Cox High Speed Internet℠

Connect to your online world faster than you can imagine. Plus, access a whole host of tools to make your Internet experience friendlier, easier and more cutting edge.

Connecting Your World

Cox High Speed Internet[SM] offers access to the fastest in-home WiFi[1] and over 400,000 hotspots on the nation's largest WiFi hotspot network,[2] so you can stay connected to the people, places and things that matter most. With our blazing-fast speeds, you can surf, stream, share and more, so you always have access to the entertainment and information you need.

Constant Access

// In-home WiFi allows you to connect wirelessly, anywhere in your home

// Access to the nation's largest WiFi hotspot network when you travel

// Email includes 10 mailboxes, each with 2 GB of storage or more

Peace of Mind [4]

// Cox Security Suite Plus helps protect your data and identity on multiple devices including your PCs, Macs, smartphones and tablets. Guard against viruses, data loss and risky apps.

// FREE Cloud Drive[SM] allows you to safely store and access your files, photos and documents anywhere, anytime [3]

Endless Entertainment

// ESPN3 gives sports fans an all-access, free pass to live sports programming and many untelevised games

// Access thousands of TV Shows, Movies, Music videos, Sports and more for FREE on cox.com

To review Cox's Internet Service Disclosures, please visit www.cox.com/internetdisclosures

Cox High Speed Internet[SM] has a plan to suit every need

STARTER **//** Great for email

ESSENTIAL **//** Ideal for web surfing

PREFERRED **//** Perfect for downloading music or photos

PREMIER **//** Best for large downloads, gaming, movies, multiple users and devices

ULTIMATE **//** Your go-to for high-definition streaming video and live gaming action

GIGABLAST[SM][5] **//** The bandwidth you need to power all your devices to keep everyone streaming, posting, gaming, sharing and syncing

Connect to Blazing Speeds

Cox High Speed Internet℠ gives you a great WiFi experience in and out of your home. Take your laptop, tablet or smartphone with you to continue to stream movies, videos, music and more. You won't miss a scene or a note. Here are some other great benefits:

// At home, you have access to the fastest in-home WiFi to surf, stream and share faster than ever.

// Outside your home – stay connected when you travel with access to 400,000 WiFi Hotspots across the country with qualifying packages.

NOTE:
Want to monitor how much data you're using? Data usage meter provides a way to easily check total monthly household Internet data usage at any time. Visit **cox.com/datausage**

Get The Most Out Of Your In-Home WiFi

Use these tips to ensure your WiFi is safe and working smoothly.
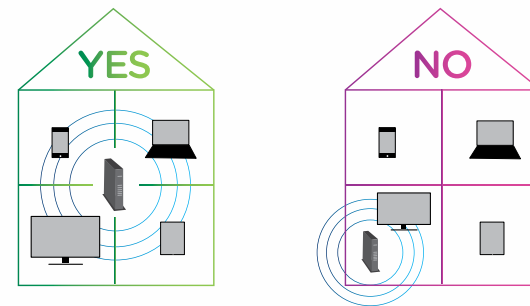
// **The Right Equipment**
The latest equipment helps you get the most from your in-home WiFi experience, and when you rent a WiFi Modem from Cox, our experts can help you set up your home network as well as provide ongoing WiFi support for free. Cox requires use of a DOCSIS 3.0 modem for optimal performance at faster speeds.

// **The Right Security**
Security is important for protecting and encrypting the connection between your WiFi modem or router connected to your WiFi device. The type of security you choose is important to maximize your wireless network's performance. WPA2 is the best security available and required for some devices.

// **The Right Location**
Placing your WiFi modem or router in the best place is important to your wireless experience. It is always best to place the WiFi modem or router in the center of the area you wish to cover, and elevated as high as possible. This provides for the maximum wireless coverage possible to the highest number of devices.

Find more helpful hints at cox.com/wifisupport

Access over 400,000 hotspots when you travel

With Cox, your High Speed Internet goes where you go. If you are a Preferred, Premier or Ultimate Cox High Speed Internet℠ subscriber, you can access the nation's largest WiFi hotspot network when you travel.

Find Your Nearest Hotspot
Download the Cox Mobile Connect App (refer to page 5) and select 'WiFi Hotspots' or visit cox.com/hotspots

Here's how easy it is to connect:

// Select the 'Cable WiFi' or 'Cox WiFi' wireless network on your WiFi-enabled device*

// Log in with your User ID and Password. Don't have a User ID and Password? Please refer to page 4 or go to welcome.cox.com for more information.

// Enjoy your FREE WiFi service

*Cox WiFi network only available in select Cox markets.

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Email

With your Cox High Speed Internet℠ service, you can have up to 10 email addresses with 2 GB of storage each. Your primary email address will be your Cox User ID that you set up when completing your installation followed by "@cox.net". See example below. NOTE: It is not recommended to change or delete your primary email address.

Email Address
johndoe@cox.net
User ID

Managing Email Addresses

You can manage email addresses using Internet Tools. You may add, delete and reactivate non-primary email addresses. To add a new email address, go to www.cox.com/internettools, sign in with your User ID and select 'Manage Email Address' under Account Management.

Keep in touch with email and more

WebMail

Cox High Speed Internet℠ WebMail allows you to send, receive and manage your email via the web anytime, anywhere—and always helps you stay in sync. To access WebMail:

// Go to http://webmail.cox.net or go through My Account

// Sign in with your User ID and Password. Don't have a User ID and Password? Please refer to page 4.

// WebMail application will open, and you can begin to send and receive messages and set up your address book

Accessing Your Email on a Third-Party Email Client

If you choose to use an email application, such as Outlook, Windows Mail, Entourage, Mac Mail or mobile phone, you will need the settings below:

IMAP: imap.cox.net, Port 993
SMTP: smtp.cox.net, PORT 587 or 465 (secure/SSL)

For the outgoing SMTP server, please ensure you re-enter your password.

For more help with Email and WebMail, please go to welcome.cox.com for more information.

Securely Access and Share Your Files with Cloud Drive^{SM}

With cloud storage applications for the web, your computer and smartphone, storing, sharing and accessing your files is easy and secure—even when you're on the go. Cloud Drive allows you to store your important files to ensure they are never lost to hard drive failure, fire, theft or flooding. You can also easily share your favorite photos and other files with friends and family.

FREE storage with every Internet level of service

1 GB		Internet Starter
5 GB		Internet Essential
50 GB		Internet Preferred
100 GB		Internet Premier
150 GB		Internet Ultimate
1 TB		Internet Gigablast^{SM}

Download Cloud Drive^{SM}

Download the Cloud Drive mobile app

Download on the App Store

ANDROID APP ON Google play

How to Activate Cloud Drive^{SM}

// Go to drive.cox.com

// Type in your User ID and Password. Don't have a User ID and Password? Please refer to page 4.

// Review and accept the Terms and Conditions and your Cloud Drive account will be set up within seconds
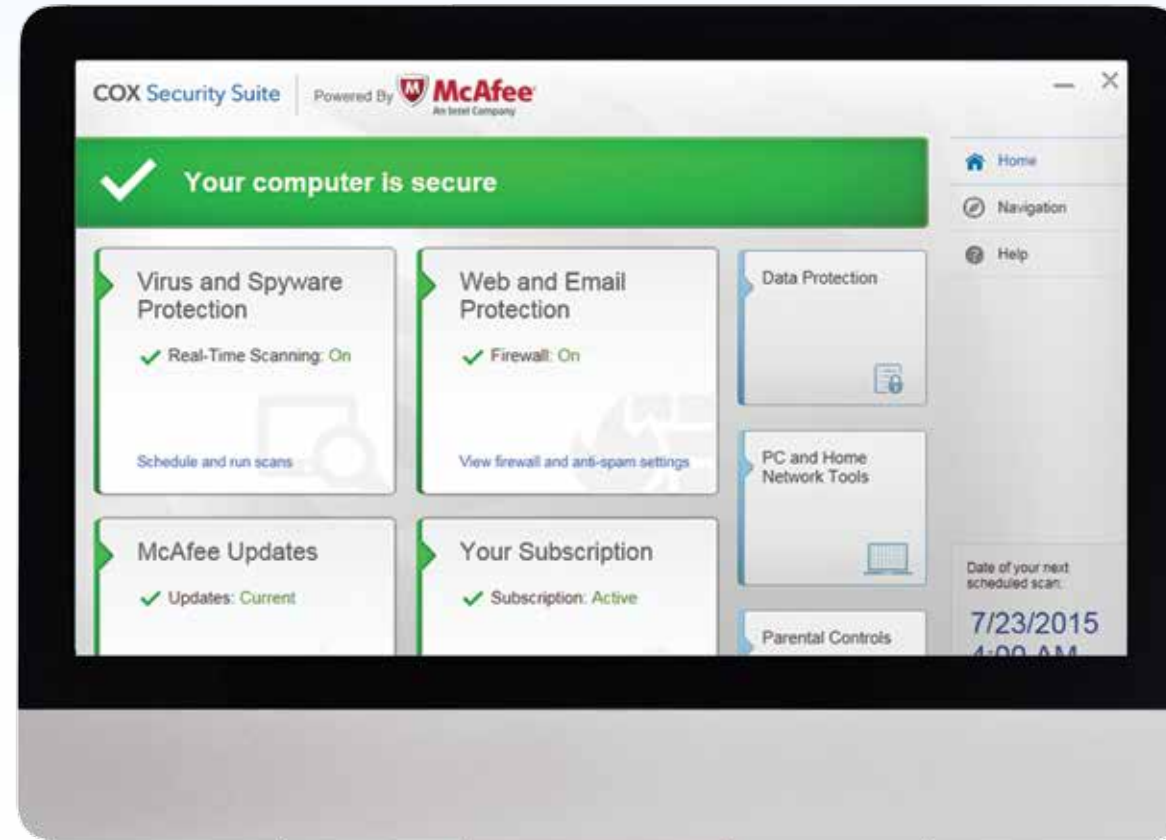
Protect Your Digital Life

Cox Security Suite Plus Powered by McAfee®

A FREE service for all Cox High Speed Internet℠ customers, McAfee provides the ultimate protection for your data and identity, so you and your family can stay safe online on multiple devices—a $99 annual value.

Cox Security Suite Plus features:

// **Protects multiple devices** One subscription covers multiple devices including your PCs, Macs smartphones, and tablets

// **Guards against viruses and online threats** Keeps your identity and devices secure against the latest viruses, malware and online threats

// **Protects your family** Ensures your children have a safe online experience

// **Comprehensive mobile security** Safeguards your mobile devices from viruses, data loss and risky apps

// **Free support** Enjoy free customer support via phone or chat

Please refer to page 4 for your Cox Security Suite Product Serial Number.

NOTE:
Go to cox.com/securitysuite to learn more and download Cox Security Suite Plus.

Tips for Troubleshooting

Having Trouble Connecting?

Follow the steps below to ensure your connection is properly set up.

My computer uses a wireless network to connect to the Internet.

// Click the wireless icon located at the bottom of the desktop screen, reconnect to your network, and make sure it is connecting to the correct network.

// Try hardwiring to the router:
- Use an Ethernet cord to connect your computer to the router in one of the numbered slots (1–4).
- Power off the modem and the router for 30 seconds and restart. Restart your computer as well.
- Once all devices are back up, the Internet should be connected.

My computer is hardwired to a modem or router.

// If you are using a router, try bypassing it:
- Follow the Ethernet or USB cord from the modem to the router. Remove the cord at the router. Keep it connected at the modem.
- Find the cord that runs from the router to the computer and remove it completely.
- Replace it by connecting the Ethernet or USB cord from the modem to the computer, bypassing the router.
- Restart the computer and remove the power cord to reset the modem. Leave the modem off for 30 seconds and then power on.

Need additional help? Refer to page 8 or go to welcome.cox.com for customer support.