

Panoramic WiFi from Cox Communications Surpasses 1 Million Customers

Milestone attributed to rapid customer adoption and ongoing customer satisfaction

ATLANTA, Dec. 13, 2017 – Today, Cox Communications announced the achievement of one million customers for Panoramic WiFi, the premier home network experience. In less than 14 months, Panoramic WiFi from Cox attained this notable milestone. After a successful trial in San Diego, Panoramic WiFi rolled out to the rest of the Cox footprint, available nationally for only six months. In one month alone, the company welcomed 185,000 new Panoramic WiFi customers to the Cox High Speed Internet family.

“ Our customers want an effortless and predictable WiFi experience that delivers the speed and reliability they expect. ”

Panoramic WiFi from Cox is the next generation of wireless internet that is optimized for every home during install. The service uses advanced technology and a superior modem designed for speed and performance to reach every device in every room.

The overwhelming majority of Cox Communications customers are selecting Panoramic WiFi as part of their internet package and are more satisfied than non-Panoramic WiFi High Speed Internet customers. Sixty-six percent of new Cox High Speed Internet customers choose Panoramic WiFi and Panoramic WiFi customers who choose a professional install are more likely to promote or recommend the product than customers who install themselves. For more results since launch, please click [here](#).

“While designing and developing Panoramic WiFi, we listened to our customers and applied that feedback to delivering a premium user experience,” said Philip Nutsugah, senior vice president, product development and management. “Our customers want an effortless and predictable WiFi experience that delivers the speed and reliability they expect. They want to have confidence that they are equipped with tools to optimize and manage their home WiFi.”

Panoramic WiFi puts the user in control. With My WiFi (on Cox Connect app or online), a person can manage their home network for optimal performance. A selection of functions include:

- View primary and guest networks
- Change wireless security settings
- View and change the wireless network name and password
- Broadcast or hide in-home network
- Set band channel (2.4 or 5 Ghz)
- Name or rename devices

- View WiFi signal strength and connected devices
- Send reboot signal to modem
- Restore factory default settings

To commemorate, Cox Communications will be celebrating the one millionth Panoramic WiFi customer by outfitting their home with a selection of connected devices.

About Cox Communications

Cox Communications is a broadband communications and entertainment company, providing advanced digital video, Internet, telephone and home security and automation services over its own nationwide IP network. The third-largest U.S. cable company, Cox serves approximately 6 million residences and businesses. Cox Business is a facilities-based provider of voice, video and data solutions for commercial customers, and Cox Media is a full-service provider of national and local cable spot and digital media advertising. Cox is known for its pioneering efforts in broadband, voice and commercial services, industry-leading customer care and its outstanding workplaces. For nine years, Cox has been recognized as the top operator for women by Women in Cable Telecommunications; Cox has ranked among DiversityInc's Top 50 Companies for Diversity 12 times. More information about Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at www.cox.com and www.coxmedia.com.

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