

- ❖ Cox Business Services Customer Information
- ❖ Hy-Life From Cox (VPN)
- ❖  Cox Business Internet User Guide
- ❖  Cox Digital Phone User Guide
- ❖  Centrex User Guide
- ❖ Critical Security

Gear up with Cox high-speed Business Internet. And see how much faster your business can run.



>> [Speed Demonstration](#)

	<p>View Details  Product Data Sheet</p>	
<p>Cox Digital Trunk</p>	<p>Cox Digital Trunk service provides reliable digital-quality voice transmission while securely connecting your business's PBX directly to the public switched telephone network.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
	<p>Cox Long Distance and Toll Free</p> <p>Cox Long Distance and Toll Free services provide your business clear connections with convenient options and cost-effective plans to meet your long distance needs and budget.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>Cox Dedicated Long Distance and Toll Free</p>	<p>Cox Dedicated Long Distance and Dedicated Toll Free services provide your business with clear, high-quality phone communications with all the benefits of dedicated access, including lower rates, less call blocking and plenty of call capacity.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>Cox Private LineSM</p>	<p>Cox Private LineSM service is a SONET-based, point-to-point private line network service that provides a clear, reliable high-speed connection for stand-alone or integrated voice, data, and video communications between locations.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p> DATA PRODUCTS & SERVICES </p>		
<p>Cox Business InternetSM</p>	<p>Cox Business InternetSM is a cost-effective and reliable broadband data solution that</p>	<p>Relevance by business size</p>

	<p>provides scalable, flexible options designed to meet the specific demands of your business.</p> <p>1.5Mbps ↓ 384Kbps ↑ 3.0Mbps ↓ 1.0Mbps ↑ 6.0Mbps ↓ 2.0Mbps ↑ 15.0Mbps ↓ 2.0Mbps ↑ 2.0Mbps ↓ 2.0Mbps ↑</p> <p>Home Office Preferred 5.0Mbps ↓ 2.0Mbps ↑</p> <p>Home Office Premier 15.0Mbps ↓ 2.0Mbps ↑</p> <p>View Details  Product Data Sheet</p>	<p>Small ○○○○○</p> <p>Medium ○○○○○</p> <p>Large ○○○○○</p>
<p>Cox Optical InternetSM</p>	<p>Cox Optical InternetSM is the reliable and scalable high-speed Internet service that gives your business dedicated access to our network with flexible, tiered bandwidth options scalable to OC-12 or higher.*</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small ○○○○○</p> <p>Medium ○○○○○</p> <p>Large ○○○○○</p>
<p>Cox Web Hosting and Packages</p>	<p>Cox Web Hosting and Cox Web Hosting Packages allow your business to establish and maintain a professional and functional Web presence that is cost-effective and easily upgradable.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small ○○○○○</p> <p>Medium ○○○○○</p> <p>Large ○○○○○</p>
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<p>Cox Transparent LAN</p>	<p>Cox Transparent LAN Service (TLS) will interconnect your LANs over our all-optical metro networks, giving your enterprise point-to-point connections between remote sites in a framework that's scalable, cost-effective and reliable.</p> <p> View Details  Product Data Sheet </p>	<p>Relevance by business size:</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>Cox Virtual Private Network</p>	<p>Cox Virtual Private Network service is a fully managed, turnkey solution that gives employees in any location fast, secure access to your network and connects remote offices to a central network.</p> <p> View Details  Product Data Sheet </p>	<p>Relevance by business size:</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>OTNR Mobile Services</p>		
<p>Cox Commercial Cable</p>	<p>Cox Commercial Cable service provides more than 100 channels of consistent, crystal clear digital cable television and Music Choice options for businesses of all types and sizes.</p> <p> View Details </p>	<p>Relevance by business size:</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>Cox Carrier Access Service</p>	<p>Cox Carrier Access service is the ideal solution for secure and reliable connections to your stand-alone or integrated voice and data customers.</p> <p> View Details  Product Data Sheet </p>	<p>Relevance by business size:</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
<p>Cox Enterprise Connectivity</p>	<p>Cox Enterprise Connectivity is a robust, efficient and cost-effective communications solution for enterprises seeking to connect remote workers, customers and suppliers across the</p>	<p>Relevance by business size:</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>

	country.	
	View Details  Product Data Sheet	
Cox SmartBill®	<p>Cox SmartBill® is an invoice analysis tool that conveniently tracks the details of your company's telecommunications usage.</p> <p>View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>
CoxSmart Commercial Building Program	<p>If you're a commercial builder, developer or property manager, you can't get more advanced technology than in a CoxSmart Commercial Building. To find out how our robust communications network gives you a clear advantage in the marketplace, click here:</p> <p>View Details</p>	<p>Relevance by business size</p> <p>Small <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Medium <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p> <p>Large <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/></p>

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A Quick Overview

Cox Business Services is the business-to-business division of Cox Communications, Inc., the third largest cable provider in the nation and twelfth largest telephone company with more than six million customers.

Cox Business Services is a facilities-based provider of advanced voice, data and video products and services to more than 100,000 business customers in industries ranging from healthcare and hospitality to government and education. The backbone of our capability as a communications provider is our self-owned and self-maintained nationwide IP network. Thousands of miles of fiber-optic cable make up the Cox system, designed with self-healing, fault-tolerant SONET architecture for enhanced dependability. And with our state-of-the-art Network Operations Centers monitoring the Cox network on a 24/7 basis, you're assured of consistent, reliable voice, data and video services for your business when you need them most.

Award-winning quality and service are the hallmarks of our business, with numerous honors and industry accolades illustrating the high level of customer satisfaction for which Cox Communications, and Cox Business Services, are well known.

A Brief History

The origin of the Cox enterprise dates back more than 100 years. The communications business got its start in 1962, when Cox built high-quality networks and began delivering quality cable television programs. Since that time, Cox Communications has grown to become the third-largest cable provider in the nation, with more than six million residential customers. The origins of the Cox Business Services division date back to 1987, when management began rebuilding its cable infrastructure into a fiber-optic, high-capacity broadband network. In 1993 Cox began offering competitive access services to small businesses and large enterprises alike in the Hampton Roads region in Virginia. By 1996 the company extended its business products under the Fibernet brand to include data transmission services carried over fiber-optic MANs (metropolitan area networks).

Cox Business Services continued to expand into new markets throughout the nation, and by 2003 the company celebrated its 100,000th customer location. Today, Cox offers a full suite of voice, data and video services for small, medium and large businesses as well as for government and education in more than 36

markets, from California to New England.

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Why you should choose Cox Digital Telephone® and Voice Mail services

Cox Digital Telephone is a business-grade local phone service designed to manage the full range of voice needs for your business. With Cox Digital Telephone, you get flexible packaging options, a complete array of calling features, and optional Cox Voice Mail services. And your business can enjoy the savings and convenience of getting your local and long distance service from one company, with one bill and one point of contact.

How your business benefits from Cox Digital Telephone

When you choose Cox Digital Telephone, you enjoy a host of benefits:

- **More flexibility.** With a choice of packages and calling features, you can customize your service to ensure you have exactly the tools you need, including DID/DOD, POTs, or Centrex service with integrated voice and fax mail capabilities, and much more.
- **Seamless integration.** Cox Digital Telephone integrates easily with your current telephone equipment, from desktop phones to large PBXs. Or add Centrex service for the benefit of a PBX system without the hassles of one.
- **Easy switchover.** You can keep your current numbers as well as your equipment to make switching easy and hassle-free.
- **Cost-effectiveness.** Choose only the services you need and the features you want with our competitive and simply priced plans and options — plus, save up to 20% compared to the local incumbent.*
- **Easy upgrading.** Add capacity with such options as Cox Connect 1.5 for a T-1 connection or Cox Connect PRI services for ISDN clear channel connectivity. We can also tailor a private line configuration from a DS-1 or DS-3 to OC-N level service to meet your specific needs.
- **Dependable transmission.** Our network protects against communications failure by using fully redundant architecture and battery and generator backup. Plus we monitor our networks around the clock to make sure you're getting the best possible service at all times.

- **Crystal-clear connections.** Quality digital transmission means quality digital sound for all your critical voice communications.
- **More convenience.** Add Cox Business Internet™ to your communications, and enjoy the added convenience and efficiency of one bill from one provider and one local team meeting all your business communications needs.
- **Added services.** Get just what you need, from voice mail and long distance to toll free, directory assistance, and more.

How your business benefits from Cox Voice Mail

Businesses today rely on voice mail service to operate effectively and compete successfully. The challenge is finding truly reliable voice mail service. The solution: Cox Voice Mail. Built to be both dependable and easy to use, Cox Voice Mail delivers service you can trust with your most important messages.

- **Quick and simple.** Access your voice mail quickly in the office or on the road.
- **Dependable.** Cox's service is reliable so you won't have to worry about missing an important message or any messages getting lost.
- **Easy to use.** User-friendly functionality saves you valuable time.

Build a customized business telephone package that fits your needs and budget.

Cox Digital Telephone can provide a customized, cost-effective solution, whatever the size of your business or the scope of your needs — from a small, growing business that wants only a few lines without the capital expenses...to a medium-sized operation requiring phone, fax and voice mail...to a large, established enterprise with a full range of needs including high-volume long distance, toll free and international calling plans.

Cox Digital Telephone Feature Packages

Choose the package that works best for your business:

Business Value Package	Business ID Package	Business Solutions Package
Call Forwarding	Call Forwarding	Call Forwarding
Three-Way Calling	Three-Way Calling	Three-Way Calling
Call Waiting	Call Waiting	Call Waiting
Speed Calling 30	Speed Calling 30	Speed Calling 30
Busy Line Redial	Busy Line Redial	Busy Line Redial
Call Transfer*	Call Transfer*	Call Transfer*
	Caller ID	Caller ID
		Call Return
		Selective Call Acceptance
		Selective Call Forwarding
		Selective Call Rejection
		Call Forwarding Busy
		Call Forwarding No Answer
		Call Forwarding on Call Waiting

*Feature not available in all areas.

Cox Digital Telephone A La Carte Features

Choose from this list of features for even greater flexibility and customization:

900/976 Blocking ¹	Call Return	Remote Access to Call Forwarding
Anonymous Caller Restriction ¹	Call Trace	Remote Call Forwarding (RCF)*
Blocking Directory Assistance Calls	Call Waiting	Remote Call Forwarding Additional Path
Blocking Operator Assisted Calls	Call Waiting ID	Selective Call Acceptance
Busy Line Redial Per Use	Distinctive Ring	Selective Call Forwarding
Busy Line Redial Unlimited	Distinctive Ring Fax	Selective Call Rejection
Call Forwarding	International LD Blocking	Three-Way Calling
Call Forwarding Busy	Line Number Block Per Call ¹	Toll Free Blocking
Call Forwarding No Answer	Line Number Block Per Line ¹	
Call Forwarding on Call Waiting	Priority Ring	

¹These features are included at no charge.

*Feature not available in all areas.

Standard Cox Voice Mail Features

Cox Voice Mail keeps your business running at maximum efficiency with a complete package of features that are simple to set up and easy to use:

Feature	Function
Automatic Call Back	Allows you to reply to a voice mail message if the caller's number is captured in the voice mail system.
Extended Absence Greeting Unskippable	Creates a message that your callers can't bypass before they leave you a voice mail.
Future Delivery	Enables you to create up to 3 voice mails for delivery up to 15 days in the future.
Greeting Options	Two options are included. The Multiple Greeting option enables you to record up to five different greetings depending on the dialed number. And the Time Dependent Greeting option allows you to have different greetings for weekdays and weekends.
Group Lists	Create up to 15 group lists with 25 numbers each and send messages simultaneously to every member within your voice mail system.
Message Forwarding/Sending	Allows you to forward or send a voice mail to another mailbox within the system.
Message Recovery	Lets you recover deleted messages before you exit the voice mailbox.
Message Redirect	Allows you to forward a message to another mailbox or group list.
Message Replay	Lets you use quick keys that save time by fast forwarding or rewinding messages with the press of a button.
Message Time/Date Stamp	Keeps you informed of the day and time of each call.
Personal Operator	Provides the caller with the option to leave a message, or to touch "0" and be redirected to a predetermined number.
Prompts for Unplayed Messages	This prompt reminds you of any unplayed messages each time you enter your voice mailbox.

Optional Cox Voice Mail Features

Choose from several optional Voice Mail features to further enhance your Cox Digital Telephone service:

Optional Feature	Function
Automatic Message Forwarding	Lets you forward messages received in your mailbox to another mailbox or phone number.
Customized Bulletin Board Applications	Allows you to provide information about your business, such as hours of operation, directions, fax numbers, website address, etc.
Fax Administration	Enables you to receive voice mail and faxes in the same mailbox. You choose to automatically or manually direct faxes to print at a primary or secondary line location.
Message Notification to Pager, Telephone or Cellular Device	Alerts you to new voice mail messages.
Urgent Notification Only	Allows you to limit notification messages to only those marked "Urgent."



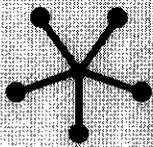
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Cox FibernetSM Service

Need better point-to-point private line networking? Then you need Cox Fibernet Service. With your choice of five high-volume digital transmissions, Cox Fibernet meets all your needs for PBX-to-PBX interconnections and point-to-point transmissions between local sites. It's also perfect for dedicated access to Internet Service Providers (ISPs). Best of all, Cox Fibernet sets the standard for high speed, high capacity, high quality digital transmissions, all at a cost-effective price. Let your business benefit from all that Cox Fibernet Service has to offer, including:



**Get
Started
Today**

Remember: good communications mean good business. And there's no better way to send communications over your network than with Cox Fibernet Service. Cox Fibernet delivers the features, flexibility and quality you need, all at a competitive price and all backed by both the stability of Cox Business Services and the capabilities of our advanced network. So contact your local Cox Business Services sales representative today. Tell us you want clear, cost-effective and convenient digital transmission service. We'll get you started.

Flexible Service To Fit Your Needs

Your needs are as unique as you are. That's why Cox Fibernet lets you choose the bandwidth that's best for your business. Five transport service levels give you the ability to connect multiple office locations or outside businesses via point-to-point private line networking.

A Fiber Optic Platform For Clarity, Speed and Reliability

No matter which level of bandwidth you choose, you can count on Cox Fibernet Service for a clear, stable connection. That's because Cox designed and built our own fiber-based SONET self-healing ring network with protection switching and our own fiber optic IP backbone. This high-tech, high-speed platform gives you 99.99% network availability and a bit error rate threshold of 10⁻⁶ or better for reliable service, digital-quality sound and unbeatable security. Plus, since our protection switching requires less than 50 milliseconds, you'll get quick, reliable transport services – you can count on it.

Integrated, Cost-Effective Communications

With Cox Fibernet Service, top-quality communications don't have to mean top-dollar costs. Our competitive pricing, discount structures and ability to save you money with national purchasing means that you'll get the speed, capacity and reliability that your network

needs without breaking your budget. So don't let high prices slow down your network – Cox Fibernet Service is the cost-effective way to give your business crystal clear digital voice, video and data transmissions.

A Stable, Experienced Provider

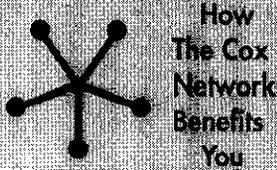
No matter how technologically advanced the network is, your transmission services are only as reliable as the company providing them. That's why it's good to know that Cox Business Services is backed by the financial stability of Cox Communications, one of the nation's largest broadband companies. This proven strength gives Cox Business Services powerful advantages that other providers simply don't have, including state-of-the-art technology and a solid financial foundation. And it gives you the peace-of-mind that only comes from choosing Cox.

Responsive Support and Local Service

We know that your communications are critical to your business. That's why Cox monitors our networks around the clock from our state-of-the-art Network Operations Center (NOC). It's why we provide responsive customer care and local, professional technicians who are ready to help with whatever you need. In short, that's why you can count on Cox.

How It Works For You:

Cox Fibernet lets you choose from five high-volume point-to-point digital transmission services for a customized network connection. Of course, every connection includes the features that make Cox Fibernet the reliable, clear choice for your business. So choose the connection that's right for you - then enjoy the peace of mind that comes from features like these:



Your communications are your lifeline. We understand. That's why Cox built our own facilities-based network - so we can deliver your service over our SONET self-healing fiber optic network, complete with both electronic redundancy and route diversity for greater reliability and uptime. And we didn't just build our own network - we manage it too. Our state-of-the-art Network Operations Center (NOC) monitors our networks around the clock and is staffed day and night with trained professionals working proactively to prevent problems before they affect your service. Our commitment to building and continuously monitoring this high-tech, highly dependable network brings peace of mind that you'll find only with Cox Business Services.

Standard Service Features

- SONET transmission equipment with electronic redundancy
- Self-healing network with route and electronic protection
- Fiber optic rings with route diversity
- Consistent circuit quality
- Integrated communications - data voice and video over a single facility

Optional Service Features

- Channelized or clear channel configurations
- Variety of hand-off interfaces, such as RJ45, BNC, RS232 and FC, SC and ST optical connectors
- Fractional DS-1 increments (Nx64Kbps)
- M13 multiplexing available at one or both ends (DS-3 only)

Standard Support Features

- Responsive local customer care and technical support
- Proactive network monitoring around the clock

Service Level Choices

Specification

Cox DS-1 Transport Service

1.544 Mbps (DS-1) digital circuit
Up to 24 DS-0s
Super Frame (SF) or Extended Super Frame (ESF)
AMI or B8ZS line coding
For an unchannelized DS-1, Cox also offers a full clear-channel DS-1 which can carry up to 1.544 Mbps of user payload

Cox DS-3 Transport Service

44.736 Mbps digital circuit
Up to 28 DS-1s (672 DS-0s)

Cox OC-3 Transport Service

155.62 Mbps (OC-3) optical circuit
Up to 3 DS-3s (84 DS-1s)

Cox OC-12 Transport Service

622.08 Mbps (OC-12) optical circuit
Up to 4 OC-3s (12 DS-3s or 336 DS-1s)

Cox OC-48 Transport Service

2.488 Gbps (OC-48) optical circuit
Up to 48 DS-3s (1344 DS-1s)



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Services not available in all areas.
All features not available in all areas.
Other restrictions may apply.
Where available

Why you should choose Cox Business Internet service

If your business is looking for a cost-effective, broadband data solution that's fast and reliable, look to Cox Business Internet.SM With a full range of bandwidths and prices available, Cox Business Internet service can fit the specific needs of your business and help you operate with greater efficiency. Whether you're a small, growing business or a large, established enterprise, Cox Business Internet can help you communicate, research, download and transfer data with confidence and ease. We have proven expertise in a wide range of industries and specific applications. And we offer a host of business-grade features, from Anti-Spam/Anti-Virus protection and a choice of either Dynamic or Static IPs, to business-class e-mail and more. So if you need to host a server, upload or download large files, connect remote offices and employees, or manage large amounts of business data, Cox Business Services has a scalable solution for you.

How your business benefits from Cox Business Internet service

When your business runs with Cox Business Internet, you enjoy a host of benefits, including:

- **More productivity.** When you access the Internet through our hybrid fiber coax (HFC) network, you'll receive more robust two-way speeds for faster downloads, connections and ultimately, more efficient and reliable communications for your business.
- **More reliability.** You're assured of consistent, reliable data service when you need it because we own and maintain our own nationwide IP network, and we monitor it 24/7.
- **More access.** CoxMailSM web-based e-mail accounts are included as part of your Cox Business Internet service, allowing you access to important business communications from anywhere you have Internet access. And to help keep you protected, CoxMail comes with Cox Anti-Spam and Anti-Virus technology. We take care of all updates, so you'll always have the most advanced protection working for you.
- **More convenience and consistency.** Your Cox Business Internet connection is Always On, so you can avoid the hassles and expense of extra phone lines and dial-up service. And unlike DSL, you'll get more consistent service regardless of your proximity to our facilities.
- **More flexibility and customization.** Choose what makes sense for your business, including the speed of service, static and/or dynamic IPs, the number of IP blocks and the number of e-mails. See back for all the details. And with just one simple call, you can make changes to your service at any time. Plus, in most markets our optional Wireless Transport solution can provide a secure, short-range aerial solution to areas not previously serviceable.*
- **More cost-effectiveness.** Easy scalability means you're getting all the technology and speed you need at a competitive rate.
- **Added services.** Get just what you need with additional Internet services such as web hosting, domain name registration, Virtual Private Networking (VPN) service and more. Plus, a vanity domain for your business-class e-mail is also available so that your business is immediately recognized on the web.*
- **Local customer care team.** With Cox Business Internet service you enjoy the added benefit of a local, dedicated group supporting your business with skillful, knowledgeable and helpful service.

Cox Business Internet package options for your business

Speeds	<p>Speeds all the way up to 15.0Mbps downstream</p> <p>1.5Mbps ⇄ 384Kbps ⇄ 3.0Mbps ⇄ 1.0Mbps ⇄ 6.0Mbps ⇄ 2.0Mbps ⇄ 15.0Mbps ⇄ 2.0Mbps ⇄ 2.0Mbps ⇄ 2.0Mbps ⇄ Home Office Preferred 5.0Mbps ⇄ 2.0Mbps ⇄ Home Office Premier 15.0Mbps ⇄ 2.0Mbps ⇄</p>
Installation	On-site installation by professional technicians.
IP Addressing	1 Dynamic or Static IP provided with service. Up to 8 addresses available with the standard offering.
Blocks of IP Addresses¹	Available in blocks of 16, 32 and 64.
E-mail Accounts	10 CoxMail business-class addresses included; supports POP, web-based access, SSL, mail forwarding, and mailbox administrator.
E-mail Storage Space	1GB storage space and up to a 15MB maximum message size included.
Anti-Spam and Anti-Virus	Available on all CoxMail accounts.
Mass Mailing Availability	Yes, registration required.
Domain Name Hosting	Hosting of 1 domain included.
Domain Name Registration	Available option.
Server Hosting	Ability to host your own web, e-mail, and ftp servers.
Web Hosting	Business-class web hosting packages optionally available.
Managed VPN Service	Available option.
Managed Router Service	Available option.
Optional Wireless Transport Solution²	A full-featured secure Cox Business Internet solution using wireless (microwave) technology where wired service is not feasible. Available in select markets on an individual-case basis.
Business-Class Support	Local, dedicated customer care, and 24/7 network monitoring provided.
30-Day Satisfaction Guarantee³	Yes

¹Based on IP addresses within each block have predetermined assignments. Therefore, there are only 13, 29 and 61 usable addresses in each block.

²Wireless transport not available in all areas if Cox is delivering services via wireless network facilities and there is signal interference with such services. Cox may terminate this Agreement if Cox cannot resolve the interference by using commercially reasonable efforts.

³30-day Satisfaction Guarantee period begins from date of installation and entitles customer to a refund of installation fees, modem rental fees and the first month's service fees including taxes and fees. Refund excludes new service activations requiring construction or installation costs incurred by Cox in excess of \$300. Any Cox equipment rented or used by customer must be returned to Cox prior to any refunds or credits being issued.

⁴Services and features not available in all areas and package options vary by market. Home Office Preferred and Premier service available to residential locations only. Optional services may require additional service fees, equipment fees, and contract requirements. Rates and speeds vary by market. On-site service calls are typically limited to normal business hours. Equipment installed by Cox may vary and installation of networks, Ethernet cards or LAN wiring is not included. Dynamic IP address will be assigned unless a static IP is requested. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Cox cannot guarantee uninterrupted or error-free Internet service. Early termination liabilities apply. Other restrictions apply. ©2005 Cox Communications, Inc. All rights reserved.

Why you should choose an Enterprise Connectivity Solution from Cox

Does your business need to communicate with remote workers, customers and suppliers across the country? Does your business require a robust, dependable communications solution to power these vital connections? If the answer is yes, then choose Cox Business Services to deliver an Enterprise Connectivity Solution that is both efficient and cost-effective.

Powered by Cox Business Internet,SM we will deliver a wide range of benefits to your business and employees. Whether you need to give remote employees access to a private LAN, replace teleworkers' dial-up connections, connect satellite offices or replace your frame relay network, Cox can deliver a solution to fit your enterprise needs.

Benefits for your business

Your business will experience a range of benefits when you network branch locations and employees through Cox Enterprise Connectivity services.

- **More cost-effective.** By connecting employees and locations remotely to your corporate network, your enterprise can reduce space needs, as well as real estate and associated overhead costs. And by replacing expensive frame relay networks or private line connections with an inexpensive IP/VPN solution, you can keep network costs low.
- **Operations continuance.** With multiple locations and teleworkers in your enterprise, you want to maintain uninterrupted operations and communications, and Cox Enterprise Connectivity solutions deliver. In the event of an energy outage or catastrophic event, your enterprise will continue to function normally.
- **Reduced employment costs.** For any organization with remotely located employees, Cox Enterprise Connectivity services can deliver a range of bottom-line benefits, including reduced absenteeism, turnover and recruiting costs, and employee relocation costs. Plus, your employee pool will be expanded since you'll be able to employ anyone in any region.

- **Easy to deploy.** You'll find our solutions simple and convenient to manage with a dedicated national accounts team, 24/7 network support, web-based tools, and centralized billing options.
- **Added tax benefits.** As an extra bonus, programs at the federal and state levels offer tax benefits and credits to eligible companies who connect employees remotely. These programs reward enterprises for their initiative in helping to reduce traffic congestion and air pollution and in improving their community as a whole.
- **More reliability.** Cox's consistently reliable, self-monitored network provides a dedicated Always-On connection, enabling your employees to get connected and stay connected for improved productivity.

Benefits for your employees

Your employees will benefit as well when you link them to your infrastructure through Cox Enterprise Connectivity services, including:

COX Business Services

www.coxbusiness.com/connectivity

1-877-669-3038

- **Increased performance.** With reduced commuting time and expenses, you'll help employees reduce distractions and maximize their working time and overall productivity.
- **Greater flexibility.** Connecting employees through Cox Teleworking services helps them to achieve a healthy balance between work and personal time. This will allow them to manage the demands of a busy schedule more effectively.
- **Increased job satisfaction.** By connecting employees remotely, you'll help deliver improved working and lifestyle conditions, which in turn increases employees' job satisfaction, commitment to their work, and loyalty to the enterprise.

Cox Enterprise Connectivity Solutions for your business

	Teleworking Services	Branch Connectivity Services
Speeds	1.5 Mbps ↓ 256 Kbps ↑ 4.0 Mbps ↓ 512 Kbps ↑	768 Kbps ↓ 256 Kbps ↑ 1.5 Mbps ↓ 384 Kbps ↑ 3.0 Mbps ↓ 512 Kbps ↑ 4.0 Mbps ↓ 768 Kbps ↑ 6.0 Mbps ↓ 768 Kbps ↑
Volume Discounts	Yes	Yes
IP Addressing	Static IP included	Static IP included
Additional IP Addresses	Yes, for an additional cost	Yes, for an additional cost
Modem Provided	Yes	Yes
Level of Support	24/7, Tier 2 support at our Network Service Center	24/7, Tier 2 support at our Network Service Center
Service Level Agreement Availability	Yes	Yes
Centralized Billing Options	Yes	Yes
Web-Based Customer Tools	Yes	Yes
Single Point of Contact	Account Management, Ordering and Support	Account Management, Ordering and Support
30-Day Satisfaction Guarantee*	Yes	Yes

For more information on Cox Enterprise Connectivity Solutions, call our National Account Team at 1-877-669-3038, or e-mail us at CoxNational@cox.com today.

*Services not available in all areas. Satisfaction Guarantee does not apply to new service activations requiring construction or installation costs incurred by Cox in excess of \$300.00 or to existing Cox Business Internet customers. Customer must contact their local Cox Business Services office within 30 days of service activation to obtain refund and avoid early termination penalties. Any Cox equipment rented or used by customer must be returned to Cox prior to any refunds or credits being issued.



Why you should choose Cox Carrier Access service

Cox Carrier Access service is the ideal solution for secure and reliable connections to your voice and data customers. Built on our own fiber-based SONENT self-healing network, Cox Carrier Access service gives you high-capacity communications that set the standard for high-speed and high-quality digital transmissions at a cost-effective price. Choose the bandwidth you need for dedicated access to your customers and they will get the dependable service they expect, and you'll get the cost-effective prices you need to be more competitive than ever. And since we own and manage our own network, we have complete control over the level of service we provide to you, and can ensure you and your customers have an exceptional experience.

How your business benefits from Cox Carrier Access service

Cox Carrier Access service offers an array of benefits to help your company deliver efficient communications:

- **More flexibility and scalability.** Choose from multiple bandwidths to connect your network to your customer's location, to provide connectivity between your POPs, or to connect you with other serving wire centers. You may also select the right interconnection bandwidth you need to meet your capacity requirements for your demand set. You'll be sure to get the right fit every time.
- **Speed and reliability.** No matter which bandwidth you choose, Cox Carrier Access service can be counted on to deliver a stable connection through our own fiber-based SONENT self-healing ring network with route diversity. This high-speed platform features protection switching and its own fiber-optic network, delivering 99.99% network availability and a bit error rate threshold of 10^{-6} or better for impressively reliable service. And with protection switching requiring less than 50 milliseconds, you'll always have quick, reliable transport services at your disposal.
- **Exceptional customer care.** Cox Carrier Access service is a dependable, fully supported connection with 24/7 monitoring provided by our state-of-the-art Network Operations Center (NOC). Plus, we back our service with our responsive and experienced National Accounts Team for all order management and customer care, so we're here when you need us.
- **Cost-effective communications.** Through national purchasing, competitive pricing, and discount structures, we give you all the quality and reliability you want in carrier service at a price that will help your bottom line. It's a cost-effective way to give your business and your customers' business the superior services required to compete in today's marketplace.

We can help you choose the Cox Carrier Access service level that best meets your communications requirements.

Service	Features
Cox DS-1 Customer End Loop	1.544 Mbps (DS-1) digital circuit Super Frame (SF) or Extended Super Frame (ESF) AMI or B8ZS line coding
Cox DS-3 Customer End Loop	44.736 Mbps digital circuit
Cox OC-3 Customer End Loop	155.62 Mbps optical circuit
Cox OC-12 Customer End Loop or Carrier Interconnection	622.08 Mbps optical circuit
Cox OC-48 Customer End Loop or Carrier Interconnection	2.488 Gbps optical circuit
Cox OC-192 Customer End Loop or Carrier Interconnection	9.952 Gbps optical circuit

Standard features that enhance your Carrier Access service:

Optional Service	Features
Configurations Supported	Channelized or full clear channel configurations available Multiplexing available at one or both ends DS-1s and DS-3s can be fanned out to multiple destinations
Customer Interfaces Available	Variety of hand-off interfaces available, including RJ45, BNC, RS232 and FC, SC and ST optical connectors

For more information on Cox Carrier Access service, call our National Accounts Team at 1-877-669-3038, or e-mail us at CoxNational@cox.com today.