

**STANDARD COVID-19 RESPONSE FAQ TO TELECOMMUNICATIONS PROVIDERS
FOR MASSACHUSETTS RESIDENTS**

Answered on May 20, 2020

The FCC's Keep Americans Connected Pledge

Q. Did Cox sign the FCC's Keep Americans Connected Pledge?

A. Yes.

Q. When did Cox's Pledge period start? When does it end?

A. On March 16, 2020 Cox announced support for the FCC's Keep American Connected Initiative as part of the ongoing COVID-19 response efforts, ending on June 30, 2020.

Q. Does Cox plan to extend the Pledge, or portions of the Pledge, at all?

A. No.

Shut Offs

Q. What is Cox's shut-off policy during the Pledge time period?

A. Customers requesting assistance due to COVID may receive up to 60 days of relief. In Massachusetts Cox is not shutting off anyone up to June 30th no matter the time entering the collection scheme (due to the State's 'third party' collection rule).

Q. How can I qualify to avoid having my service shut off?

A. In Massachusetts all Cox customers qualify for relief as we have paused all collection activity until June 30th.

Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?

A. In Massachusetts all customers were handled proactively, no contact with Cox is needed.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried my service will be shut off.

Do I need to contact Cox to prevent shut off, and if so, how can I contact the company?

A. No. In Massachusetts, we have taken a proactive approach with all customers and suspended disconnects and interruptions until June 30th.

Q. My broadband and/or telephone service has been shut off.

How do I get my service turned back on?

A. The customer simply has to contact Cox and we will immediately remedy the situation by reconnecting until June 30th.

Q. I am unable to pay my bills during Cox's Pledge period.

When will I be expected to pay my unpaid bills once the Pledge period is over?

A. July 15, 2020.

Q. Will Cox offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?

A. Yes. Cox has a 4-month repayment plan offer to assist customers.

Q. When will Cox begin shutting customers service off again?

A. July 15th is the earliest date.

Late Fees

Q. What is Cox's late-fee policy during the Pledge period?

A. Late fees and returned payment fees are waived.

Q. How can I qualify for waived late fees?

A. Late fees and returned payment fees are waived.

Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?

A. Late fees and returned payment fees are waived.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried about late fees.

Do I need to contact Cox to seek waiver of any late fees. If so, how can I contact the company?

A. Late fees and returned payment fees are waived. If questions, however, residential customers can call 844-227-4009 and business customers can call 877-784-8412.

Q. When will Cox begin charging late fees again?

A. After June 30, 2020.

Changes in Broadband/Wireless Service

Q. Has Cox made any changes to its data caps or data speeds for my broadband/wireless service?

A. Data caps are waived through June 30, 2020.

Q. I'm worried that I can't pay my broadband/wireless bill by the due date.

Will I experience any change in my data caps or data speeds as a result?

A. Data caps are waived through June 30, 2020.

Q. More people are working from home and communicating online.

Does Cox have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?

A. Yes, we have enough bandwidth and no customers should experience service issues as a result of this increased demand.

Q. If Cox lowers my data caps or data speeds for any reason during this crisis, will Cox notify me?

A. Yes.

Q. I am afraid I can no longer afford my current service plan with [company], but I currently have a contract with [company].

Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?

A. Customers can cancel and or downgrade to a less expensive plan until June 30 without an early termination fee.

Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.

Will Cox charge me a reinstallation or reconnection fee if I reestablish service in the future?

A. Yes.

Cable Television

Q. I have cable service with Cox.

Does the Pledge apply to cable service as well?

A. No. However, in Massachusetts we have not interrupted or disconnected any service until June 30th.

Q. I have bundled cable and broadband and/or telephone service with Cox.

If I am unable to pay my bills, will Cox shut off my cable service during the Pledge period?

A. No, we are holding all interruptions and disconnects until June 30th.

Q. I live in an area where I cannot get access to digital channels over the airwaves, even with a digital antenna.

Will Cox keep me on basic service cable even if I am unable to pay my bills?

A. Yes. We have paused our collections efforts and no interruptions or disconnects are occurring.

Q. I have bundled cable and broadband and/or telephone service with Cox, and I am worried about incurring late fees during this time.

Does the late-fee waiver in the Pledge apply to my bills, even though those include charges for cable service?

A. Yes.

Q. I can no longer afford my cable service plan, but I have a contract with Cox for this plan.

Will I be charged any fees for canceling my cable service or switching to a less expensive plan?

A. No, we are waiving any Early Termination Fee until June 30th.

Q. I can no longer afford my cable service plan due to this crisis.

Will Cox charge me a reinstallation or reconnection fee if I reestablish service in the future?

A. Yes.

Q. I am still being charged a Regional Sports Fee as part of my cable bill, but no new sports are being broadcast.

Why am I still being charged this fee? Does Cox have any plans to reimburse me for this fee?

- A.** We understand leagues are working through possible options to deliver their season later in the year. As such, Cox is still obligated to pay networks contractually agreed license fees for regional sports programming. In the event the programmer has not met its contractual terms, Cox will request a rebate of fees and pass the rebate along to our Holland, MA customers.

Cellphone Leasing/Purchase (N/A)

- Q.** I currently pay [company] a monthly fee for the purchase/lease of my cellphone.

How does the Pledge affect these payments? Am I at risk of losing my cellphone if I cannot pay my bills?

- Q.** My monthly cellphone purchase/lease payment is significant, and I am worried I will not be able to pay after the Pledge period is over.

Is [company] offering any payment plans related to cellphone purchase/lease amounts that weren't paid during the Pledge period?

- Q.** I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Am I able to trade in my current cellphone for a less expensive cellphone, and if so, will I be charged any type of termination or change fee?

- Q.** I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Can I cancel my wireless service and return my cellphone to [company] without incurring any termination fee, change fee, or further monthly fees?

Wi-Fi Hotspots

- Q.** Cox offered to open its Wi-Fi hotspots during the Pledge period. What does this mean?

- A.** All outdoor hotspots have been opened. The company has opened all Cox WiFi hotspots to help keep the public connected in this time of need.

- Q.** How can I locate the Wi-Fi hotspots that Cox is making publicly accessible during the Pledge period? Does Cox have a map available of all Wi-Fi hotspots?

- A. Cox allows our customers to take WiFi to over 650,000 free nationwide outdoor hotspots. These hotspots have now been open to everyone. We have an interactive map on our website that allows customers to locate these hotspots and also includes instructions on how to connect to these hotspots. The site can be found here:
<https://www.cox.com/residential/internet/learn/cox-hotspots.html>

Low-Income Programs

Q. What current programs does Cox offer to low-income customers that need access to broadband and/or telephone services?

- A. Cox wants to help people who need connectivity the most, so we have made service enhancements to keep our customers connected and support the communities we serve through promoting digital equity for students. We've increased support for "Connect2Compete," ("C2C") our low-cost, high speed internet service for families with school-aged children who are enrolled in low-income assistance programs. Cox extended our Coronavirus Response Offer for C2C with two months of free service for students through July 15, 2020, nationwide. This offer applies to customers who enrolled in C2C starting on March 13th and who applied by May 15th. We fast-tracked the qualification process for Connect2Compete to accommodate more students and partnered with "PCs for People" where families can purchase discounted refurbished computers.

Q. Who qualifies for these broadband and/or telephone low-income assistance programs?

- A. To qualify for the Cox Connect2Compete affordable internet program, the household must have at least one K-12 student and participate in a government assistance program. Applicants need to provide documentation for eligibility.

Q. How can I sign up for these broadband and/or telephone low-income assistance programs?

- A. Families can directly apply at www.Cox.com/Connect2Compete. The website is optimized for mobile use as most families are connecting with their mobile device.

Q. Does Cox offer any cable service packages for low-income households? If so, what are they?

A. Yes. Cox provides a 10% discount off our rate for basic cable services. In order to qualify, customers must be 65 years of age or older and a head of household and receiving one or more of the following: Supplemental Security Income, Medicaid benefits, Massachusetts fuel assistance, Veterans Service benefits; or residence is subsidized housing. Discounts do not apply to installation services and equipment charges.

Q. Does Cox participate as a provider in the FCC's Lifeline Program?

A. No.

Q. What benefits can I receive as a Cox customer through the Lifeline Program?

A. N/A.

Q. I am a current Lifeline customer with Cox.

Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?

A. N/A.

Contacting [company] During COVID-19

Q. What is the best way to contact Cox with any questions or concerns during the COVID-19 crisis?

A. Residential customers can call 844-227-4009 and business customers can call 877-784-8412.

Q. I am worried that customer service phone lines will be overloaded.

Does Cox offer live chat or other Internet-based assistance with live customer service personnel?

A. Yes – customers can visit [cox.com](https://www.cox.com) to chat with an agent.

Technical Assistance and Social Distancing

Q. What precautions is Cox taking to maintain social distancing during service calls and at its stores?

A. Cox does not have a solutions store located in MA and currently technicians are not doing any work or installations inside the home. We are troubleshooting all issues over the phone and if needed outside the home, technicians are wearing masks and gloves and taking extra precautions when working outside the home. We are also drop-shipping equipment.

Other Assistance Programs

Q. Is Cox offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?

A. We have instructed each of our 3rd party collection agencies to restrict all communication attempts to any known resident of the state of Massachusetts to mitigate any potential collection activity. This includes the initiation of new credit reporting on qualified debts.

Q. What steps is Cox taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?

A. We are working with schools closely to help connect students to the internet who do not have access for online learning. We are also making them aware of a, Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access, can be found at www.Cox.com/Connect2Compete.

Q. What steps is Cox taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?

A. N/A.