

ARPA Yavapai County Broadband Project Question and Answers as of 8.19.22

Q 26 8.19.22 We live in an area of poor/slow internet and were very encouraged by an article recently about bringing better service to our area. The article mentioned the company Altice as the one that would be putting in the lines. We just read that Altice will be selling the Suddenlink portion of its company. Does this impact the broadband initiative?

Yavapai County does not think so. Altice is the parent company and that is who our contract is with. The sale of a subsidiary in the telecommunication industry is fairly common. If the sale happens, these things typically take a long time to negotiate, finalize and ultimately close. In short, we are moving forward as planned. We are not concerned.

Q 27 8.19.22 What vendor equipment (modems, routers, etc.) will be provided to the customer?

Cox-owned equipment (a modem-type device referred to as an “ONT”) is provided as it is required for the proprietary nature and security of our network. Customers can rent our modem/router combination (i.e., Cox Panoramic Wi-Fi), or most customers will be able to utilize their own Wi-Fi routers so long as it is compatible with our network and support the subscribed-to speed tier. This link lists the various Wi-Fi routers that are compatible with our services [Cox Certified Cable Modems](#). However, if the customer subscribes to voice and internet service, only Cox equipment can be used, which will be provided to the customer free of charge as long as the customer retains voice service.

What options are within the equipment types (Wi-Fi, non-Wi-Fi, throughput/capability, etc.)?

All Cox Panoramic Wi-Fi Gateways provide Wi-Fi. Speeds range depending on the service tier the customer subscribes to.

What security options are available within the provided equipment (firewalling, NAT, etc.)?

Cox Security Suite Plus is a free security software package backed by McAfee that is available to all Cox High Speed Internet customers. Our customers can protect and manage up to five devices, in any combination of Windows or Mac OS X computers, Android smartphones and tablets, and Apple iOS iPhones and iPads.

A description of features along with instructions for downloading and installing the software package is available at [Cox Security Suite Plus powered by McAfee | Cox Communications](#)

What type of customer support is provided with vendor provided equipment?

Cox representatives are available to provide technical support for equipment and services 24hours per day, 7 days a week by phone, online chat and through our self-service portal, located at [Residential Support Overview | Cox Communications](#). Customers also can get help and communicate with us through the Cox App and Panoramic Wifi App. When needed, Cox technicians will be dispatched to customers’ homes.

Are there compatible equipment options a customer can use in lieu of vendor provided equipment?

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Q 28 8.19.22 Will the vendor provide an as-built drawing of the customer network?

Cox will submit as-built drawings as part of its permit package.

Will the vendor disclose the oversubscription thresholds/amounts of each major location?

Cox’s network is extremely robust and designed, built and engineered to operate as intended. Various monitoring tools are in place to ensure that the large capacity that our network can manage remains operational. When additional capacity is needed in Yavapai, which likely will not be for a long time, we are able to expand our network to handle the increased capacity.