COX®
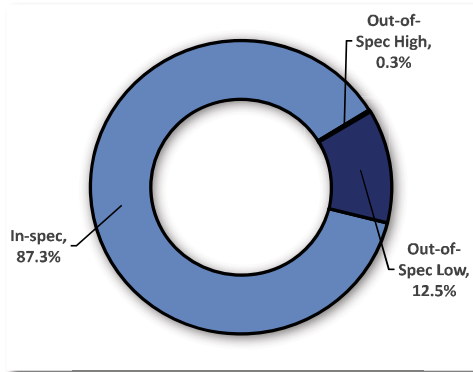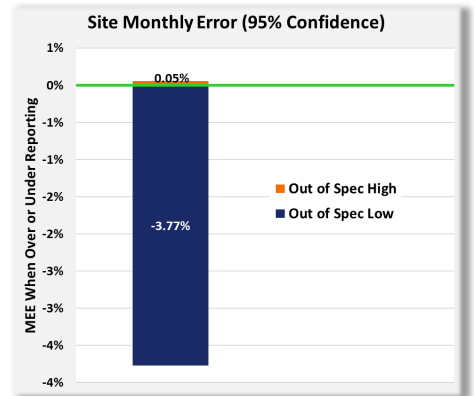
Internet Data Usage Meter Accuracy Audit 2020 Public Report Abstract

Cox's Data Usage Meter Undercounted (in subscribers' favor) an Average of -3.7% in 2020

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.

NetForecast validates with 95% statistical confidence that in 2020, across all measured sites, out-of-spec monthly errors had an overall impact of undercounting by -3.72% as shown in the chart to the right. During 2020, significant undercounting occurred which benefited Cox subscribers.
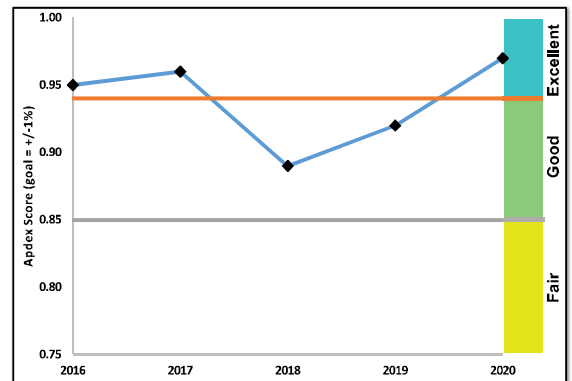

Site Monthly Error (95% Confidence)

KEY POINT

The Cox meter has an 87.3% probability of being accurate within +/-1% for the month, a 12.5% probability of undercounting more than -1%, and a 0.3% probability of overcounting more than +1% over the course of a full month.

KEY POINT

The APDEX score, which is used to normalize data across monitoring periods, indicated Cox's data usage meter accuracy improved from 2019 to 2020, moving up from the 'Good' range to the "Excellent" range.

Process

NetForecast gathered usage data within actual subscriber homes throughout the year. The 2020 accuracy assessment is based on 8,507,184 audit measurements, exceeding the minimum number of samples required for statistical reliability.

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.

June 2021