

# Storm Restoration Process

We know how important telecommunications services are to our business and residential customers. Advanced monitoring of our network allows us to be aware of video, internet, home automation and telephone outages. We're committed to restoring services quickly and efficiently, with the safety of our customers and employees in mind. Here's our restoration process:

1



## Assess Damage

We inspect our network neighborhood to neighborhood, line-by-line, to locate damage, ensuring services are working optimally. Because our service is connected to power lines, completion of our restoration will follow the power company's work.

2



## Network Communications Centers

If any are needed, repairs are first made to region-wide or parish-wide communication centers and fiber infrastructure.

3



## Priority Repairs

We will prioritize repairs to emergency preparedness facilities, first responders, hospitals, nursing homes, schools and neighborhoods with the largest numbers of homes and businesses.

4



## Neighborhood Hubs

We also prioritize repairs to the equipment centers serving your area while addressing damaged aerial drops.

5



## Individual Homes

Once the major neighborhood work is complete and our hubs are powered and repaired, we focus on addressing repairs inside and outside of your homes.

**FOR MORE INFORMATION** visit the Cox app or sign into [www.coxcom/myaccount](http://www.coxcom/myaccount) for troubleshooting info. Individual service issues can be reported via our online support tool at [cox.com/chat](http://cox.com/chat), where you can get answers 24/7.