



February 4, 2022

Eric Prause  
Chair, Cox Cable Advisory Council, Manchester Franchise  
PO Box 1146, Manchester, CT 06045  
erprause@gmail.com

Dear Mr. Prause,

Please accept Cox Communications Northeast's ("Cox"), sincere apology for neglecting to provide the Cox Cable Manchester Advisory Council with notice of certain rate changes when they were originally issued to Public Utilities Regulatory Authority ("PURA") on January 4, 2022. This was an unintended oversight on our part, and we understand the frustration and issues that this caused. We were not aware of the oversight until you brought it to my attention on Monday, January 31, and at that time I forwarded the notice to you, and to the chairs of the other advisory councils in Cox's other Connecticut territories.

As you stated, the advisory councils were due to be provided notice no later than 30 days prior to the effective date of the rate changes. And as a result of our unintended oversight, the councils were not able to hold a statutorily authorized public hearing, as is its right. Cox wants to make things right and provide each of the advisory councils with the benefit of the full 30-day notice period, during which time they may hold public hearings and advise Cox regarding the proposed rate changes. Cox will take the advice of the councils and the public into consideration with regard to this and future rate changes.

Unfortunately, Cox was unable to halt the effective date of the rate changes before they became active yesterday, on February 3. However, to ensure that the 30-day notice is properly given, Cox has already reversed the rate changes and will maintain the old rates until no earlier than March 2, 2022, which is 30 days after the date that the advisory councils were provided with notice of the rate changes from Cox. Additionally, any customers whose bills were affected by the rate change during this period will receive a credit for the changes during the next billing cycle.

We trust that Cox's actions to correct this unintended oversight, provide the councils with the benefit of the 30-day notice period, and place customers at the same position they would have been in if the rate changes never took effect on February 3, are to your satisfaction.

We appreciate your attention to this issue, and we look forward to our continued dialogue.

*[Signature Page Follows]*

If you have any questions, please don't hesitate to reach me at (860) 250-9867 or peter.talbot@cox.com.

Sincerely,

*Peter J. Talbot*

Peter J. Talbot  
Cox Communications  
Government Affairs Manager

Copy to:

Mr. Jeffrey Guadiosi  
PURA  
Executive Secretary  
Ten Franklin Square  
New Britain, CT 06051