Quick Start Guide

Cox WiFi / Cable WiFi Service

Cox Cable / WiFi for Cox Business Internet (CBI) or Cox Optical Internet (COI) customers

Cox WiFi / Cable WiFi provides free access to thousands of Hotspots located across the country. Eligible Cox Business Internet (CBI) and Cox Optical Internet (COI) customers and employees receive this service at no additional charge.

Cox WiFi

Cox WiFi Snapshot

Eligible CBI and COI customers (and up to 10 employees) can access the growing number of Cox-owned Hotspots throughout the Northeast, Omaha, and Virginia regions. Customers who connect to our hotspots typically use the following types of devices:

- Laptops (Windows and Mac)
- Smartphones (iOS, Android, Windows 8)
- Tablets (iOS, Android, Windows 8)

Key Details

- Cox WiFi provides fast, wireless, on-the-go Internet connectivity for tablet, smartphone, or other Wi-Fi enabled devices.
- Up to 10 employees (or users) are eligible for the free benefit and that includes up to three devices per MyAccount User ID.
- Automatic enrollment for qualified CBI customers
- 24x7 Cox Business Customer Care
- Cox customers can save money on expensive business and employee 3G/4G data overage charges.

How Customers Access Cox WiFi

1. Follow the instructions in the Cox WiFi Welcome Email letter to set up Cox WiFi access for up to 10 employees.
2. Customers in a Cox WiFi hotspot area should connect to the network location SSID (Cox WiFi) that displays on the device or laptop.
3. Select Cox SSID (Hotspot network name) and use the Cox Business MyAccount credentials (user ID and password) to log in to the Cox WiFi hotspot.
4. Browse the Internet and use any apps or tools that require Internet access.

Cable WiFi

Cable WiFi Snapshot

As additional value to our customers, Cox Business has partnered with the following Cable Internet Service Providers to provide access to the Cable WiFi network.

- CableVision – Optimum
- Comcast – Xfinity
- Time Warner Cable
- Bright House Networks

Note: Employees selected to have Cox WiFi Hotspot access automatically receive free access to the Cable WiFi network.

How Customers Access Cable WiFi

1. Users in an area where they can receive Cable WiFi should see the Cable WiFi network location SSID in their list of available wireless networks.
2. Users should use the Cox WiFi MyAccount Login ID and Password to access the network provided by the other cable companies.
Cox WiFi / Cable WiFi Coverage Map

Use the following steps to access the Cable WiFi Coverage Map to locate a hotspot near you.

   **Result:** The Find a WiFi Hotspot page displays.
2. Enter an address in the Search field.
3. Click the Search button.
   **Result:** Pins display locations of Cable WiFi hotspots around the area and the network name (SSID) of the hotspot.

**Figure 1. Cable WiFi Coverage Map**

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Cox WiFi and Cable WiFi Frequently Asked Questions

The following questions are frequently asked by Cox customers. Corresponding answers are provided for your reference.

**Question:** How many employees of a business can use Cable WiFi?

**Answer:** Each Cox Business Internet or Cox Optical Internet circuit can support up to 10 unique usernames per occurrence.

**Question:** What types of devices can connect to Cable WiFi?

**Answer:** With Cable WiFi, you can connect Wi-Fi enabled devices, such as laptops, tablets, and smartphones.

**Question:** How many hotspots are available in the Cox and Cable WiFi network?

**Answer:** Users have free access to over 250,000 hotspots. Check [www.cox.com/hotspots](http://www.cox.com/hotspots) for the latest coverage map.

**Note:** New hotspot locations are being added to the network on a frequent basis.

**Question:** Does a Cox WiFi / Cable WiFi user need to sign in every time they access the same hotspot location?

**Answer:** The network recognizes your device on any Hotspot you have used within the last 365 days. For your security, you are asked to sign-in again to verify your username and password periodically.

**Question:** Is the WiFi network secure?

**Answer:** Cox is committed to making your Cox / Cable WiFi experience fast and secure. To protect your online identity and privacy, Cox WiFi is supported with Secure Sockets Layer Technology (SSL). We strongly recommend you ensure that any devices connected to the service have properly installed anti-virus/anti-malware solutions.

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Support Information

All support calls for Cox WiFi / Cable WiFi are routed to 1-877-836-2390.

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Cox WiFi™ service is offered by CoxCom LLC (“Cox”) to eligible Cox Business Internet customers and Cox Optical Internet customers to use the WiFi Service. Cable WiFi™ is a service offered by Cox, Comcast Corporation, Time Warner Cable, Cablevision and Bright House Networks, which allows Internet subscribers of those companies to access the other companies’ available and authorized WiFi networks when subscribers are located in their respective markets. Users must accept the WiFi Terms of Service prior to using the WiFi service. Service not available in all areas.