

Cox Business Managed WiFi

What to expect before we install your services

Thank you for trusting Cox Business to manage your WiFi network and users. We're glad you chose us to help you enhance your business and offer a quality wireless Internet service to your guests and visitors. Here's what to expect as we move forward with your installation:

Step 1 - Site Survey & Requirements Gathering:

Your Cox sales representative and sales engineer are in the process of conducting primary data collection. Next, your Cox Business WiFi team will perform a complete site survey analysis of your location to design and support wireless Internet access for guest users and staff. We will assess the physical structure, locations of power outlets, ability to run network cable, and other factors required to develop your network. Our sales team and engineers are also gathering your specific requirements for the wireless Internet network.

Cox Business Activities during Step 1:

- Provide Next Steps Checklist
- Complete Service Questionnaire to gather requirements
- Perform site survey

Customer Responsibility:

- Provide access to the facility
- Provide structural and floor plans
- Provide technology network diagrams, configurations, and access.
- Provide site specific requirements, including SSID naming and logos and photos for your Splash Page
- Review the Sales Questionnaire

Step 2 – Detailed Managed WiFi Design:

Based on the information gathered in the Step 1, our engineers will develop a detailed design of the WiFi installation customized to your site. Once you approve the design and sign our Commercial Services Agreement and Statement of Work, we will also develop a detailed implementation plan. The plan will include procurement of equipment, installation of network cable runs, and costs. The plan will include timelines and dependencies.

Cox Business Deliverables of Step 2:

- Detailed Design Plan including:
 - Statement of Work with updated building floor plan with indication of proposed AP placement
- Cox Business Commercial Services Agreement

Customer Responsibility:

- Review Statement of Work
- Review and sign Commercial Services Agreement

Step 3 – Professional Network Installation and Project Completion:

Our team of skilled technicians will install your wireless equipment according to the agreed upon design and AP placement. Our team will test and validate that the network is functioning as expected. At the conclusion of your installation we will provide a high level overview of the equipment and network to your staff. Finally, we'll provide any included guest collateral and make sure your team and your guests know how to access our 24 x 7 technical support team.

Cox Business Deliverables of Step 3:

- Managed WiFi Internet Service
- In-room collateral (if included)
- Custom-branded Splash Page
- Cox Business Managed WiFi Maintenance Services & Fees reference document

Customer Responsibility:

- Assign Primary Contact for the site to be available during normal business hours to coordinate access to the facility
- Review and sign off on RF heat map diagram for installed WiFi coverage areas throughout the property
- Participate in basic training

Step 4 – Managed WiFi Lifecycle Support:

Our services don't end once we install the equipment and turn up your service. Our goal is to provide robust and worry-free wireless Internet access around your facility. Our Tier 1 support team is available 24 hours a day to take help desk calls from your users and your staff. We proactively monitor the equipment installed at your premise and the health of your network, and we will work to address issues before your guests or your staff experience problems. Should an issue require a site visit, our team of local engineers and technicians are available to provide on-site troubleshooting and repairs.

Cox Business Deliverables of Step 4:

- 24 x 7 help desk support for guests and staff
- Proactive monitoring of equipment and wireless network
- On-site troubleshooting and repair of Cox-installed equipment by trained technicians

Customer Responsibility:

- Contact Cox Business in the unlikely event of an outage or service issue