

## **Cox's response to Coronavirus - Summary of Activities**

### Overview

With all of the uncertainty we're facing, one thing is crystal clear: Internet connectivity is more important than ever as millions of people across the country connect to work, school and their families from home. Cox has taken a number of actions to ensure that our employees, customers and partners, and the broader communities in which they live, have robust, reliable network connectivity and assurance that they can use their service as needed.

### Employee Safety

Employee safety and wellbeing is our first priority. As the outbreak has progressed, we've established clear policies to minimize exposure, while ensuring productivity:

- We've asked all Cox employees to refrain from international business travel, to limit domestic business travel and to avoid in-person meetings of more than ten people. Any employees who have traveled to Level 3 countries, or come in close contact with those who have, are asked to observe CDC suggested 14-day quarantines at home.
- All 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.
- Our residential Field Services Technicians are supporting customers virtually through a variety of tools and resources. Critical business will be prioritized for Cox Business customers.

### Customer Safety

As a critical service provider, we're committed to keeping you connected while limiting exposure to the virus:

- We're using all available methods for remote assistance, including a video chat from outside your home.
- We're cutting back on our retail store hours and posting signs with new store hours and alternate options for paying your bill. In addition, we're following CDC sanitation guidelines, providing hand sanitizer throughout our facilities with posted signs to remind employees to wash and sanitize their hands often.
- In addition to regular anti-viral cleaning of our facilities, we have protocols in place that activate closures, deep cleanings and appropriate quarantine procedures based on our response plans. Cox Communications employees who are unable to work or caring for someone due to a

coronavirus related illness, quarantine, school or day care closures are not coming into work but will continue to be paid for normal working hours.

#### Keeping people and communities connected

We recognize governments, businesses, schools and other organizations rely on Cox services to operate. As a result, we are operating under our Business Continuity Plan (BCP) for pandemic situations and are in contact with critical third parties to verify their ability to provide continued support.

Our focus is to help keep everyone connected during this unprecedented time, with remote workers and students learning from home top of mind. Our technology and engineering teams are working 24/7 to monitor network speeds and performance and to support capacity needs.

Overall, we've seen an increase in total network traffic. Everything is running smoothly, but traffic patterns are varying. There's more traffic in residential areas and less in business districts and peak times have shifted from evening to throughout the day in residential areas. Our network has enough capacity to handle the sudden shift in usage trends, and new innovations allow quick emergency repairs just in case.

#### Helping people who need connectivity the most

Cox is continuing to focus on its customers with the greatest need to ensure they have the tools to work and learn from home. We've made a number of service enhancements to keep our customers connected and support the communities we serve:

- *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.
- *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.
- *Suspending data usage overage fees.* We are also suspending data usage overage charges and implementing credits for data usage plan participants through May 15.
- *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.

*Ensuring service continuity for customers facing financial stress.* We pledged 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 agreed 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 any 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.
- *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.
- *Supporting remote work in the communities we serve.* We will offer our network to support government officials with public service announcements and other critical information. We are also in continual discussion with our private sector customers, as well as community organizations in all of our markets to determine peak demand times and identify families and communities with no or limited network access.

These measures reflect our assessment of connectivity needs today. We will monitor the issue continually and implement new solutions as needed to provide the best possible service and support for our customers.

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