

Subject: Cox Network Upgrade- OCTOBER 20, 2022

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COX NETWORK UPGRADES

A next-generation network is coming your way

As your needs evolve, we're as focused as ever on providing reliable service you expect. To keep your home running smoothly during this unprecedented time, we're extending fiber into your neighborhood. You'll see us in and around your area during construction and apologize for any inconvenience. Don't worry; we will keep you updated while we work and provide critical information when your Cox connected services will not be available.

Improving your service is messy work

We're investing \$10 billion to bring a better network to more homes. Progress is hard work, so we're sorry about any construction in your area or any brief outages you might have as we work to extend fiber-optic cable lines into the neighborhoods we serve. It'll be worth it.

What to expect

PHASE 2

Network transition

Service outage: ~8 hours

About 48 hours before the outage, we'll notify you. The outage will last 4-8 hours. If the outage lasts longer, please visit the FAQ section to find out more. If you've received emails or letters telling you that your equipment is outdated, please update it before the outage. *Apartment Units outage times will vary depending on location.*

Outage Date: OCTOBER 20, 2022

After the outage

Simply reset your Internet-connected devices to use the network.

A brief service interruption

What does this mean for your Internet service?

Cox Network Upgrades FAQs

What if I have issues with my services after the network transition?

Your services should return to normal after the network switch is complete. If you're experiencing service issues afterward, rebooting your equipment should resolve the issues. Note, that rebooting your equipment will not resolve the temporary outage during the network switch.

How do I reboot my internet modem and router?

When rebooting your modem and router, please follow these steps:

1. Unplug the power cord from both your modem and router (if applicable)
2. Wait at least 30 seconds
3. Plug your modem back in (if you have a router, do not plug this back in, yet)
4. Wait at least 60 seconds or until the modem is fully powered on
5. Plug the router back in (if applicable) and wait at least two minutes to give the router time to reboot
6. If you're still not able to connect to the Internet, restart your computer and/or other wireless devices

Please note: you may have both a modem and a router (the device physically connected to the modem) or you may have a combination of the two.

How do I reboot my TV receiver?

When rebooting your TV receiver, please follow these steps:

1. Unplug the power cord from your receiver (if you have more than one receiver, unplug the main/host receiver's power cord)
2. Wait at least 20 seconds
3. Plug your receiver back in

4. Wait 2-4 minutes for the receiver to reset

5. When the clock on your receiver activates, the reset is complete
(it may take 3-5 minutes for the TV guide to load)

Please note: resetting your receiver may take up to 15 minutes.

Service outage includes emergency 911 calls and third-party services that function through Cox's network. Please plan accordingly to ensure you have alternative communication options during this disruption. We will make every attempt to perform the work as scheduled, but circumstances beyond our control may require us to accelerate or delay up to 24 hours from the time specified. If you have Cox Homelife, your home will continue to be professionally monitored via cellular backup capabilities included with your service, if available in your area. You can arm and disarm your system as normal, but some of your remote access automation and control features may be limited during this time.

Jared McGowan | NT 2.0 Customer Ambassador | cell: 602-292-6973

Cox Communications | Phoenix, Arizona |

Days of work - Monday- Friday

CCIPHX-NT20CustomerAmbassador@cox.com