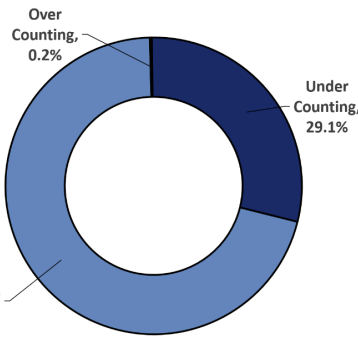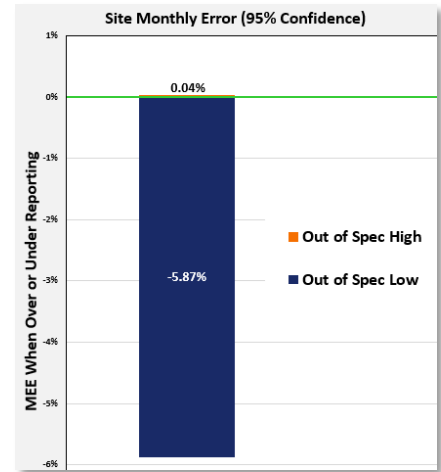# COX.

2019 Public Report Abstract

Cox's Data Usage Meter Undercounted (in subscribers' favor) an Average of -5.8% in 2019

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 2019, 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.


Site Monthly Error (95% Confidence)

0.04%

-5.87%

Out of Spec High
Out of Spec Low

Over Counting, 0.2%
Under Counting, 29.1%
In-spec, 70.7%

OBSERVATION
With 95% statistical confidence, the Cox meter has a 70.7% probability of being accurate within +/-1% for the month, a 29.1% probability of undercounting more than -1%, and a 0.2% probability of overcounting more than +1% over the course of a full month.

APDEX

Excellent
Good
Fair

OBSERVATION
The APDEX score, which is used to normalize data across monitoring periods, indicated Cox's data usage meter accuracy improved from 2018 to 2019, and remained within the 'Good' category.
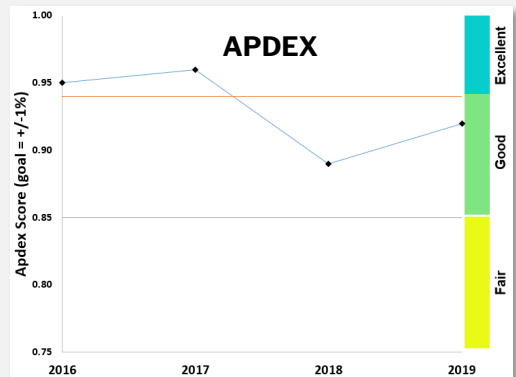
Process
NetForecast gathered usage data within actual subscriber homes throughout the year. The 2019 accuracy assessment is based on 9,223,480 audit measurements, exceeding the minimum number of samples required for statistical reliability.

March 5, 2020

With over 20 years of experience, **NetForecast** independently audits the accuracy of data usage meters and user quality of experience (QoE) for major Internet Service Providers.

Ask if your ISP is accurate.

To read the complete report, please link here