

Supporting California Communities Impacted by Wildfires

We're part of the communities we serve, which is why we're supporting those affected by the devastating wildfires in California, including thousands of our own employees living and working in the Los Angeles area. We're working around the clock for our customers and employees and to help to ensure those in impacted areas can stay safe and connected.

\$2.5M Committed to Support Wildfire Relief

Our commitment includes:

- \$500,000 in cash contributions that will be split between the LA Fire Department Foundation, American Red Cross LA Region, and the CA Fire Foundation;
- \$1M to support LA-area small businesses through the Spectrum Community Investment Loan Fund; and
- \$1M in-kind PSA airtime to support nonprofit organizations in their wildfire relief efforts.

Free Access to Wi-Fi Access Points

To help keep people in impacted communities connected, Spectrum has opened more than 35,000 out-of-home Wi-Fi access points that are available at no cost to all users.

Automatic Bill Credits

Customers whose Spectrum service continues to be impacted after power is restored will proactively receive daily credits until they are back online.

Helping Service Organizations

- We're providing a number of Red Cross and other service organization locations that have Spectrum services a free upgrade to 1 Gig service.
- Spectrum is offering free 1 Gig service through the end of February to service organizations providing support during the wildfires that are not currently Spectrum subscribers.
- Spectrum has also established a microsite to facilitate employee donations to the American Red Cross.

Supporting Affected Employees

To support affected employees with expenses incurred during this emergency, our Employee Disaster Assistance Policy is in place to help cover costs related to temporary housing, transportation, and the purchase of food and essential items.

Coverage for Lost or Damaged Equipment

If you have equipment that's been damaged or destroyed by wildfire, please contact us and we'll make sure you're not charged for the damages.

Keeping Communities Informed: Expanded Access to Spectrum News

Spectrum News 1 SoCal has lifted authentication requirements to give broad access to their coverage, including information about where fires are burning, how and where they are spreading, and areas to avoid. Spectrum News meteorologists use state-of-the-art-technology to provide precise, updated forecasts. These weather reports are critical not only for residents, but also for those fighting fires and coordinating emergency response.

Spectrum News 1 SoCal is available via the Spectrum News App and at [Spectrumnews1.com/CA/Southern-California](https://www.spectrumnews1.com/CA/Southern-California).

Working with Local Leaders

We're working closely with federal, state, and local government officials, community leaders, and alongside others in the industry to ensure we are meeting needs and sharing appropriate information.

Restoration & Recovery Efforts

As areas are deemed safe to enter, our crews will work as quickly as possible to safely conduct field surveys to identify impacted customers and restore service for our customers.