complete Care at no additional charge to provide peace of mind and ease for technology needs. (Through May 15, 2020)

### **Cox Business**

It's our goal to help keep businesses operating and their employees with the ability to work remotely. Cox Business is providing additional resources to help businesses navigate what may lie ahead.

- Your VoiceManager service has features that enable companies to conduct business wherever they are with a data connection to help make sure they don't miss important calls. Call Forwarding ensures they can receive calls while out of the office and Simultaneous Ring allows incoming calls to ring up to 10 other phone numbers at the same time.
- For main business lines, Cox Business Unified Communication Apps give in-office connectivity while working remotely. Businesses can receive calls and make click-to-dial calls and more from the UC App for Mobile, Tablet, and Desktop. Enable the UC App **FREE** for 90 days.
- Work together wherever businesses and their employees have an internet connection and maintain business productivity with Cisco WebEx, which helps employees work remotely with file and screen sharing, video meetings, collaboration rooms and more.

### **General Info – Residential Services**

Effective Tuesday, March 24, 2020 for Nevada and Wednesday, March 25, 2020 for Arizona:

- For the safety of our employees and our customers, Cox technicians WILL NO LONGER enter a residence during the COVID-19 pandemic.
- Technicians will be able to provide technical assistance outside of the customer's home or business, which includes the following:
  - Delivery of equipment
  - Checking all cabling and equipment outside your home
  - Walking the customer through troubleshooting/installation via the phone and other virtual assistance tools