



OVERVIEW

We do business better, together. Cox Business, a division of Cox Communications provides highly-scalable, customized solutions to clients that include voice, internet, video, and networking solutions. Cox serves the communications needs of more than 355,000 businesses in a range of sizes and verticals from retailers, professional services and startup companies, to large healthcare providers, K-12 and higher education, Fortune 500 companies and government organizations. At Cox Business, we work with our partners to deliver solutions to optimize the end-user experience. We continually modify our support mechanisms and solutions to ensure seamless implementation, customer satisfaction and agent momentum.



KEY FEATURE AND DIFFERENTIATORS

Remarkable customer service is about delivering value. We are committed to providing thorough communications, transparency and setting the right expectations.



LOCATIONS

Atlanta, GA

Providence and Hartford, R.I., Cleveland, OH, North Virginia, Hampton Roads, Roanoke, VA, Macon, GA, Gainesville & Ocala, Pensacola & Ft. Walton, New Orleans, Baton Rouge, Lafayette, LA, Fort Smith, Bentonville & Fayetteville, AR, Omaha, NE, Council Bluffs, IA, Oklahoma City, Tulsa, OK, Topeka, Great Bend, Dodge City, Wichita, KS, Tucson, Phoenix, AZ, Las Vegas, NV, Sun Valley ID, Santa Barbara, Los Angeles, Orange County, San Diego, CA

We are not located internationally.



SERVICE OFFERINGS

TELECOM

Voice Manager

- Flexible, feature-rich voice line offering, which replaces POTS lines for most customer applications
 - One system for all employees, and no equipment to purchase or maintain
 - Three packages: Essential, Enhanced, Unlimited; VoiceManager and UC apps available
 - Fully maintained with the backing of a national IP backbone and 24/7 technical support
- PRI & SIP Trunking
- Available features include Personal Mobility, Bursting and Multi-Site Shared Trunking



IDEAL CUSTOMER PROFILE

Small and Medium Business is the ideal customer and main focus, however we are equipped to service any size business or enterprise.



QUALIFYING QUESTIONS

1. Do you need one carrier to provide bandwidth, voice, TV and Networking?
2. Do you need the ability to scale bandwidth quickly?
3. Do you need bandwidth at an affordable rate?
4. Do you need a provider that offers an outstanding customer experience?
5. Are you looking for a provider that owns their network?
6. Are you looking to enable a national solution that requires multi market capabilities?
7. Are you looking for a hosted phone solution that's easy to implement, easy to use, and incredibly reliable?
8. Are you looking to provide Wi-Fi to your office and your customers?
9. Are you looking for a direct connection to major cloud providers?
10. Is a fast and flexible connection to multiple offices preferred?

- Business trunk continuity and PRI & SIP Trunks to connect to existing phone systems, PBXs and other voice tools
- Voice utilization summary reports for voice lines and trunks, and all in-footprint voice services

DATA

INTERNET

Cox Business Internet (CBI)

- Flexibility, with download speeds up to 1 Gbps (speeds vary by service location)
- Scalable features: static IP addresses, Online Backup, Cox WiFi hotspot access, Security Suite, business-grade email

- Cox Fiber Internet (CFI)

- Symmetrical speed tier options up to 1 Gbps and business-grade service-level agreements (SLAs)

- Managed Router, Optical Network Terminal or Ethernet handoff options

- Static and dynamic IP addressing

- Cox Optical Internet (COI)

- Premium dedicated internet access service and symmetrical speeds up to 100 Gbps

- Enterprise-class peering and transit Tier 1 interconnects via multiple peering centers across the U.S.

- Managed Router and Security and DDoS Protection (optional) and internet performance management report.

MANAGED SERVICES

- Managed WiFi

- Secure, managed service, including professional installation

- Next-generation WiFi: 802.11ac Wave 2, online portal and basic LAN integration

- Managed Router and Security

- Cisco FirePOWER management platform

- Network redundancy with failover configuration and management

- Firewall management, remote-VPN access and Advanced Malware Protection (AMP)

TRANSPORT

- Metro Ethernet

- Widely available and highly redundant architecture that is MEF certified

- Multiple topologies to fit connectivity needs: point-to-point, any-to-any and hub-and-spoke

- Adjustable speeds to match bandwidth needs at each location

- MPLS/IPVPN

- One unified network for all IT infrastructure, end users and applications

- Four service classes: Real Time, Interactive Data, Priority Data and Best Effort

- Secure private network that segregates customer's traffic from other customers' traffic and from the internet

CLOUD

CloudPort

- Private, high performance network connection to Microsoft Azure, Amazon Web Services, and Google Cloud

- Secure, direct access to cloud applications and cloud provider services

UCAAS

IP Centrex

- Fully hosted phone solution with standard and advanced features and end-to-end technology management

- Managed network connectivity for high-quality and reliable voice service

- On-site installation and configuration of phones, routers and LAN switches

- Cloud-based technology supporting mobile unified communications (UC) apps and multi-location options

- Option to purchase phone equipment through Cox Business or another vendor

SDWAN

SD-WAN*

- Connect all sites virtually, regardless of underlying transport

- Intelligent application layer routing maximizes bandwidth efficiency

- Centralized control, easy scalability and robust monitoring with proactive notification
- Dual WAN technology maintains connectivity during outages

*SD-WAN is on Cox Business' product road map and will launch in late 2019, early 2020.