



March 20, 2020

Dear City Manager,

As you know, last night Governor Newsom issued an Executive Order for Californians to stay at home in response to the COVID-19 pandemic and to slow the spread of the Coronavirus. The Cox infrastructure is a critical service, now more than ever, given the work from home and learn from home mandates on businesses and schools. As such, we are operating under our critical services designation from the Department of Homeland Security.

In response to COVID-19, some cities are contemplating how they will slow and/or limit construction activity, and while we certainly sympathize with the rationale, we remind you that to the extent it impacts Cox's ability to maintain our network and mitigate node congestion, it also has the potential to directly impact your residents and businesses, who are relying on robust network performance.

The Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA) has issued guidance to help state and local officials as they work to protect their communities, while ensuring continuity of critical functions, as well as economic and national security. Telecommunication providers such as Cox have been defined by CISA as critical infrastructure providers, commensurate with healthcare services and food suppliers. Thus, according to the federal government, it is imperative that local governments allow Cox to continue to perform work on our network during this time.

While in the field, all Cox construction personnel, including contractors, are carrying an access letter supplied by the Department of Homeland Security identifying them as personnel providing for emergency communications sustainment and restoration support to critical communications infrastructure facilities during the COVID-19 National Emergency. We ask your city staff to recognize this authority and not turn away our employees or shut down the work they need to carry out.

As other industries experience slow-down during this time, the work to maintain our network doesn't stop. On the contrary, it is more critical than ever. As such, we are hopeful that we can come to an agreement with your city that enables us to continue our work so we can support the critical communication needs of your community. For example, Cox could be granted some type of blanket permit authority to perform necessary work in the rights-of-way with the understanding we would provide required documentation when business as usual resumes.

Thank you for your continued partnership as we navigate these unprecedented times. If you have any questions or if there is anything that we can do for you, please let us know. For up-to-date information about what Cox is doing in response to COVID-19, please visit [Cox.com](https://www.cox.com).

Best,



Chanelle B. Hawken

Vice President, Government and Public Affairs

Cox Communications, California



Bringing us closer

Cc: Mayor and City Council Members
Dennis Morgan, Vice President of Construction, Cox Communications

Attachments: CISA Access Letter
CISA Memorandum on Identification of Essential Critical Infrastructure Workers
During COVID-19 Response

We're here for you. Should you have any questions, please connect with us.

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