



Hi, Valued Customer



Dear Valued Customer,

Due to the severe storms and mudslides in Santa Barbara County, we are experiencing service outages for some of our customers.

While the majority of our customers are not impacted and continue to have service, some customers experiencing service outages may have power in their home, but are still unable to access their Cox services.

We are committed to helping our customers and our community recover from these devastating storms, and we will continue to provide updates via email and Twitter at [@coxcalifornia](https://twitter.com/coxcalifornia).

Below are some frequently asked questions. Should you have additional questions, you can reach our Customer Care team at 800-234-3993.

Sincerely,

Kirsten McLaughlin  
Market Vice President, Santa Barbara  
Cox Communications

FAQs:

Q: I have power in my home, but no Cox services. What is happening?

A: During the storms, some of our Cox equipment was damaged, causing outages for some of our customers. We have had limited access to impacted areas to make necessary repairs, however, we will immediately begin service restoration once we are able to do so.

Q: When can I expect my services to go back on?

A: We don't have an estimated time of repair at this time. Due to road closures, evacuations and mudslides, we have had limited access to impacted areas to make the necessary repairs. We are working closely with the County of Santa Barbara and local emergency agencies, and our crews are on standby to immediately begin service restoration once we are able to do so. Our priority is to get services restored as quickly as possible for our customers, and we will work around the clock to do that.

Q: If I'm displaced from my home, can I keep my current telephone number and Cox email address?

A: Yes. You will be able to keep your existing phone number and Cox email for up to six months, and can check email messages at [webmail.cox.net](http://webmail.cox.net). You can call our Care team at 800-234-3993 to assist you with this request.

Q: My home was destroyed in the storms, and I'd like to cancel my services and have them set up at another address.

A: As long as your new address is in a Cox service area, we can reconnect any of your services at the new address free of charge. Our Care team can assist with this, and they can be reached at 800-234-3993.