Cox Business Complete Care Expansion Delivers Comprehensive IT Helpdesk Experience

ATLANTA, February 7, 2022 – Cox Business announced today the expansion of its Complete Care (CBCC) premium support portfolio, now featuring Helpdesk and Proactive services that deliver preventative and responsive support for common IT issues. From employee technical support to on-call IT management, Complete Care's 24/7 services provide a white glove support experience to Cox's small business customers nationwide.

As today's small businesses grow, so does their need for IT services to keep devices and networks running, ensure teams stay connected, and avoid expensive losses in time and repairs. Yet, hiring full-time IT managers can be costly and finding the right third-party team is often difficult. With this in mind, Cox Business launched and continues to innovate its Complete Care services to go beyond standard tech support and provide all-inclusive, enterprise-grade coverage that mitigates everyday IT problems without significant overhead.

The latest in the Complete Care portfolio, CBCC Helpdesk provides expert technical support 24/7/365 to help employees navigate everyday digital dilemmas from anywhere – whether they are in office or remote. From virus, malware and spyware removal to network setup and connectivity troubleshooting, the Helpdesk has the answers to keep all WiFi connected devices running smoothly.

Additionally, CBCC Proactive features around-the-clock system monitoring and gives businesses access to an on-call assistant IT administrator who can take over existing IT challenges whenever the need arises. For added peace of mind and streamlined task offloading, the solution is always working and learning in the background to preemptively monitor applications and server status, system performance, and device health and security – allowing for rapid problem notification and mitigation.

"Small business owners and IT leaders are stretched thin as it is, getting access to the right support shouldn't be another hurdle," said Catherine Mitchell, Vice President, Product Development and Management, Cox Business, "With Cox Business Complete Care, now featuring Helpdesk and Proactive services, we can ensure our customers have easy access to expert support and monitoring, allowing them to get back to what they do best – running their businesses and departments."

After an initial trial with 6,000 select Cox Business customers, many provided testimonials on how the product eased their IT operations.

- "The Complete Care tech did a fantastic job of solving this problem by successfully repairing my damaged hard drive. I'm very pleased to have this issue resolved."
- "My computer was 'frozen' and the rep worked his magic finding issues with my C Drive and cleaned it up. I am so grateful."
- "With great patience, three different people tried to find the problem. Finally, a CB tech needed to do a deep dive to fix the multiple problems, including disk damage, to ultimately be successful. My congratulations to all four technicians and this is

very important: they knew when to move to a higher level of help when their efforts could not bring success. This is the sign of professional training and I applaud them all. Good job everybody."
- "My machine was down, and the agent provided OUTSTANDING service to cleanup several errors. Computer is in top shape now. Thanks."
- "Fantastic. The tech took charge and fixed all my computer foul ups and short comings. I simply can't believe all he did for me. He helped me smile again and I feel better all over! He relieved me of worries and concerns about computer problems. He not only is great at multi-tasking but is a real gentleman who is exceptionally smart and a great listener. I wish all companies had him as a model. Jason has a beautiful attitude and is extremely understanding. He must be cloned for the world. I never felt so relaxed during any problem solving. His easy manner is delightful. I do hope you got the message that he is a perfect trouble shooter with a fine personality. My type of guy."

Learn more about Cox Business Complete Care atcox.com/business/completecare.html.

About Cox Business

The commercial division of Cox Communications, Cox Business provides voice, data and video services for more than 355,000 small and regional businesses nationwide, including health care providers; K–12 and higher education; financial institutions; and federal, state and local government organizations. The organization also serves most of the top-tier wireless and wireline telecommunications carriers in the U.S. through its wholesale division. For more information, please visit www.coxbusiness.com.

For further information: Victor Cooper, Victor.cooper@cox.com, 404-670-0693

Additional assets available online:

https://newsroom.cox.com/2022-02-07-Cox-Business-Complete-Care-Expansion-Delivers-Comprehensive-IT-Helpdesk-Experience