


Cox Communications Offers Government Shutdown Help for Federal Employees

Cox Communications Statement: Government Shutdown Help for Federal Employees

With the ongoing government shutdown, we don't want our customers who are impacted to worry about losing their Cox services. If you're an impacted federal employee and are unable to make a payment by your due date, log in to My Account on Cox.com or reach out to our customer service representatives through text, phone or chat for options.

Ask about Promise to Pay and Promise to Pay with Extension options which will limit late payment reminders or give you more time to pay without worrying about interruption to your Cox services.

To review your options, [sign in to My Account](#) and review the My Bill card. If you see the message, "Can't pay today? Request help here," click through to visit the Payment Arrangement Options page. There, you'll see options to schedule a future payment beyond your current due date or request additional time to make a payment later. Follow the remaining two steps for either option to complete your payment arrangement online.

If you do not see the "Can't pay today?" options in My Account, please call 1-844-221-3930  to speak with a special team representative Monday through Friday.

To text a representative, type 54512 on your mobile phone or visit www.cox.com/chat for support any time. Additionally, representatives are also available in our Cox retail stores. To find a retail location, visit www.cox.com/retail.

About Cox Communications

Cox Communications 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 makes 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/government-shutdown-help-for-federal-employees>