



Sunday, September 2, 2012 – Isaac Restoration Update

Cox Communications announced Sunday it has made considerable progress in restoring telecommunications services to customers in the New Orleans area.

- Telecommunication services have been restored to **54%** of customers as of 10am today. This is a **16%** increase from Saturday's **38%** of customers restored in the hardest hit New Orleans region. This percentage mirror those areas that have had restored power. Cox continues to make progress and is bringing customers back to service every hour.
- As of this morning, Cox repaired 828 drops to homes out of 1383 drops reported down. 223 were cancelled with 332 pending for repair today. Crews continue to sweep neighborhoods to reconnect damaged drops.
- Cox continues to mobilize and utilize generators to power facilities that currently do not have commercial power restored. Cox has 2 truckloads of additional generators arriving today.
- There continue to be hundreds of crews on the streets in Jefferson, Orleans, St. Bernard and St. Charles parishes daily, and will continue working day and night to restore services to customers as soon as possible.
- Cox Service Centers on Elysian Fields, Airline Hwy and Lapalco Blvd will be open Monday – Labor Day from 9am – 2pm.
- Because of the lessons learned with Hurricanes Katrina and Gustav, Cox crews have been able to work to restore service as assessments are made of the damage brought on by the storm. This has made restoration faster than what was experienced in previous hurricanes.

Possible reasons why customers might not have cable services despite having power:

- Although you may have never lost power to your home, the node (power source) that provides Cox services to your neighborhood may have been damaged and/or lost power. Power could also be out between the “node” and your home.
- Also, the energy power path to your home may not mirror the power path of our telecommunication services to your home.
- The cable drop (aerial line) to your home may have been damaged.
- Overall, cable communications rely on power - whether by generator or through local utility companies. Our network is powered by Entergy. Our plant will not be fully functional until commercial power is back up.

Recovery Overview:

- We continue to monitor our network and are aware of the outages that exist. As power is restored in areas around the region, Cox is working around-the-clock to repair our network and restore services.
- Overall, cable communications rely on power - whether by generator or through Entergy. Since cable lines share utility poles with electrical lines, our damage mirrors that experienced by the local electrical power company. Once Entergy has repaired and energized an area, we are allowed to begin our plant repairs and work to restore services..
- Our local maintenance crews of employees and contractors are working to resolve damage issues. Additionally, contractors and repair crews from our sister Cox Communications systems in other states have been working with and assisting our local teams in the restoration.

Avoid Damaging Pedestals:

- As residents are beginning the cleaning of debris from their lawn and house, please inform your constituents to avoid placing debris next to or on top of Cox pedestals or even under the power and cable lines. This equipment is vital to restore services. Keeping pedestals clear allows our crews to repair and replace cables and stops additional equipment damage from occurring.

Status Updates and Customer Advisories:

- Technicians are working to repair regional service nodes and damaged individual customer drops. We are repairing them as quickly as possible.
- Our priority is removing downed lines from customers' homes. If lines are down, do not touch them. Professionals from Cox and local utility companies will move and repair any broken cable and utility lines.

- While cleaning your property, do not place debris next to or on top of Cox pedestals or under the power and cable lines. Keeping pedestals clear allows our crews to repair and replace cables.

In spite of power outages, our technical staff has tested the use of a generator to reconnect to services:

- First, plug your computer, television, digital converter and modem into the generator.
- Second, connect your corded phone and computer directly to your modem phone jacks.
- If the Cox lines to your neighborhood and house are intact, you should receive services.

Watch an instructional video on **connecting your services via generator** here:
<http://www.youtube.com/watch?v=LKcLr8j0I9Q&feature=plcp>

Important phone numbers to know:

Cox Business (888) 215-8447

Cox Communications (504) 304-8444 (New Orleans)

Other important resources:

www.cox.com or www.facebook.com/CoxLouisiana

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