

Cox Statement on Coronavirus

Overview

Cox is taking multiple steps to maintain services provided to customers and the general public while ensuring the safety of our employees and customers. We are in close contact with government and health officials as this situation evolves. Here's a summary of key measures the company has taken:

Employee Safety

We've asked all Cox employees to refrain from international business travel, limit domestic business travel and large group meetings and observe CDC suggested 14-day quarantines at home if they've traveled to Level 3 countries or come in close contact with those who have. Additionally, we are encouraging telecommuting for employees whose jobs can be performed outside of an office environment. We are also working to increase the number of employees whose jobs can be performed from home.

Customer Safety

As our employees interact with customers and the general public, we have taken steps to limit exposure to the virus. Many employees are teleworking to reduce the common exposure for employees who interact with customers and the general public. We send regular communications to customer-facing employees to follow CDC sanitation guidelines and provide hand sanitizer throughout our facilities with posted signs to remind employees to wash and sanitize their hands often. Employees who feel ill will not report to work under any circumstances. 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.

Maintaining Services

We recognize governments, businesses, schools and other organizations rely on Cox services to operate. As a result, we have activated our Business Continuity Plan (BCP) for pandemic situations. The plan's purpose is to ensure the continuation of services and to establish ongoing communications between key stakeholders as incidents occur and circumstances evolve. As part of our BCP plan, we are in contact with critical third parties to verify their ability to provide continued support.

Network Capability for Remote Workers

Our network is built to handle peak use in the evenings to meet the full needs of families' demands for entertainment, school assignments and late-night deadlines. This same network is available to support our customers if they were at home throughout the day. We have gig speeds available throughout our service area to meet the ultimate needs of these families.

Helping those impacted

Cox will use its communications network to support government officials with their public service announcements and other critical information to assist the public. Cox currently has a low-income broadband program and is exploring additional ways to expand the initiative if the virus forces school closings.

<https://newsroom.cox.com/Cox-response-to-virus>