

Cox Communications VoIP

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Cox Communications is a US based telecommunications operator offering cable TV, digital video, telephone and high-speed Internet services. It owns and operates cable systems in 23 states in the US.

On 29 April 2008, Cox announced plans to acquire Adify Corporation, a vertical online advertising company enabling its clients to operate targeted ad networks. Under the terms of the deal, Adify will continue to operate as a separate brand following the takeover.

In March 2008, Cox launched a service called Cox Phone Tools allowing customers to manage their phone line service online.

Cox Communications	VoIP Service
	http://cox.com/
Date Updated	7 Mar 2012
Sources	[U 3334] [U 3335] [U 3336]

Cox Communications as a Whole			
Service Offered		Launch Date	Network Type
Total Users and Revenues			
Date	Total No. Of Users	Total ARPU	Notes
31 Dec 2001	883,562		Total cable Internet customers
31 Dec 2002	1,407,950		Total cable Internet customers
31 Dec 2003	1,988,527		Total cable Internet customers
31 Mar 2004	2,148,592		Total cable Internet customers
30 Jun 2004	2,246,109		Total cable Internet customers
30 Sep 2004	2,430,555		Total cable Internet customers
31 Dec 2004	2,571,246		Total cable Internet customers
31 Mar 2005	2,748,659		Total cable Internet customers
30 Jun 2005	2,846,438		Total cable Internet customers
31 Dec 2005	3,143,313		Total cable Internet customers
31 Mar 2006	3,100,000		Total cable Internet customers
30 Jun 2006	3,559,000		Total cable Internet customers
30 Sep 2006	3,200,000		Total cable Internet customers
31 Dec 2006	3,300,000		Total cable Internet customers
31 Mar 2007	3,400,000		Total cable Internet customers

30 Jun 2007	3,500,000		Total cable Internet customers
31 Dec 2007	3,600,000		Total cable Internet customers
31 Mar 2008	3,800,000		Total cable Internet customers
30 Jun 2008	3,900,000		Total cable Internet customers
30 Sep 2008	3,990,000		Total cable Internet customers
31 Dec 2008	4,100,000		Total cable Internet customers
31 Mar 2009	4,250,000		Total cable Internet customers
30 Jun 2009	4,360,000		Total cable Internet customers
30 Sep 2009	4,420,000		Total cable Internet customers
31 Dec 2009	4,500,000		Total cable Internet customers
31 Mar 2010	4,550,000		Total cable Internet customers
30 Jun 2010	4,578,000		Total cable Internet customers
30 Sep 2010	4,645,000		Total cable Internet customers
31 Dec 2010	4,680,000		Total cable Internet customers
31 Mar 2011	4,730,000		Total cable Internet customers
30 Jun 2011	4,760,000		Total cable Internet customers
30 Sep 2011	4,792,000		Total cable Internet customers
31 Dec 2011	4,820,000		Total cable Internet customers
Target Total Users and Revenues			
Date	Target No. Of Users	Target ARPU	Notes
Cox Communications VoIP Users and Revenues			
Service Offered		Launch Date	Main Features
VoIP enabled digital telephony		2003	Launch of VoIP enabled digital telephony in Roanoke
Actual Users and Revenues			
Date	No. Of VoIP Users	VoIP ARPU	Notes
31 Dec 2001	453,572		Total telephony customers
31 Dec 2002	718,420		Total telephony customers
31 Dec 2003	988,426		Total telephony customers
31 Mar 2004	1,067,385		Total telephony customers
30 Jun 2004	1,133,650		Total telephony customers
30 Sep 2004	1,216,246		Total telephony customers
31 Dec 2004	1,305,365		Total telephony customers
31 Mar 2005	1,416,887		Total telephony customers
30 Jun 2005	1,505,910		Total telephony customers
31 Dec 2005	1,683,636		Total telephony customers
31 Dec 2006	2.1 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Mar 2008	2.46 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.

30 Jun 2008	3 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Sep 2008	3.2 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Dec 2008	3.3 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Mar 2009	3.5 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Jun 2009	3.65 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Sep 2009	3.70 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Dec 2009	3.75 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Mar 2010	3.80 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Jun 2010	3.825 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Sep 2010	3.875 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Dec 2010	3.9 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Mar 2011	3.925 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Jun 2011	3.960 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
30 Sep 2011	4 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
31 Dec 2011	4.050 million		Total telephony customers. Cox does not distinguish between VoIP and POTS subscribers.
Target VOIP Users and Revenues			
Date	Target No. Of VOIP Users	Target VOIP ARPU	Notes

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Cox Communications VoIP Features	
Name	Features
Cox Telephone Premier	The package includes unlimited long distance and nationwide calling to US and Canada. The package offers a full range of additional features - call forwarding busy, call forwarding no answer, selective call acceptance, voice mail, selective call forwarding and selective call rejection, etc. It includes a local access line, Solutions Features with 15 calling features, unlimited residential minutes of direct dialled intrastate and interstate long distance service to all 50 states and voicemail.
Cox Telephone Essential	The package includes unlimited local calling with basic digital phone features - E911 access, phone tools, call waiting, caller id and busy line redial.
Phone Starter	The package includes a basic phone line, unlimited local calling, E911 access and phone tools.
Cox international calling plans	<p>International plans are available for Cox customers subscribing to its digital phone service:</p> <ul style="list-style-type: none"> - Simply worldwide plan: This package includes unlimited calls (24/7 services) within North America and low costs to international destinations at additional cost. - Basic International calling plan: This package includes low costs to international destinations with no monthly commitment. - Simply 5 plan: this package includes calling within USA at 5 cents a minute. <p>The plans are applicable for San Diego; may vary for different regions.</p>
Cox Digital Telephone and Voicemail for business	<p>Cox Digital Telephone and Voicemail for business includes option of three packages –</p> <p>Business VoiceManager Basic Package – includes 20 popular phone features</p> <p>Business VoiceManager Advanced Package – includes 29 popular phone features</p> <p>Business VoiceManager Complete Package – includes 34 popular phone features</p> <p>The business customers have an option to choose from various domestic and long distance usage based, free minutes and minimum three year term service plans offered by the operator.</p>
Additional Features	Customers have a choice to add individual features - call forwarding, call forwarding busy, call forwarding no answer, Anonymous Call Rejection, Busy Line Redial, Call Forwarding Remote Access, call return, call trace, call transfer, call waiting, call waiting ID, long distance alert, priority ringing, speed call, three way calling, selective call acceptance, selective call

	forwarding and selective call rejection, Caller ID Per-Call Blocking, 900 and 976 Number Blocking and voicemail.
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Cox Communications VoIP Architecture	
Topic	Description
Technical Architecture	
User Delivery	
Geographical Coverage	The operator delivers its digital telephony service using VoIP technology in limited areas. It launched its VoIP services in Roanoke, and expanded the services in Tulsa, Oklahoma, Baton Rouge, West Texas, Las Vegas, Georgia, Central Florida, Topeka and Kansas regions.

Cox Communications VoIP Tariffs and Charges				
Tariffs	In US Dollars			
Service Offerings	Initial Charges	Monthly Rental	Additional Charges	Others
Cox Telephone Premier	Activation – 20 (Promotional offer – activation charges waived off)	29.99 (monthly rental waived for the first month)	(a)	
Cox Telephone Essential	Activation – 20 (Promotional offer – activation charges waived off)	22.99 (monthly rental waived for the first month)	0.15 per minute (a)	Calling features start at USD 1.99
Phone Starter	Activation – 20 (Promotional offer – activation charges waived off)	17.99 (monthly rental waived for the first month)	0.15 per minute (a)	Calling features start at USD 1.99
Simply Worldwide		3.99	0.05 per minute for calls to UK. 00.7-0.08 per minute for calls to Mexico	
Simply 5		4.99	0.05 per minute for calls within the US	
Basic International		N/A	International call charges range from 1.23 to 6.49	
Voicemail		7.99		
Cox Business		From 28.00 (b)	Minute plans	

Voice			range from 6 to 250 (100 free minutes to 50,000 free minutes)	
Structure	Packages and prices applicable for San Diego, may vary for other regions			
Special Offers				
Other Notes	<p>(a) Calls to Canada, UK and Mexico charged at 5 cents per minute with Simply Worldwide plan.</p> <p>(b) Business Phone with VoiceManager Basic - USD 28 per month; Business Phone with VoiceManager Advanced - USD 30 per month Business Phone with VoiceManager Complete - USD 32 per month; Unlimited Nationwide – USD 16 per month; 100 Domestic Long Distance Minute Pack – USD 5.50 per month; 250 Domestic Long Distance Minute Pack – USD 10 per month; 500 Domestic Long Distance Minute Pack – USD 19 per month; 1000 Domestic Long Distance Minute Pack – USD 37 per month; 2000 Domestic Long Distance Minute Pack – USD 90 per month; standard voicemail – USD 10 per month; unified message – USD 15 per month.</p>			
Tax Status	Prices do not include taxes			
Cox Communications VoIP Marketing and Partnerships				
Equipment Suppliers				
Ciena Networks	In April 2006, the operator partnered with Ciena to deploy it's 'CN 4200™ FlexSelect™ Advanced Services Platform' on the operator's metro and regional networks.			
Juniper Networks	In February 2006, the operator signed an agreement with Juniper Networks to deploy the latter's T Series router solution to strengthen its IP network.			
Cisco	In February 2006, Cox Communications partnered with Cisco to use 'Cisco IP Contact Centre' solution to provide customer support to its IP customers.			
Nortel	In March 2005, Cox signed an agreement with Nortel and deployed Packet Cable-compliant Nortel Communication Server 2000 solution, integrated with Nuera Communications BTX Gateways over its network to migrate from Circuit Switch telephony network to VoIP network thus, offering multimedia services to its customers.			
ARRIS	In February 2005, Cox signed an extended agreement with ARRIS and deployed ARRIS' telephony equipment and Touchstone Embedded Multimedia Terminal Adapters (E-MTAs) to support its VoIP services.			
Juniper Networks	In January 2005, Cox signed an extended agreement with Juniper Networks and deployed Juniper's M320 multiservice edge routing platform over its network. This enabled the operator to offer multiple applications such as peering, CMTS aggregation, high-speed Internet and video in metro core networks, transparent LAN services, VoIP, video transport, etc to its customers in 14 additional regions.			
Nuera Communications	In June 2004, Cox signed a multiyear contract with Nuera Communications to supplied media gateways for its nationwide VoIP deployments in June 2004.			
Business Partners				
Care New England	On 7 December 2011, Cox completed the installation of its Voice manager service for Care New England. It covers all its Rhode Island locations and multiple office buildings and care centres.			

Gateway Healthcare	On 8 June 2009, Cox Communications deployed Cox Business VoiceManager to meet the communication requirements of Gateway Healthcare. This will help Gateway Healthcare enhance its connectivity and ensure communication even during natural disasters.
McConnell Air Force Base	On 27 April 2009, Cox Communications partnered with McConnell Air Force Base to deploy its advanced voice circuits at the military base supporting ongoing communication requirements of the base.
Pacific Beacon	On 24 November 2008, Cox Communications partnered with Pacific Beacon to offer its video, Internet, and voice services to over 1800 residents at Naval Base San Diego.
Burnham Composite Structures, Inc.	On 16 December 2008, Burnham Composite Structures, Inc. announced its partnership with Cox Business for its telecom services, and equipment through the Nortel Sales Center. This will enable Burnham gain a competitive advantage with Cox's voice, data, and video services; as well as have access to Nortel's BCM, the company's hybrid IP PBX.
Nortel	On 19 May 2008, Cox Business extended its business sales force by entering into a partnership with Nortel. The Sales force will design and sell voice, data, video and other business solutions benefiting both the companies in meeting the demands of their customers.
Trump International Hotel & Tower	On 10 April 2008, Cox signed a multiyear agreement with Trump International Hotel & Tower to offer voice, video and data services to all the rooms in the Trump Hotel.
Government Services Administration (GSA)	On 14 January 2008, Cox Communications was included in the GSA list for providing voice and data solutions to Hampton Road's state and federal government organizations.
Intec	On 27 February 2007, Cox Communications partnered with Intec to implement 'Intec Convergent Mediation' billing mediation replacement system for its telephony and wireless services.
Marketing Programmes	
Verizon Wireless	On 16 December 2011, Cox and Verizon Wireless entered into an agreement which allows them to resell each other's services and products.
Future Developments	

Cox Communications Profile and History	
Operator Profile	<p>Cox Communications is a US based telecommunications operator offering cable TV, digital video, telephone and high-speed Internet services. It owns and operates cable systems in 23 states in the US.</p> <p>In December 2003, Cox launched its VoIP services in Roanoke, Virginia followed by the launch in Tulsa, Oklahoma, Baton Rouge and West Texas. It expanded the service in Las Vegas, Georgia Central Florida, Topeka and Kansas cities at the end of 4Q05.</p> <p>On 15 November 2007, Cox Communication launched "VoiceManagerSM", a new telephony platform integrating desktop phone, PC and wireless devices.</p>

	The new platform aims at delivering complete communication control, mobility, business continuity and unified messaging solutions to its business customers.
Broadband Investment	
Future Developments	
Broadband Investment	
Others	
Past Developments	
Promotional Offers	
Others	<p>In the second quarter of 2007, Cox added new service features for its VOIP customers.</p> <p>It had around 140,000 business VoIP customers at the end of June 2005.</p> <p>In December 2003, Cox launched its VoIP services in Roanoke, Virginia followed by the launch in Tulsa, Oklahoma, Baton Rouge and West Texas. It expanded the service in Las Vegas, Georgia Central Florida, Topeka and Kansas cities at the end of 4Q05.</p> <p>Cox planned a major VoIP rollout in 2004. This was announced after it signed a multiyear contract with Nuera Communications to supply media gateways for its nationwide VoIP deployments in June 2004.</p> <p>The operator's telephony subscriber base increased from 1.4 million at the end of March 2005 to 2.1 million at the end of December 2006. Cox had a significant installed base of plain old telephony service (POTS) subscribers before the introduction of VoIP. Some areas use VoIP, some have not yet converted. Some estimates put the proportion of VoIP users at 50% of total telephony subscribers at Q4 2006, but Cox do not provide this information.</p>