COX IS GOING ALL DIGITAL IN ORANGE COUNTY

To improve the TV experience, Cox is moving toward an alldigital network.

Customers who currently plug their television directly into Cox's cable line are currently using Cox analog service and will need to add a mini box™ or Cox digital receiver to experience the benefits of digital service when the transition is complete.

More than 80% of Cox customers in Orange County already have digital service and may see no impact from this transition.

Learn more at cox.com/GoAllDigital

BENEFITS of a 100% Digital TV Platform







Better Picture & Sound

Analog signal is antiquated technology. Transitioning to a 100% digital platform ensures every customer benefits from better picture and sound quality with their television services.

Faster Internet Speeds

Internet usage is doubling every two years. Reclaiming analog bandwidth enables Cox to make more efficient use of such bandwidth for future investment such as faster Internet speeds.

OnScreen Guide & More HD

A mini box™ provides access to more features such as the interactive program guide, commercial-free music.

CUSTOMER Notification and Support

The transition to an all-digital platform will remove the analog signal transmission but will not eliminate any channel from Cox's lineup. Cox's comprehensive communication plan ensures impacted customers are notified early and often and supported throughout the process.

- Direct mail & email
- •Bill message
- Outbound calls
- Messages on cox.com customer account pages

Messaging

Mass & Social

- Cross-channel messaging
- •Messaging on Cox.com
- Channel crawls and slate messages

In store signage and

•One-onone customer education

handouts

Solutions

Do I need a mini boxTM for my TV?



Scenario 1: The TV is plugged directly into the wall → You will need to plug this TV into a mini boxTM to continue receiving the digital signal. (A Cox-provided CableCARD™ with a compatible retail CableCARD device may be used in lieu of a mini box.™)



Scenario 2: The TV is connected to a Cox TV receiver (cable box) → No action needed. Nada, nothing, zilch. You're all set. Just sit back and enjoy quality digital programming on this TV.



Mini boxes are available for rent at \$1.99/mo. Customers may receive up to two mini boxes for up to two years for no charge, based on eligibility.

3 ways to get a mini box™: Call 866-961-0416 | Click cox.com/GoAllDigital | Visit a Cox Solutions Store®

TRANSITION Phases and Effective Dates

The transition to all digital will occur in phases. When the analog signal is removed, TVs that already are connected to a cable box or mini box™ will not be impacted. TVs that are still connected directly into Cox's cable line from the wall will see a slate message with information for obtaining a box to continue watching that channel. Channel crawls and slate messages will continue on the channels until the completion of the all-digital transition.

EARLIEST EFFECTIVE DATES & IMPACTED CHANNELS (some customers will see these changes at a slighter later date)

Phase 1 Beginning August 4, 2015 Animal Planet, Food, E!, TV Land, A&E

Beginning September 1, 2015 Phase 2

ABC Family, AMC, FX, History®, TBS, HSN, QVC

November 10, 2015, all channels will be transmitted via a digital signal only.

Beginning

Phase 3

Beginning September 15, 2015

Remaining non-broadcast channels, PEG channels