



We are rising to the occasion

Last week, the growing competition in the Arkansas market hit really close to home. Just outside my office, OzarksGo swapped out a pole in preparation of running their fiber right through our front yard! This action caused me to step back and reflect on all the things we are doing at Cox to **Build for the Future**, so that our network and company can beat the competition in 2018 and beyond!

You've heard me say several times that one of the best things we can do to beat the competition is deliver such amazing products, services and customer experiences that our customers never think of leaving in the first place. Whether on the front lines in a Solution Store, in the customers' homes as a UHT, in the office representing our Cox Business services or any of the numerous jobs "behind the scenes," your hard work is the key to our continued success.

In addition to your dedication, **Cox is making great investments to ensure we have the network and services to meet the competition** and continue to give our customers what they want. In fact, you've seen the activity behind the Johnson office, and by the end of this year, our **multi-million dollar MTC upgrade and expansion** will be complete, along with a new hub in Fort Smith. We worked diligently with our center partners to get **DOCSIS 3.1 upgrades** in Fayetteville moved up to the second quarter. This will put us ahead of OzarksGo and AT&T's recent fiber announcements. And Northwest Arkansas will have DOCSIS 3.1 enabled by the end of the year with Fort Smith soon to follow in early 2019.

We will also continue to build our network. Ed Fairchild and team are on pace to have **9,000 new homes passed by the end of the year**, and our innovative home automation offering — **Project SEED** — will soon roll out to markets throughout Arkansas. Project SEED will bring smart home technology to the masses and allow customers to control their home with or without monitored security. Once again, Cox is evolving and advancing to serve our customers and give them what they need before they even realize what they want.

Cox Business will continue its efforts by adding to and emphasizing services that go deeper into our customers networks with continued expansion of managed services and WiFi offerings. They are also enhancing our team with a new account representative and a Cox Business technician focused on the Harrison/Berryville/Eureka Springs market.

Finally, **great things are on their way from Cox Charities, the Diversity Council and Cox Conserves**. Just recently, we showcased our position as leaders in the community at the Martin Luther King Jr. parade. I am proud of the positive impact we continue to have in the lives of our customers and those in need through these initiatives.

All in all, as competition heats up, **we are rising to the occasion** and making the investments and decisions necessary to continue to win the war for customers. Thanks for all you do, and here's to a great 2018!

A handwritten signature in black ink, appearing to read "Curt", with a stylized flourish at the end.