

Cox Communications Terms & Conditions

Cox Internet Starter 10

1 Year Term Agreement. Your term agreement will be for 12 months. You may cancel within 30 days of the start of your agreement to avoid an early termination fee (ETF) by calling Cox Customer Care. After that, you will be charged an ETF of up to \$120 if you terminate Internet service or Internet service is disconnected. You will not be charged an ETF if you terminate non-Internet services or if you upgrade or downgrade any of your services or rented equipment, but such changes to services or equipment may affect your rates and discounts. The full text of the term agreement is at cox.com/policies. Please read it carefully. Contact Cox Customer Care by phone if you have any questions or to make any changes to your account.

Starter Internet - Discount

Offer is available to new residential Cox Internet customers in Cox service areas. Promotional period runs from first installation of Internet service, even if you change speeds. After promotional period, regular rates apply. See www.cox.com for current regular rates. Advertised rate excludes taxes, surcharges, professional installation, usage-based charges (data overages, streaming subscriptions, etc.), and other fees or charges, which are subject to change. A credit check and/or deposit may be required. May not be combined with other offers or discounts. Advertised rate and taxes vary by service location. Other restrictions may apply.

Starter Internet Product Terms

Starter requires a DOCSIS 3.0 modem. Use of a Cox-approved cable modem is required {[hyperlink https://www.cox.com/residential/support/cox-certified-cable-modems.html](https://www.cox.com/residential/support/cox-certified-cable-modems.html)}. Accessing your service via wifi may result in reduced Internet speeds due to the type of equipment used, environmental and structural conditions in your home, the number of users and other contributing factors. Uninterrupted or error-free Internet service, or the speed of your service, is not guaranteed. Actual speeds vary. See www.cox.com/internetdisclosures for complete Cox Internet Disclosures. Other restrictions may apply. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and data usage, see cox.com/dataspeedplans and cox.com/datausage. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, free from interruptions or other failures. The McAfee® services and features are subject to change. McAfee® is a registered trademark of McAfee®, Inc.

Product Pricing and Policies

Includes recurring charges, discounts, and one-time charges (as applicable). Prices do not include applicable taxes, surcharges, usage-based charges (such as data, toll usage, pay-per-use service), and other fees. Prorated charges may appear on your bill if you change services before the billing cycle is complete. Rates, and/or when applicable, term agreements, may differ from those presented here as a result of customer's account features, such as existing discounts, bundles, term agreements, or service address. Pricing, packages, and policies are subject to change. Other restrictions may apply. All services and plans subject to Cox Residential Customer Service Agreement (including mandatory arbitration provisions),

Acceptable Use Policy (including Cox's right to terminate service for abuse of network), and other policies at: cox.com/policies.

Cox Internet Essential 50

1 Year Term Agreement

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Essential Internet - Discount

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Essential Internet Product Terms

Essential requires a DOCSIS 3.0 modem. Use of a Cox-approved cable modem is required {[hyperlink https://www.cox.com/residential/support/cox-certified-cable-modems.html](https://www.cox.com/residential/support/cox-certified-cable-modems.html) Uninterrupted or error-free Internet service, or the speed of your service, is not guaranteed. Actual speeds vary. See www.cox.com/internetdisclosures for complete Cox Internet Disclosures. Other restrictions may apply. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and data usage, see cox.com/dataspeedplans and cox.com/datausage. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, free from interruptions or other failures. The McAfee® services and features are subject to change. McAfee® is a registered trademark of McAfee®, Inc.

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Cox Internet Preferred 150

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Preferred Internet - Discount

Offer is available to new residential Cox Internet customers in select Cox service areas. Promotional period runs from first installation of Internet service, even if you change speeds. After promotional period, regular rates apply. See www.cox.com for current regular rates. Advertised rate excludes taxes, surcharges, professional installation, usage-based charges (data overages, streaming subscriptions, etc.), and other fees or charges, which are subject to change. A credit check and/or deposit may be required. May not be combined with other offers or discounts. Advertised rate and taxes vary by service location. Other restrictions may apply.

Internet Preferred Product Terms

Preferred requires a DOCSIS 3.0 modem. Use of a Cox-approved cable modem is required {[hyperlink https://www.cox.com/residential/support/cox-certified-cable-modems.html](https://www.cox.com/residential/support/cox-certified-cable-modems.html)}. Accessing your service via wifi may result in reduced Internet speeds due to the type of equipment used, environmental and structural conditions in your home, the number of users and other contributing factors. Uninterrupted or error-free Internet service, or the speed of your service, is not guaranteed. Actual speeds vary. See www.cox.com/internetdisclosures for complete Cox Internet Disclosures. Other restrictions may apply. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and data usage, see cox.com/dataspeedplans and cox.com/datausage. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, free from interruptions or other failures. The McAfee® services and features are subject to change. McAfee® is a registered trademark of McAfee®, Inc.

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Cox Internet Ultimate 500

Ideal for families who are all about streaming, gaming and connecting with what they love.

Cox Internet Ultimate 500

Details:

- Up to 500 Mbps download speeds
- Up to 10 Mbps upload speeds
- 1.25 TB (1280 GB) monthly data included
- Access to over 3 million wifi hotspots
- Security Suite powered by McAfee included
- Ideal for up to 9 devices and moderate 4K streaming, multi-player gaming, working from home, virtual learning and more

Disclaimer:

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Ultimate Internet - Discount

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Internet Ultimate Product Terms

Ultimate requires a DOCSIS 3.1 modem. Use of a Cox-approved cable modem is required {[hyperlink https://www.cox.com/residential/support/cox-certified-cable-modems.html](https://www.cox.com/residential/support/cox-certified-cable-modems.html)}. Accessing your service via wifi may result in reduced Internet speeds due to the type of equipment used, environmental and structural conditions in your home, the number of users and other contributing factors. Uninterrupted or error-free Internet service, or the speed of your service, is not guaranteed. Actual speeds vary. See www.cox.com/internetdisclosures for complete Cox Internet Disclosures. Other restrictions may apply. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and data usage, see cox.com/dataspeedplans and cox.com/datausage. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, free from interruptions or other failures. The McAfee® services and features are subject to change. McAfee® is a registered trademark of McAfee®, Inc.

Product Pricing and Policies

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Cox Internet Gigablast

Ideal for families that want our fastest Internet to power all their devices, all at once.

Cox Gigablast

Details:

- Up to 940 Mbps download speeds
- Up to 35 Mbps upload speeds
- 1.25 TB (1280 GB) monthly data included
- Access to over 3 million wifi hotspots
- Security Suite powered by McAfee included
- Perfect for families who all need to connect at once (9+ devices) for 8K video streaming, multi-player gaming, work from home, virtual learning and more

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Gigablast Internet - Discount

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Gigablast Internet Product Terms

Not available in all areas. GigablastSM connection download speeds up to 940 Mbps based on limitations of standard internet hardware. Actual speeds depend on capability of end user devices and other factors. Uninterrupted or error-free Internet service, or the speed of your service, is not guaranteed. Actual speeds vary. See www.cox.com/internetdisclosures for complete Cox Internet Disclosures. Gigablast requires a DOCSIS 3.1 modem. Use of a Cox-approved cable modem is required {[hyperlink https://www.cox.com/residential/support/cox-certified-cable-modems.html](https://www.cox.com/residential/support/cox-certified-cable-modems.html)}. Accessing your service via wifi may result in reduced Internet speeds due to the type of equipment used, environmental and structural conditions in your home, the number of users and other contributing factors. Other restrictions may apply. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and data usage, see cox.com/dataspeedplans and cox.com/datausage. Cox cannot guarantee the intended results from the McAfee® services or that the McAfee® software will be error-free, free from interruptions or other failures. The McAfee® services and features are subject to change. McAfee® is a registered trademark of McAfee®, Inc.

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