

Message from Cox Communications

March 26, 2020

In order to abide by health official recommendations and protect our staff and customers, the following practices have been put into effect immediately:

- **New or additional services**
 - Installers will deliver the equipment and then proceed back to their truck and remain in contact with the resident via phone to assist.
- **Trouble Call**
 - Technicians can trouble shoot outside the customer's house (i.e. check drops, Cox equipment, etc.). The technicians are also giving recommendations after reviewing the customers signal levels.
- **Equipment Replacement**
 - The Cox store will remain open for customers to do equipment swaps if needed.

Requests for assistance can be sent to sandestinsupport@cox.com or call 850-314-8112. After hours and weekend calls can be placed to 1-855-512-8876.

Your service needs are very important to Cox Communications. Apologies for any inconvenience these changes may cause during this challenging time.