

Bringing New Orleans Closer

June 2019



Bringing New Orleans Closer

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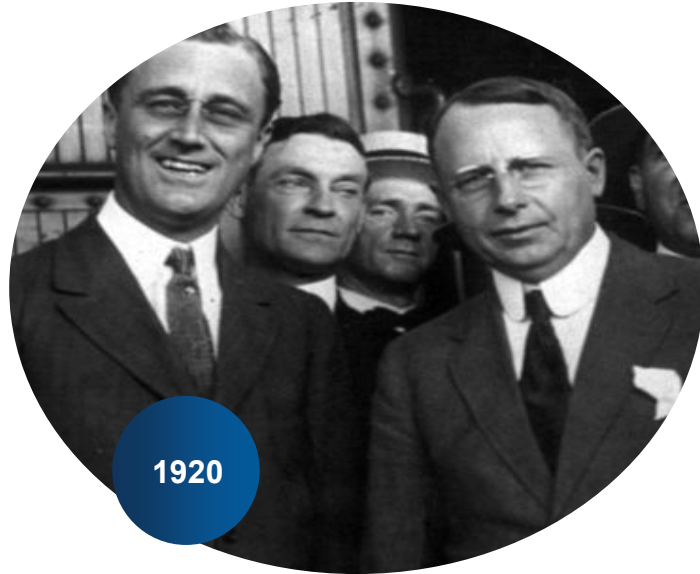


Company Overview: More Than A Cable Company

Company History

1898

1st newspaper purchase
by **James M. Cox**



Served as Governor of Ohio for
3 terms and ran as the Democratic nominee for
president with **FDR** as his running mate.

TODAY

A 120-year-old, privately-held
communications, media
and automotive services
company with more than
\$21 billion
in revenue in **300**
businesses and more than
55,000 employees
nationwide.

Cox Enterprises – More than a Cable Company

Three business subsidiaries across telecommunications, media and automotive industries



Multiservice broadband communications and entertainment company, providing advanced digital video, Internet, phone and home automation services and business services.



Television stations, radio stations, newspapers, digital media and advertising sales rep firms



The Cox Automotive family includes consumer facing businesses like AutoTrader.com, to Kelly Blue Book, and Manheim Auto Auctions.



- 14 TV stations, 61 radio stations
- 4 daily newspaper, 16 digital brands





Bringing Us Closer:

Connectivity in New Orleans and Beyond

Bringing Us Closer – Connecting South Louisiana

- Commitment to New Orleans in the wake of Hurricane Katrina
- 18 – Parish service area across Louisiana
- Robust New Orleans Metro investment – Jefferson, Orleans, Plaquemines, St. Bernard, and St. Charles Parishes



Bringing Us Closer – Investing in New Orleans

- \$10 million investment in network's core platform
- New Technology, enables GIG speeds and transmits up to 50% more data
- Separate commercial and residential delivery paths in high trafficked areas
- Fiber optics penetration deeper into New Orleans neighborhoods
- Increasing bandwidth for customers



Commitment to Excellence in the Community

- 430 local employees
- \$5 million in franchise fees annually to the City of New Orleans
- \$140,000 in community grants
- \$2.9 million over the last three years in cash and in-kind charitable contributions
- Cox employees have donated \$170,000 to the region through Cox Charities – employee funded, employee-guided giving

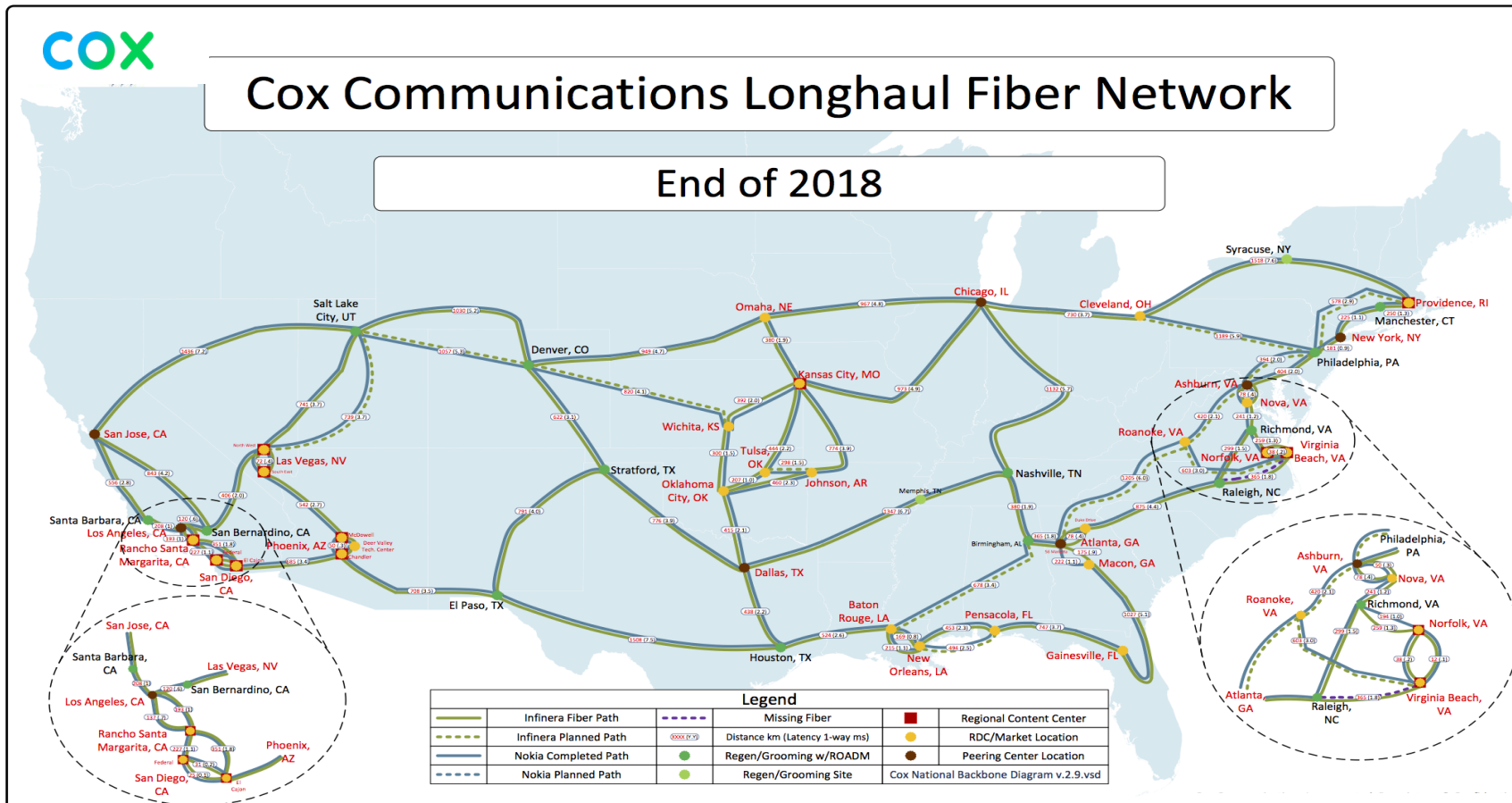


Bringing Us Closer:

Infrastructure Investment and Network Innovation

Infrastructure Investment and Network Innovation

Cox Has Invested More Than **\$16 BILLION** On Cutting Edge Technology To Deliver Voice, Internet, Video & Home Automation



- Network is owned, operated, and maintained by Cox
- Intelligent network design that is self-healing, fault-tolerant, redundant and scalable
- 24 X 7 network monitoring
- Cox is investing another \$10B nationwide

Network Innovation – Connectivity for All

- Customizable Broadband packages
- Residential Gigabit internet speeds available across 100% of the New Orleans MSA by end of June 2019
- Our connectivity pledge includes a discounted internet program of \$9.95 for families of K-12 students who are on the national free or reduced lunch program or who live in public housing
- C2C also includes:
 - Free installation
 - Free Wifi modem
 - No annual contracts
 - No deposit

Fast, low-cost home internet with Wifi

Cox opens a world of opportunity. If your child receives free school lunches, you may qualify.



- No annual contracts
- Free installation
- No deposits
- Free Wifi modem

Available to qualified, new Cox Internet customers

COX Connect2
Compete.



Qualify now!

Learn more at Cox.com/LowCostInternet
or call 855-222-3252.



Network Innovation – Accessibility

- Team devoted to reviewing products for accessibility
- Cross-Product Control in the home
- Cutting edge technologies leverage voice and touch
- Contour's Voice Remote can turn on lights or unlock doors when paired with Homelife

Contour 2



Cox Homelife



Panoramic Wifi



Bringing Us Closer:

Excellence in the Workplace – Innovation
and Customer Care

Commitment to Excellence in the Workplace

Cox is consistently ranked among:

- DiversityInc. Top 50 Companies for Diversity (last year we were ranked 11)
- Forbes Best Employers for Diversity

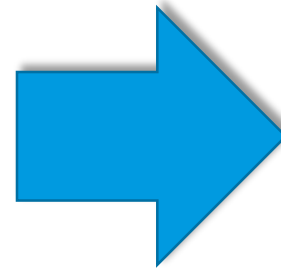
- WICT Best Cable Operator for Women
- HRC Best Places to Work for LGBTQ Equality
- Recipient of 36 J.D. Power and Associates customer satisfaction awards



Innovation and Customer Care

INNOVATION IN ACTION

- 1 Applying a customer-first mindset
- 2 Collaborating across channels and functions
- 3 Embodying the new Brand



OUTCOMES

- 1 Make Easypay easier
- 2 Center of Excellence (COE) Coordination
- 3 Chatline Support
- 4 Text support

6 CUSTOMER ACCESS POINTS:



BECOMING
A CUSTOMER



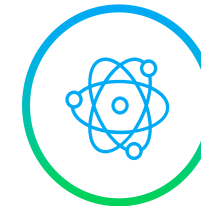
MANAGING
MY ACCOUNT



PAYING
MY BILL



RESOLVING
MY ISSUES



UPDATING MY
TECHNOLOGY



MOVING
MY SERVICES

Bringing Us Closer:

Commitment to Innovation – Competition in the Cable and Telecom Industry

Commitment to Innovation – Competitive Landscape





COX

Bringing us closer