



Cox High Speed Internet (CHSI) is unparalleled when it comes to giving customers fast and secure access to the Internet. Cox is also an industry leader when it comes to Internet security, including free access to a full suite of security software and ongoing customer education initiatives about how to use the Internet safely and responsibly.

## CHSI Quick Facts:

- Cox first offered high-speed Internet service in Orange County, California in 1996. Today, over 3.6 million households coast to coast subscribe to Cox High Speed Internet service.
- Residential customers can choose from three CHSI service packages:
  - **Premier:** offers the fastest speeds and is ideal for users who often download large files, avid gamers and households with multiple computers sharing one Internet connection.
  - **Preferred:** the most popular package, designed for Web surfing, quickly downloading pictures, music and movies.
  - **Value:** generally appeals to customers looking for web surfing and email access.
  - **Economy:** basic e-mail and casual Internet surfing for the cost-conscious customer.
- Cox offers Preferred and Premier customers free access to PowerBoost, a cable-industry exclusive technology that gives customers an extra burst of speed when downloading large files.
- Cox received the highest ranking among high-speed Internet service providers in the *J.D. Power and Associates' 2005 Internet Service Provider Residential Customer Satisfaction Study*.
- Cox also received *PC Magazine's Readers' Choice Award* for Cox High Speed Internet Service four times (2003, 2004, 2005, 2007).

## With CHSI, customers can:

- **Access free Cox WebMail**, enabling easy access to up to seven email accounts per household from any Internet connection, as well as Personal WebSpace for storing files and sharing pictures.
- **Download a free software security suite** designed to protect PCs and personal data, including anti-virus, parental controls, anti-spyware, spam-blocker, firewall and pop-up blocker.
- **Benefit from periodic free service upgrades and enhancements**, such as more email storage

capacity and speed increases, as well as special services like Cox Rhapsody and myNoggin.

- **Create a secure home network.** Cox offers professional installation for both wired and wireless home networking as well as a self-installation kit. And customers can download the free security suite on up to four computers in their home.
- **Subscribe to select premium content web sites at a discount** with Cox's Premium Access Pass. Customers can choose from The Best of the Web Zone and/or The Sports Zone.
- **Go to [www.Cox.net](http://www.Cox.net)** to manage their account, access Cox customer care online, log onto their Cox WebMail account, see current TV schedules and On DEMAND listings, daily news, entertainment buzz and more.

## Frequently Asked Questions:

### What download/upload speeds are available?

Cox is committed to providing the best high-speed Internet value in the broadband marketplace. Most Cox markets offer download speeds up to 12 or 15 Mbps (15 or 20 Mbps with PowerBoost), faster than any residential DSL product currently offered. Speeds vary by market, as Cox empowers its local markets to tailor its services and pricing packages to meet local demands rather than offering standardized national offerings. [Click here](#) for market-specific speed information.

### How is the CHSI pricing structured?

Cox offers discounted introductory pricing and service without contract terms/long-term obligations so that customers can try CHSI without risk. Promotional pricing varies by local market ([Click here](#) for market-specific information). Premier or Preferred customers who subscribe to more than one Cox service also receive a discount.

### What is Cox doing to fight spam?

CHSI fights spam at the industry, network and subscriber levels. Cox is an active participant in the Messaging Anti-Abuse Working Group (MAAWG); has a vigilant SpamBlocker Team that blocks spam at the network level; and offers our customers free anti-spam software. Cox also gives customers the ability to create a personalized "block list" to block messages from as many as 20 domain names or individual email addresses. Customers can also create a "Safe Sender" list and limit the mail received by a particular mailbox to a list of 20 addresses or domains.