
Attachment E
Technical Capability Project Explanation
Cox Nebraska Telcom

Cox Communications is a long-trusted provider of telecommunications services in Nebraska. In addition to our residential services, Cox Business has provided local business, industry, and government with commercial telephony since 1991. Since that time, Cox has invested more than \$1 billion throughout our Nebraska market providing infrastructure upgrades and more than 5,000 miles of state-of-the-art fiber-optic and HFC (Hybrid Fiber Coaxial) delivering video, phone and high-speed Internet service to homes and businesses. In our Omaha, NE Market, Cox maintains over 270,000 residential customer relationships and employs 800 residents, contributing \$57M annually in taxes. The proposed project will bring 38 fiber miles to 78 unserved locations of Burt County.

We currently offer broadband speeds of 100/100Mbps or faster in multiple markets across Nebraska. This project will be resilient and sustainable in the long term and service areas will be managed and maintained through the more than 99 technicians we have in the market. Cox has an established onboarding curriculum for our front-line construction teams. This not only supports the scalability of our resources, but the high degree of expertise and competence we maintain for our builds. We also have a progression program in place that has financial and promotional rewards once time in role and key performance metrics are achieved. Our technical staff, both service and field maintenance, have the tools and training to correct any technical issues that may arise with our equipment. The equipment vendors have been provided training and documentation to ensure maximum proficiency and safety. This includes physical maintenance outside of the plant, electronics maintenance and the monitoring and adapting interconnection routes and capacities. All Distribution Major/Minor Field Equipment has an average useful life of 20 years. With the architecture being new and ever evolving, we don't have a lot of history on which items may need more maintenance or replacement. However, we do keep backup stock of all parts in case of failure or damage.

Cox is a recipient of multiple federal and state awards in support of broadband expansion to un- and underserved areas in Virginia, Arizona, Louisiana, Georgia, Arkansas, Florida, Oklahoma, Kansas, in addition to Nebraska including the Rural Digital Opportunity Fund (RDOF), American Rescue Plan Act (ARPA), State and Local Fiscal Recovery Funds (SLFRF),

Virginia Telecommunications Initiative (VATI), Nebraska Broadband Bridge Program (NBBP) and the Capital Projects Fund (CPF).

Since 2021, Cox successfully secured more than \$190M to subsidize expansion projects totaling nearly \$346M that, upon completion, will result in connecting more than 51,000 previously un- and underserved homes and businesses to gigabit broadband speeds. We also have several applications currently pending in different stages of the review and award process.

The Cox Network Operations Center is comprised of two geographically diverse locations, one in Atlanta, GA and the other in Phoenix, AZ. These facilities act as a fully georedundant NOC (Network Operations Center). The NOC is staffed 24 hours a day, 365 days a year, with employees working a variety of shifts and schedules. The high quality, redundant design and monitoring of our network means your communications services are available when you need them. If there is trouble with our services, our repair mean time is well below 4 hours. We also provide support through a technical staff in Omaha for all provisioning and maintenance of fiber optic electronics, interconnection equipment and devices.