Cox Expands Coronavirus Relief Offerings for Residential Customers

Company continues support efforts with new internet offer for lower-income customers and relaxing data usage overage charges

ATLANTA - March 16, 2020 – Following a series of announcements last week, Cox announced today additional relief offerings to support residential customers during the coronavirus pandemic. New plans include offering a low-income internet tier with no annual contract and relaxing data usage overage charges for all tiers.

“As we are all adapting in these uncertain times, Cox is continuing to focus on our customers with the greatest need to ensure they have the tools to work and learn from home,” said Pat Esser, president and chief executive officer of Cox Communications. “We remain committed to keeping our customers connected and supporting the communities we serve.”

Cox is offering the following over the next 60 days, through May 15:

- A $19.99 offer for new Starter internet customers with a temporary boost 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.
- Eliminating data usage overages beginning today to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plan will receive credits.

Last week, Cox announced increased internet speeds for select residential packages and implemented a variety of other changes to provide support and relief for our customers and communities in greatest need. Previously announced commitments included:

- Pledging to support the FCC’s Keep America Connected initiatives by:

    - Not terminating service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic.
    - Waiving any late fees that residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
    - Opening Cox Wifi outdoor hotspots to help keep the public connected in this time of need.
- Providing temporary increases for residential customers in the company's Starter, StraightUp Internet and Connect2Compete packages to speeds of 50 Mbps.
- Extending our Cox Complete Care remote desktop support at no charge to residential customers in those tiers to provide remote helpdesk and assistance for loading new applications they may need to use during this time like online classroom support applications and web conferencing services.
- Through May 15, offering the first two months free to new customers of Connect2Compete, Cox's low-cost internet product for families with school-aged children who are enrolled in low-income assistance programs ensuring digital equity for students without internet at home. Schools are being asked to contact connectnow@cox.com with a list of eligible low-income students that currently do not have an internet connection.
- Fast-tracking the qualification process for Connect2Compete and https://cox.pcsrefurbished.com/
- Increasing the speeds of our Essential tier customers from 30 Mbps to 50 Mbps, which was originally planned for later in the year.

About Cox Communications

Cox is committed to creating meaningful moments of human connection through broadband applications and services. The largest private telecom company in America, we proudly serve six million homes and businesses across 18 states. We're dedicated to empowering others to build a better future and celebrate diverse products, people, suppliers, communities and the characteristics that make each one unique. Cox Communications is the largest division of Cox Enterprises, a family-owned business founded in 1898 by Governor James M. Cox.

---

https://newsroom.cox.com/Cox_expands_coronavirus_relief_for_remote_workers_and_students?_ga=2.20013048.1577393121.1584465482-1968180663.1584377742