



## **Cox Adjusts Louisiana Operations Due to Coronavirus Emergency Orders, Expands Low Income Internet Offering**

**March 23, 2020, LOUISIANA** – Cox announced today that it is adjusting operations in its metro Baton Rouge, New Orleans and Lafayette service areas in light of the growing coronavirus pandemic and emergency orders issued by the State and local governing bodies. Despite these changes, Cox is committed to continuing to provide critical services to local homes, while keeping our employees, customers and communities safe.

- Cox technicians will not enter homes; however, they will check connectivity and technology on the exterior of homes. We will assist customers with self-installs and trouble calls over the phone and from outside the home via phone, Facetime or other technology as available.
- Customers with existing appointments or issues will be contacted by Cox regarding their appointment.
- Customers can always reach a Cox representative online at [www.Cox.com](http://www.Cox.com) or at (800) 234-3993.
- The company will focus on fulfilling critical orders such as internet and phone.

### **Connect2Compete Offering expanded**

Effective also immediately, Cox announced it is extending its [Connect2Compete, a low price internet program](#) for qualifying families from 30 days free to 60 days of free service. This offer applies to customers who enrolled in C2C starting on March 13. This offer is available to new customers through May 15. The service is regularly \$9.95 a month and comes with a free WiFi modem, which can be drop shipped to a customer's home for self-installation.

Cox previously announced [various initiatives to support residential customers](#) during the coronavirus pandemic. The company is upgrading internet speeds for select residential packages and implementing a variety of other changes to provide support and relief for our customers and communities in greatest need. Cox has also lifted [data usage overages](#) through May 15 and pledged to support the FCC's [Keep America Connected](#) initiative.

### **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.

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