



1550 W Deer Valley Road
Phoenix, Arizona 85027

March 17, 2020

Dear City/Town Manager,

As we continue to operate in these uncertain times, we understand that you are trying to make the best decisions for your employees and residents. While you are making those decisions, we ask that you keep in mind that for Cox, business continues to operate. Now, more than ever, our network is being relied upon to allow employees to work from home and students to learn remotely; and we are working to ensure that the disruptions caused by COVID-19 are as minimal as possible.

Cities/towns implementing curfews or lock downs

If a curfew or lock down is instituted, our Operations Team has received a Department of Homeland Security letter of authorization to enable on-going work. Each member of our Operations Team has been instructed to carry that letter with them. However, we understand that your local law enforcement agencies may not recognize that authorization, therefore we would like to work with you to ensure that we are managing your authorization processes ahead of that potential need.

Cities/towns keeping certain essential operations open

We understand that there are still unknowns related to COVID-19, and you may decide that the best course of action for your employees is to close City/Town Hall. As you consider your plans of action, we would respectfully request that you consider keeping some essential operations available such as permitting, plan review, inspections, traffic control planning and blue stake. As you know, we have been future-proofing our network to support smart technology deployment and prepare for incidences like COVID-19. Additionally, we are continuing to build and expand the network for the growing needs of our customers. Our work doesn't stop, and we want to make sure we keep the economy going. We are hopeful that we can work out a plan that enables us to continue our work so we can support the critical communication needs of the community and help keep people working from home.

Providing access to government buildings when necessary

As mentioned earlier, you may decide to close government buildings during the COVID-19 pandemic. However, there may be instances in which our plant is located within a government facility and needs to be accessed in order to complete maintenance or emergency work. In the event that happens, we are asking for a facility point of contact, including their cell phone number, so that we can gain access and complete the work quickly. That information can be sent to Rachel Aja at rachel.aja@cox.com. The information will be shared with select members of our government affairs and construction teams.

With COVID-19, we are navigating interesting times. We know that everyone is assessing how to stop the community spread and return to normalcy soon. Together, we can make this happen. We look forward to working with you to find solutions to the aforementioned items. It will go a long way of keeping our network operating, allow us to deliver needed services to your constituents, support the on-going efforts for telework and distance learning, support our communities and more. To that end, if there is anything

that we can do for you, please let us know. Thank you for your continued partnership as we navigate these unprecedented times. For up-to-date information about what Cox is doing in response to COVID-19, please visit [Cox.com](https://www.cox.com).

Thank you,

A handwritten signature in black ink that reads "John Wolfe". The signature is written in a cursive style with a large, looped initial "J".

John Wolfe, SVP and Region Manager, Southwest Region
Cox Communications