



## **FAQ's Regarding Construction**

### **Why is Cox performing work in my neighborhood?**

Over the next several weeks, Cox Communications will be upgrading our network in your neighborhood to provide our customers with One Gig internet services. Now, more than ever, Cox's residential customers are using the Internet for entertainment, commerce, communication and education in their homes, and they are asking for increased speeds and greater bandwidth.

### **How is Cox notifying residents of construction activity?**

Cox Communications is providing advanced notification to residents through postcards and door hangers.

Prior to the start of construction activity in a neighborhood, all residents will receive a door hanger with the name and telephone number of the contractor that will be performing the work in their neighborhood. Should residents have any questions related to the construction activities, they should please contact the contractor directly.

### **Why are there markings on the streets, sidewalks or landscaping?**

If excavation is needed, Cox contractors are required by state law to notify the underground utility location service that ensures the safety of both residents and contractors while excavating in the PUEs and ROWs, as well as prevent damage to vital utilities residents rely on every day. Underground utilities are identified by placing color-coded markings within the prescribed boundaries for the excavation. It is important that all markings, including small flags, remain in place during the timeframe the work is being performed.

### **Why is Cox working in my yard?**

To conduct this work, we will need to access our pedestals and equipment cabinets located within Public Utility Easements (PUE) or near public streets.

### **Why are you digging in my yard and/or in the area?**

Construction of this nature may involve digging, changing out electronics, and/or integrating newly installed cable within the Public Utility Easements adjacent to your property. We apologize for the inconvenience and our crews will make every effort to minimize the disruption and will ensure all landscaping will be restored to its original condition.

### **Why are you replacing my current pedestal with a larger one?**

In order to provide faster and more reliable internet speeds, we have to install additional equipment inside our pedestals. This new equipment is larger and takes up more room. In order to be able to properly secure and protect our equipment, we have to replace the smaller existing pedestals with the newer pedestal.

### **How long will you be conducting work in my area?**

Construction of this nature is typically completed over several weeks.

### **Will Cox customers experience service interruptions during construction?**

At times, the network upgrade may require interruptions in service. Our crews will make every effort to minimize any disruptions and we sincerely apologize for any inconvenience this may cause.