

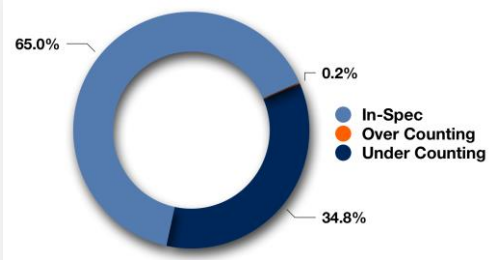


## Cox's Data Usage Meter undercounted (in subscribers' favor) an average of -7.7% in 2018

### The Cox Usage Meter

The Cox Internet data usage meter provides subscribers with information about how much of their monthly data plan they have used. The meter displays all eligible traffic to and from the Internet that counts towards the **subscriber's** data plan. NetForecast independently validates the accuracy of the usage meter's counts.

Significant undercounting occurred throughout 2018, which benefited Cox's subscribers. There were infrequent and small overcounting occurrences, however, there was no observed overcounting above the +1% specification over the course of a full month.

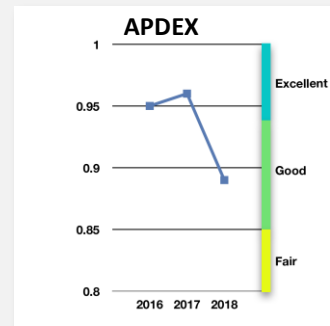


### OBSERVATION

With 95% statistical confidence, the Cox meter has a 65% probability of being accurate within +/-1% for the month, a 34.8% probability of undercounting more than -1%, and a 0.2% probability of overcounting more than +1% over the course of a full month.

### OBSERVATION

The APDEX score, which is used to normalize data across monitoring periods, indicated Cox's data usage meter accuracy declined from 2017 to 2018, primarily due to undercounting, but it is within the 'Good' category.



### Process

NetForecast gathered usage data within actual subscriber homes throughout the year. The 2018 accuracy assessment is based on 10,800,012 audit measurements, exceeding the minimum number of samples required for statistical reliability.

With over 20 years experience, **NetForecast** independently audits the accuracy of data usage meters and the quality of user experience for major Internet Service Providers. **Ask if your ISP is accurate.**