

**SELECT**

- Small Business
- Medium Business
- Large Business
- Specific Industries
- Products & Services

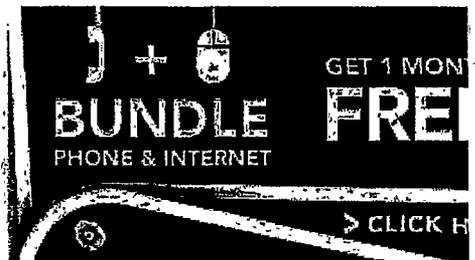
VA - Hampton Roads

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**PRODUCTS & SERVICES**

- Voice Products
- Data Products
- Cox Business Internet
- Cox Optical Internet<sup>SM</sup>
- Cox Web Hosting and Packages
- Private Line
- Cox Transparent LAN
- Cox Virtual Private Network
- CBI Wireless LAN<sup>SM</sup>
- Cox Converged Access<sup>SM</sup>
- Cox Fibernet<sup>SM</sup>
- Video Products
- Other Products

**Special Offers**



**Cox Business Internet Wireless LAN<sup>SM</sup>**

An integrated modem and wireless gateway that provides small to medium businesses with a wireless solution inside their premises.

Relevance by business size

1-800-526

[View Details Sheet](#) [Product Data](#)

- Small ●●●●●
- Medium ●●●●○
- Large ●●●●○

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PRODUCTS & SERVICES

Voice Products

Data Products

Cox Business Internet

Cox Optical Internet<sup>SM</sup>

Cox Web Hosting and Packages

Private Line

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CBI Wireless LAN<sup>SM</sup>

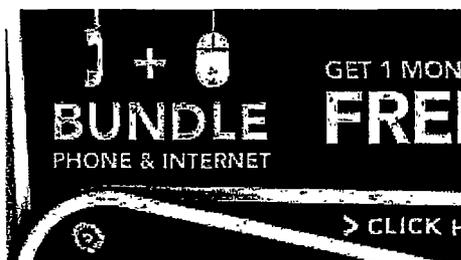
Cox Converged Access<sup>SM</sup>

Cox Fibernet<sup>SM</sup>

Video Products

Other Products

Special Offers



Cox Converged Access<sup>SM</sup>

Cox Converged Access<sup>SM</sup> service is an advanced, next-generation solution from Cox Business Services that maximizes both your budget and your bandwidth utilization. This technology allows the bandwidth that is normally reserved for your voice services to be dynamically allocated for additional data capacity when one or more voice lines are inactive. In effect, it gives you additional Internet bandwidth without additional cost.

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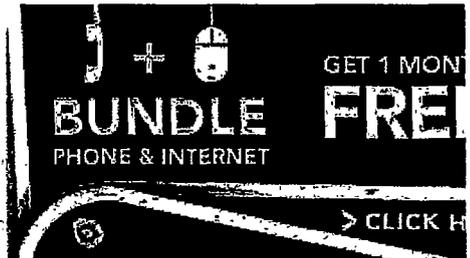
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- Cox Fibernet<sup>SM</sup>
- Video Products
- Other Products

Special Offers



Cox Fibernet<sup>SM</sup>

Cox Fibernet<sup>SM</sup> service is a SONET-based, point-to-point private line network service that is the ideal solution for high-capacity, high-quality digital transmissions for stand-alone or integrated voice and data communications.

Relevance by business size

1-800-526

Small ●●●●●

Medium ●●●●●

Large ●●●●●

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PRODUCTS & SERVICES

- Voice Products
- Data Products
- Video Products
- Cox Business Video
- Other Products

Special Offers

**CUSTOMER SAVINGS**  
 PHONE VIDEO  
 INTERNET PHONE + INTERNET

**BUNDLE FREE**  
 PHONE & INTERNET  
 GET 1 MONTH FREE  
 > CLICK HERE



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Cox Business Video

Cox Business Video service provides more than 100 channels of consistent, crystal clear digital cable television and Music Choice options for businesses of all types and sizes.

- >> [View Details Sheet](#)
- >> [Channel Line-Up](#)

Relevance by business size

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**PRODUCTS & SERVICES**

Voice Products

Data Products

Video Products

Other Products

Wireless LAN<sup>SM</sup>

Cox SmartBill<sup>®</sup>

Cox Enterprise Connectivity

CoxSmart Commercial Building Program

Cox Long Distance and Toll Free

Cox Carrier Access Service

**Special Offers**

**CUSTOMER SAVINGS**  
 PHONE VIDEO  
 INTERNET PHONE + INTERNET

**BUNDLE FREE**  
 PHONE & INTERNET  
 GET 1 MONTH FREE  
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**Cox Enterprise Connectivity**

Cox Enterprise Connectivity is a robust, efficient and cost-effective communications solution for enterprises seeking to connect remote workers, customers and suppliers across the country.

[» View Details Sheet](#) [Product Data](#)

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Relevance by business size

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PRODUCTS & SERVICES

Voice Products

Data Products

Video Products

Other Products

Wireless LAN<sup>SM</sup>

Cox SmartBill<sup>®</sup>

Cox Enterprise Connectivity

CoxSmart Commercial Building Program

Cox Long Distance and Toll Free

Cox Carrier Access Service

Special Offers

**CUSTOMER SAVINGS**  
 PHONE VIDEO  
 INTERNET PHONE + INTERNET

GET 1 MON FREE  
**BUNDLE**  
 PHONE & INTERNET  
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Cox Carrier Access Service

Cox Carrier Access service is the ideal solution for secure and reliable connections to your stand-alone or integrated voice and data customers.

>> [View Details Sheet](#) [Product Data](#)

Relevance by business size

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Products &amp; Services

Cox Commercial Building Service

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## PRODUCTS &amp; SERVICES

Voice Products

Data Products

Video Products

Other Products

Area you can build  
develop or property  
manage business central  
with facilities

How Cox Commercial Building  
Service works  
Business Services  
Programs


[Click Here to learn more.](#)


## Solutions For Builders, Developers and Owners

Providing CoxSmart Commercial Building Program to  
make your property more attractive to tenants.

**CoxSmart<sup>SM</sup> technology helps you attract and retain tenants and increase property values.**

As competition rises among commercial builders, developers and property managers, you want to make your buildings as attractive as possible to potential tenants. And one of the smartest ways you can do that is to wire your buildings for access to robust, reliable communications from Cox Business.

Through our CoxSmart<sup>SM</sup> Commercial Building Program, you can make your facilities more attractive and more competitive by offering one-source access to our complete suite of flexible telephone, data and Internet solutions, as well as a complete range of video services.

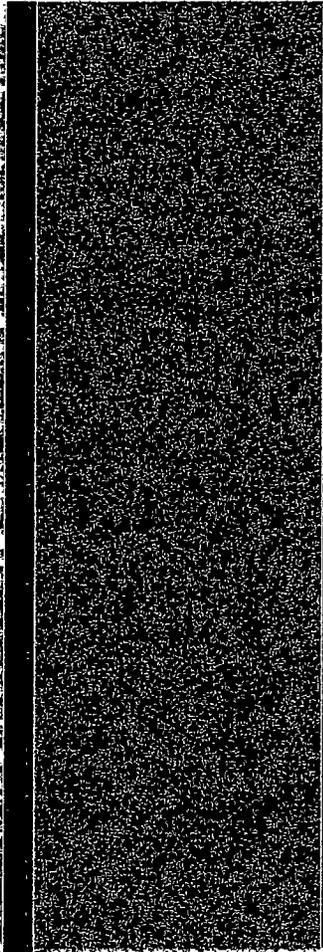
Your tenants can count on dependable service from Cox because the backbone of our capability as a communications provider is our self-owned and self-maintained nationwide IP network. Thousands of miles of fiber-optic cable make up the Cox system, designed with a self-healing, fault-tolerant SONET backbone for enhanced dependability, plus highly fault-tolerant ringed architectures in local service areas.

The benefits of partnering with Cox and employing this leading-edge technology in your buildings include:

- a full suite of high-capacity voice, data and video services, with flexibility and scalability to meet any tenant's needs
- a single-source connection for complete communications solutions, eliminating the hassle of multiple providers
- local customer care and 24/7 technical support for your tenants
- a service provider that has received numerous honors and industry accolades for its high level of customer care and service quality

Partner with Cox and turn your buildings into CoxSmart<sup>SM</sup> facilities. It's the best way to help your tenants' businesses while you're





helping your own.

A sampling of CoxSmart case studies

**Brenexus Limited Edition - Orange County, California**

CoxSmart technology enabled Brenexus to bring robust Internet, phone and video solutions to its tenants. [Full story...](#)

**Continental Realty Services - Virginia Beach, Virginia**

Cox Business delivered broadband and fiber-optic connectivity to Continental's Bridgeway Technology Center. [Full story...](#)

**Shea Properties - Scottsdale, Arizona**

Partnering with Cox, Shea provided a full suite of communications services to meet its tenants' demands. [Full story...](#)

[Contact a Cox Business representative about CoxSmart](#)

[View Data Sheet](#) 

To learn more about the products and services in your area, select your market below.

**-- Please Select Your Nearest Market --**

\*Not all products described are available in all markets or in all CoxSmart buildings.

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Products &amp; Services

**Continental Realty Services**

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**PRODUCTS & SERVICES**

Voice Products

Data Products

Video Products

Other Products

Continental Realty Services, Inc.  
Virginia Beach, Virginia

1-800-526-6

**"The Bridgeway Technology Center development has been an absolute success on a fronts, and we believe that our cooperative agreement with Cox Business Services has been key to achieving that success"** Gregg Christoffersen, Principal Broker  
Continental Realty Services, Inc.

**Services Provided:** Fiber Optic Ring Wide Area Network PRI Digital Trunk Dedicated Internet Service T1 Service DS-3 Service Voice Services Local Loop Facilities for Long Distance Carriers

**SITUATION:**

Continental Realty Services, Inc., is the brokerage arm for Continental Properties Corporation. CRS supplies clients with brokerage services, tenant representation, site selection and the acquisition and disposition of income-producing properties. The company was developing a new property, Bridgeway Technology Center, and was looking for a service provider for phone, Internet and data services.

**SOLUTION:**

Cox Business Services was a tenant in one of the CRS properties, so CRS was familiar with its services. The Bridgeway tenants included large, high-tech corporations, some with highly classified needs, and Cox Business Services had previous experience in these areas. Plus, it could also provide the customer service CRS wanted. "We did look at other vendors, but Cox Business Services was the most responsive," said Gregg Christoffersen, CRS Principal Broker.

Cox Business Services won the partnership, and provided broadband and fiber-optic connectivity to the 125,000-square-foot Bridgeway facility. CRS then allowed Cox Business Services to work directly with the tenants to take care of any specific communications needs.

**RESULT:**

The Bridgeway facility will be occupied with complete lease-up expected imminently, and according to Christoffersen, "without hesitation we would work with Cox Business Services again for all of our other developments at Bridgeway. We don't think we would have gotten [the tenants we have] without the sophistication in technology that Cox Business Services has brought to the table."

He added that the two companies stay in constant contact about prospective tenants, and his representatives at Cox Business Services are always available to answer questions and offer solutions. "The Bridgeway Technology Center development has been an absolute success on all fronts, and we believe that our cooperative agreement with Cox Business Services has been key to achieving that success," he said.

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&gt;&gt; Critical Security

### 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 to support your growing business.
- **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 tailor your communication services 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<sup>SM</sup> 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.
- **More options.** Choose from three mailbox options so that you get the type that fits your business style.

## Mailbox Options

Choose from additional mailbox options to make sure you get the type of mailbox that fits your business.

Extension (Family) Mailbox	This option has one main mailbox and up to three additional extension mailboxes all reached from one primary phone number. Each extension mailbox allows for a separate greeting and private messages accessed with a unique, user-created password. When a client calls your company, the main mailbox greets callers with a professional announcement and presents them with the list of extension mailboxes for easy and direct access.
Group (Multiple Number) Mailbox	This option allows up to eight phone numbers to access one central mailbox. Each number can have an independent greeting and distinctive ring, and a message left in the mailbox will be stamped with the phone number the caller used. This type of mailbox is convenient and cost-effective for a single user who wants to maintain separate numbers and greetings for several businesses, but wants to access all messages from one mailbox.

With all the options to choose from, you're sure to find the ones that work best for your business. Your local Cox Business Services representative is there to help you decide.

\*Services and features not available in all areas. Up to 20% savings based on Cox's basic business lines with a Cox term agreement as compared to the incumbent provider's basic month-to-month rate. In some markets, telephone modem equipment may be required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Other restrictions may apply. Telephone services provided by Cox Telcom, LLC. ©2006 Cox Communications, Inc. All rights reserved.

VDVM0906

**COX** Business Services

[www.coxbusiness.com](http://www.coxbusiness.com)

## 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

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 8 or 30*	Speed Calling 8 or 30*	Speed Calling 8 or 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
		Call Waiting ID

### Cox Digital Telephone Additional A La Carte Features

Select your features A La Carte from the list above or from the additional features listed below for even greater flexibility and customization.

900/976 Number Blocking <sup>1</sup>	Restricts specific types of calls from being made from your phone.
Anonymous Call Rejection	Refuse calls from those who have blocked their numbers.
Automatic Ring Down*	Get in touch immediately without dialing a number.
Block Call Return	Protect your business identity.
Call Screening Monitor Intercept*	Screen calls by listening to voice mail messages as they are being left.
Call Forwarding Remote Access	See who's calling before you answer the phone.
Selective Call Forwarding	Forward specific phone numbers to another number.
Caller ID Per-Call Blocking	Prevent your number, call by call, from being displayed to others.
Caller ID Per-Line Blocking	Prevent your number from being displayed to others.
Call Hunting	Enable incoming calls to search for an idle line.
Call Trace	Enable authorities to trace harassing calls.
Cox One Dial*	Transfer a call to another person.
Distinctive Ringing	The ring will alert you to key business calls.
Last Number Redial	Redial a number quickly.
Long Distance Alert*	Immediately know a long distance call.
Priority Ringing	A special ring will announce specific incoming phone numbers.
Privacy Control*	Avoid anonymous callers.
Remote Call Forwarding	Give your business a local presence, regardless of where you're located.
Toll Restriction <sup>1</sup>	Restricts long distance calling from specific phones.
Uniform Call Distribution	Ensure workload balance for inbound calls.

## Cox Voice Mail

Cox Voice Mail is feature-rich and easy to use. User-friendly voice and help prompts, plus many personal options, save valuable time and promote a high level of user efficiency and productivity.

### Standard Features

Feature	Function
Automatic Call Back within the Voice Mail System*	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.
Future Delivery	Enables you to create up to 3 voice mails for delivery up to 15 days in the future.
Group Lists	Create up to 15 group lists with 25 numbers each to send messages simultaneously to everyone on the list.
Message Forwarding/Sending	Allows you to forward or send a voice mail message 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 Quick Keys	Lets you fast forward or rewind messages with the press of a button.
Message Time/Date Stamp	Keeps you informed of the day and time of each message.
Multiple Greetings	Each number in your mailbox can have its own personal greeting, recorded name, busy greeting and extended absence greeting.
Prompts for Unplayed Messages	Reminds you of any unplayed messages each time you enter your voice mailbox.

### Optional Features

Optional Feature	Function
Automatic Message Forwarding	Lets you forward messages received in your mailbox to another mailbox or phone number.
Customized Bulletin Board Applications*	This "listen only" feature 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 Message Notification Only	Allows you to limit notification messages to only those marked "Urgent."
Primary and Temporary Notification Schedules	Lets you set up days, times and message types for notification.
Automated Attendant*	Allows callers to route themselves to an extension, company directory, or operator using touch tone keys in response to a voice prompt.
Wake Up Call Service*	Gives you the ability to set up to two wake-up calls.

\*Product or feature may not be available in all areas.

†These features are included at no charge.

Turn the page to learn about our business mailbox options.

### 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,<sup>SM</sup> 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](http://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
<b>Speeds</b>	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 ↑
<b>Volume Discounts</b>	Yes	Yes
<b>IP Addressing</b>	Static IP included	Static IP included
<b>Additional IP Addresses</b>	Yes, for an additional cost	Yes, for an additional cost
<b>Modem Provided</b>	Yes	Yes
<b>Level of Support</b>	24/7, Tier 2 support at our Network Service Center	24/7, Tier 2 support at our Network Service Center
<b>Service Level Agreement Availability</b>	Yes	Yes
<b>Centralized Billing Options</b>	Yes	Yes
<b>Web-Based Customer Tools</b>	Yes	Yes
<b>Single Point of Contact</b>	Account Management, Ordering and Support	Account Management, Ordering and Support
<b>30-Day Satisfaction Guarantee*</b>	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](mailto: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.

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MECS1004



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1-877-669-3038

### 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 SONET 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 SONET 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](mailto:CoxNational@cox.com) today.**

\*Services and features not available in all areas. Other restrictions apply. ©2005 Cox Communications, Inc. All rights reserved.



### 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.<sup>SM</sup> 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.** CoxMail<sup>SM</sup> 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

<b>Speeds</b>	Speeds all the way up to 15.0Mbps downstream	3.0Mbps ⇄ 1.0Mbps ⇄ 6.0Mbps ⇄ 2.0Mbps ⇄ 15.0Mbps ⇄ 2.0Mbps ⇄ Home Office 5.0Mbps ⇄ 2.0Mbps ⇄ Home Office Premier 15.0Mbps ⇄ 2.0Mbps ⇄
<b>Installation</b>	On-site installation by professional technicians.	
<b>IP Addressing</b>	Static IP provided with service. Dynamic IP addresses available upon request. Up to 8 addresses available with the standard offering.	
<b>E-mail Accounts</b>	10 CoxMail business-class addresses included; supports POP, web-based access, SSL, mail forwarding, and mailbox administrator.	
<b>E-mail Storage Space</b>	1GB storage space and up to a 15MB maximum message size included.	
<b>Anti-Spam and Anti-Virus</b>	Available on all CoxMail accounts.	
<b>Mass Mailing Availability</b>	Yes, registration required.	
<b>Domain Name Hosting</b>	Hosting of 1 domain included.	
<b>Domain Name Registration</b>	Available option.	
<b>Server Hosting</b>	Ability to host your own web, e-mail, and ftp servers.	
<b>Web Hosting</b>	Business-class web hosting packages optionally available.	
<b>Managed VPN Service</b>	Available option.	
<b>Managed Router Service</b>	Available option.	
<b>Optional Wireless Transport Solution<sup>1</sup></b>	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.	
<b>Business-Class Support</b>	Local, dedicated customer care, and 24/7 network monitoring provided.	
<b>30-Day Satisfaction Guarantee<sup>2</sup></b>	Yes	

<sup>1</sup>Wireless Transport not available in all areas. If Cox is delivering services via wireless network facilities and there is signal interference with such service, Cox may terminate this Agreement if Cox cannot resolve the interference by using commercially reasonable efforts.

<sup>2</sup>30-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.

\*Services and features not available in all areas and package options vary by market. Home Office 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. Static IP address will be assigned unless a dynamic 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.

DCBI-NE 1105

**COX** Business Services

www.coxbusiness.com

# Cox Fibernet<sup>sm</sup> 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:*

## **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:

### 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

#### 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)



[www.coxbusiness.com](http://www.coxbusiness.com)

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

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### Why you should choose the CoxSmart<sup>SM</sup> Commercial Building Program

*The CoxSmart promise is a tenant's dream as more and more savvy commercial real estate owners choose to distinguish their properties with full telecommunications capabilities from Cox. CoxSmart buildings provide single-source, turnkey access to a wide spectrum of feature-rich communications services and have become the most advanced business-building models in Hampton Roads. Cox's award-winning reliability, scalability, security and performance further enhance the connection between owner and tenant.*

#### The CoxSmart Promise

Better solutions. Better service.

- **Right formula for success.** With next-generation expertise, Cox Business Services is a telecommunications solutions provider with the capacity to offer full-featured telephone services, data networks supporting LANs, WANs, VPNs, high-speed Internet access over coax or fiber, and business video solutions. In a CoxSmart property any of these services can be readily enabled, deployed, integrated and then bundled for cost-effectiveness.
- **Local representatives with experience and knowledge.** Cox Business Services will support you with a dedicated team of local account representatives and sales engineers just waiting to consult with you. Our professionals will help define the services you need and assist in the development of affordable platforms to maximize performance. And our expert technicians are always available 24/7 to provide responsive support to any situation.
- **Fiber backbone provides significant advantage.** Satisfy critical technology needs efficiently with the security and reliability of a national IP backbone owned by Cox and backed by over 600,000 miles of fiber-optic and coaxial cabling right here in Hampton Roads. Delivered over one, intelligent, SONET ring-based infrastructure, the Cox network provides the design standard and flexibility needed for transport of diverse signals with different capacities. To maintain reliability, Cox performs 24/7 proactive-real-time network performance monitoring from a National Operations Center and locally from a System Operations Center.
- **Scalable solutions to fit any business.** Whether you are a two-person office, a call center, a multisite banking institution, or a large national company driving heavy bandwidth, CoxSmart offers a robust range of customizable services and other transport technologies that support expansion and new key technologies.

*Nationwide yet nearby, Cox has proven itself to be a valued telecommunications partner.*

**CoxSmart provides the complete office solution combining voice, data and video services from one reliable telecommunications service provider.**

## Voice

Service	Overview
<b>Cox Business Telephone</b>	A business-ready local phone service that can be customized for the unique needs of your business. Flexible packaging options with an array of calling features. You can add Cox Voice Mail for a perfect business solution.
<b>Cox Centrex Telephone</b>	A feature-rich, expandable telephone service ideal for businesses with changing needs and conservative start-up investment funds. Choose from a variety of packages and bundle with Cox Long Distance for a cost-effective and complete telephone solution.
<b>Cox Voice Mail</b>	Keep your business running efficiently with a complete package of features that are easy to set up and use. Tools such as Auto-Attendant, Customized Bulletin Board Applications, Automatic Message Forwarding and more create the ideal complement to Cox Business Telephone and Cox Centrex Telephone.
<b>Cox Digital Trunk</b>	A reliable and secure communications solution that connects your business telephone system directly to the public switched telephone network. Our Digital Trunk options provide clear digital transmissions and advanced circuit quality.
<b>Cox Connect 1.5</b>	Add capacity easily with Cox Connect 1.5 for a T-1 connection. It provides numerous voice trunks with digital capabilities that are perfect for larger businesses.
<b>Cox Connect PRI</b>	Upgrade your services for ISDN clear channel connectivity. The 23 voice channels give digital capabilities to support multidirectional calling. This service gives greater functionality for ANI delivery, provides fast call setup, and more.
<b>Cox Switched and Dedicated Long Distance and Toll Free</b>	This ideal, clear communications technology connects your employees, customers and suppliers in other markets, regions or countries. With several features and options, you can tailor this service to your specific needs and budget.
<b>Cox Converged Access<sup>SM</sup></b>	Enhance the Cox Digital Trunk products by offering a fractional solution for standard or IP-based PBXs. The base offering combines the best of the ISDN PRI or DS-1 circuitry with the Cox Optical Internet <sup>SM</sup> product for a fully reliable and secured communications solution.

## Data

Service	Overview
<b>Cox Business Internet<sup>SM</sup></b>	Offers secure, reliable high-speed broadband Internet connection for your business. Multiple tier choices are available with Always On service. This service also provides business-ready e-mail with 24/7 remote access.
<b>Cox Business Internet Wireless LAN</b>	Offers an integrated modem and wireless gateway that provides users access to LAN applications on a secured and wireless connection. Many businesses use this to eliminate the initial and ongoing cost of wiring infrastructure.
<b>Cox Optical Internet</b>	A scalable premium-grade dedicated Internet connection for mission-critical business activity. Backed by a fiber-optic ring architecture, this service will grow with your business.
<b>Cox Transparent LAN</b>	Offers dedicated private connections from one business location to another and integrates seamlessly with your LANs via an Ethernet interface. Businesses use this service to centralize resources and make applications available to remote users.
<b>Cox Virtual Private Network</b>	Provides connectivity for remote locations, teleworkers or employees while traveling. Our VPN service is a secure and efficient way to connect multiple locations without having to purchase separate, dedicated circuits.
<b>Cox Private Line</b>	Offers traditional provider interfaces for your voice, video, data or multi-purpose connection. Cox Private Line provides dedicated circuits to connect multiple locations.
<b>Cox Web Hosting</b>	Give your business an identity on the Internet and make it easy for future customers to learn about your company. Cox provides server hardware and website management tools to make this easy to use.

## Video

Service	Overview
<b>Cox Business Video</b>	Offers crystal-clear digital and high-definition cable television and digital Music Choice for commercial establishments. Choose from a variety of packages and channels — plus Cox provides and maintains all of the hardware required to ensure exceptional viewing quality.

## Other Services

Service	Overview
<b>Cox SmartBill<sup>®</sup> Connect</b>	Cox SmartBill Connect is a web-based invoice analysis tool that conveniently tracks the details of your company's telecommunications transactions and helps you manage usage with ease.

For a complete listing of services, visit [coxbusiness.com](http://coxbusiness.com)

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1-800-526-6

**COX BUSINESS SOLUTIONS ADDRESS NEEDS OF GOVERNMENT ORGANIZATIONS***Hampton Roads is Latest Cox System Listed on GSA Schedule*

**HAMPTON ROADS, Va. – Cox Business** has been approved by the Government Services Administration (GSA) for a Schedule 70 program for high-speed Internet and advanced data services in the company's Hampton Roads cable system.

Cox Business is included in GSA schedules in six states, including the GSA Local Service Agreement list in California, Kansas, Nebraska, Oklahoma and Rhode Island.

The latest distinction allows Cox Business to support GSA, local, state and federal government agencies with a full suite of high-speed Internet and advanced data solutions across Norfolk, Virginia Beach, Chesapeake and the peninsula area.

A similar award was announced in the fall for Cox's Northern Virginia system that serves Fairfax County, Fredericksburg and Washington, D.C.

Cox Business provides a full portfolio of voice, data and video services to more than 200,000 business customers in Cox markets across the U.S., including small businesses, multi-location enterprises, regional healthcare providers and federal, state and local government organizations. In 2007, Cox became the first multiple system cable operator to enter the top tier of U.S. business Ethernet providers, according to Vertical System Group. In 2006, Cox Business received the highest honor in the J.D. Power and Associates Business Data Study for Small/Midsize Businesses.

"With more than 575,000 fiber optic miles in Hampton Roads, Cox Business provides a perfect solution for government agencies and other businesses requiring reliable networks and diverse routing," said Mike Braham, vice president, Cox Business Hampton Roads. "Cox's inclusion on multiple GSA lists validates our recognition as a trusted provider and demonstrates our ability to deliver a broad portfolio of voice and data solutions to local, state and federal organizations."

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**About Cox Communications**

Cox Communications is a multi-service broadband communications and entertainment company with more than 6 million total residential and commercial customers. The third-largest cable television company in the United States, Cox offers an array of advanced digital video, high-speed Internet and telephony services over its own nationwide IP network, as well as integrated wireless services in affiliation with Sprint (NYSE: S). Cox Business is a full-service, facilities-based provider of communications solutions for commercial customers, providing high-speed Internet, voice and long distance services, as well as data and video transport services for small to large-sized businesses. Cox Media offers national and local cable advertising in traditional spot and new media formats, along with promotional opportunities and production services. Cox Communications wholly owns and operates the Travel Channel. More information about the services of Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at [www.cox.com](http://www.cox.com), [www.coxbusiness.com](http://www.coxbusiness.com), and [www.coxmedia.com](http://www.coxmedia.com).

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