



## **Cox Communications Fire Victims Assistance Team**

The devastation from the 2007 wildfires has affected many San Diegans. Cox San Diego wants to ensure that customers impacted by the fires can continue to communicate with their friends and family. Therefore, Cox has established a special Fire Victims Assistance Team where dedicated Cox specialists are available to address your needs during this difficult time.

**Fire Victims Assistance Hotline:** 1-888-999-6597

**Hours of Operation:** Mon – Fri, 7 a.m. – 5 p.m.

Cox is offering the following options for customers displaced by the fire on a short-term or long-term basis.

### **Short-Term Displacement:**

- Cox Digital Telephone customers:
  - Provide choice of voicemail or call forwarding service free of charge for 30 days. These services allow you to access messages or forward home phone calls to any number of your choice.
- All customers:
  - Disconnect services upon request

### **Long-Term Displacement:**

- Cox Digital Telephone customers:
  - Voicemail or Call Forwarding services (up to 18 months)
  - Extended referral message (up to 6 months)
  - Reserve current phone number (up to 18 months)
- Cox High Speed Internet customers:
  - Maintain your email address and log-in for webmail access via any internet connection (up to 18 months).
- All customers:
  - Disconnect services upon request
  - Reconnect services at new service address free of charge

Cox Communications is committed to serving you and encourages you to call the Fire Victims Assistance Hotline for assistance with your Cox Digital Telephone and Cox High Speed Internet service.