

# Cox Communications offers Disaster Relief Plan for Omaha-area flooding victims

**Omaha, Neb. - March 22, 2019** —Due to the extensive flooding and its impact to homes and businesses in the greater Omaha metropolitan area, Cox Communications is implementing its Disaster Relief Plan to impacted Nebraska and Iowa residential and business customers who would like to temporarily suspend their services.

“We understand how important television, Internet, home automation and telephone services are to our customers as they are a primary tool for receiving information and connecting with friends and family,” said Lynne Sangimino, market vice president for Cox Communications. “Activating the Disaster Relief Plan is an important tool to support our neighbors and customers as they work to assess the condition of their homes or businesses.”

The Disaster Relief Plan allows residential customers to keep their existing account, email address and phone number at no charge for up to six months. This will allow customers to check email or voicemail from a computer or phone outside their home. Customers should call 402-933-3000  and select option 4 to activate the plan. Displaced customers who would simply like to transfer their existing services to a new location temporarily or to a new residence can do so at no charge.

Customers in the flooded areas will not be charged for the cost or replacement of damaged Cox video, Internet or telephone equipment. Customers can report lost, stolen or damaged equipment over the phone or at a retail location.

Additional information is available at [www.cox.com](http://www.cox.com). Customers can also text a representative by typing HELP to 269898 on their mobile phone or visiting [www.cox.com/chat](http://www.cox.com/chat) for support any time. Additionally, representatives are also available in Omaha-area Cox Solutions Stores:

- Omaha - Village Pointe - 16909 Burke St, Ste 121
- Omaha - South, Stockyards Plaza - 3427 L St.
- Omaha - North, Benson Park Plaza - 4849 N 72<sup>nd</sup> St, Ste 101
- Omaha - Midtown, Pebblewood Plz - 205 N 80<sup>th</sup> St, Ste 111
- Council Bluffs - Metro Crossing Shopping Center - 3808 Metro Dr, Ste 100
- Papillion - Shadow Lake - 700 S 72<sup>nd</sup> St.

A full listing of Cox Solutions Store locations is available at [www.cox.com/retail](http://www.cox.com/retail).

Similarly, Cox Business customers who need to move services to a temporary location or require a temporary suspension of services can contact the Cox Business team at 402-934-6000 .

### **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.

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