
Attachment E

Technical Capability Project Explanation

Cox Communications

Cox Communications is a long-trusted provider of telecommunications services in Nebraska. Cox Business has provided local business, industry, and government with commercial telephony since 1991. Since that time, Cox has driven nearly \$1 billion in statewide economic impact and \$2.7 billion of national investment, 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. The proposed project will bring 11 fiber miles to 25 unserved locations of Cass County. In our Omaha, NE Market, Cox maintains over 240,000 customer relationships including more than 20,000 Business customers and supports more than 3,400 jobs, contributing \$35M annually in taxes and \$1.2M in charitable contributions.

We currently offer broadband speeds of 100/100Mbps or faster in Nebraska. This project will be resilient and sustainable in the long term and service areas will be managed and maintained through more than 400 technical staff 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 come up with our equipment. The equipment vendors have been provided training and documentation as well 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.

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 our communications services are available when our customers 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.