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27121 Towne Centre Drive
Foothill Ranch, CA 92610

September 20, 2022

City of Dana Point
Mr. Michael Killebrew, City Manager
33282 Golden Lantern
Dana Point, CA 92629

Dear Mr. Killebrew,

On behalf of Cox Communications, we want to applaud the city's efforts to assure Dana Point residents and businesses have the best internet service possible. This letter is in support of staff's recommendation for Item 20 on City Council's agenda for Tuesday September 20, 2022. This item, if approved, would retain The Broadband Group for consultant services to develop a preliminary fiber infrastructure review. Cox is very familiar with The Broadband Group and knows the firm to be well thought of throughout the telecommunications industry.

I'd like to take this opportunity to share Cox's strong desire to meet and collaborate with the consultant team and city staff as the study progresses.

Cox provides gigabit internet service to Dana Point residents and businesses in a competitive market. Thanks to our investment in our network, broadband services were not perfect, but we weathered through the COVID-19 pandemic better than most. When the pandemic hit and many were sent home, Cox saw network utilization equivalent to what we would expect over two years in a matter of weeks.

Beyond a quality network, ensuring all can connect to the internet has been a focus. Since 2012, Cox has connected more than 750,000 people to the internet through Connect2Compete, an affordability program for low-income families with K-12 children. Cox expanded on this last year when we launched ConnectAssist, a high-speed data product priced at \$30 a month that is available to all individuals who qualify. Cox is also proud to participate in the recently launched government program, the Affordable Connectivity Program (ACP), which offers qualifying Cox customers and non-customers \$30 off their monthly internet service. When the ACP subsidy is paired with a low-cost option like Connect to Compete or Connect Assist, residents can get their internet free of cost.

Cox not only serves Dana Point with quality broadband, Cox has a long-standing relationship with non-profits in the local community such as South County Outreach, Orange County Community Foundation, and the United Way of OC. Just recently, Cox awarded \$10,000 to the Ocean Institute to support their Adopt a Class STEM program. There is more to share but this demonstrates Cox's active and sustained investment in the communities we serve.

Cox appreciates that the broadband study effort seeks to use data that will lead the consultant team to recommendations. To that end, Cox asks that any surveys conducted have an agreed upon methodology that ensures statistically valid results. We would also like to make sure that if data

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speed tests are conducted that a single site is provided and accounts for tiers of service and equipment type to assure accuracy and consistency. We believe attention to these details is important given the city's investment and will allow for discussions on outcomes rather than on methodology and processes as the study concludes. We welcome the opportunity to share our subject matter expertise in this area with the consultant team.

Lastly, we know that in-home internet connectivity issues can exist in any network. We work with customers every day to address those kinds of issues, be they related to modem placement or using outdated equipment. Sometimes this means we send a Cox field technician to the home to identify the problem and quickly resolve it. For purposes of the broadband study, it is important that in-home equipment issues not get aggregated into potential network issues.

Thank you again for your attention to this matter and we look forward to working with the city and The Broadband Group as the study progresses. I can be reached at (949) 979-3628 or via email at Dave.Simpson2@cox.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Simpson", with a long horizontal flourish extending to the right.

Dave Simpson

Director, Government Affairs

Cox California

cc: Honorable Mayor Joseph L. Mueller
Honorable Dana Point City Council