

This is in followup to my prior complaint about service failures. The service problems that have persisted for ~5-months remain. These failures make my Internet services (contracted for 150Mbps) essentially unavailable to me for a majority of the time. My prior complaint resulted in a service technician replacing wiring from street to my house. He said that his testing showed good service signals. Within a few hours, the connectivity problems resumed. Since, in the past ~5 months, I have not received anywhere near the service levels I contracted for, I request a full refund of those months charges and restoration of service levels to acceptable levels.

I conducted connectivity and service monitoring using EMCO Ping Monitoring software. Two IP addresses were monitored: the google.com address to get data on internet connection and the 192.168.0.1 (home Gateway). Connection to the Gateway was monitored both via wired ethernet connection and the home WiFi connection. At no time did the home WiFi or connection to the gateway fail and internal connectivity worked 100% of the time. All service interruptions (failures) were up-stream of the Gateway. Two monitoring periods were recorded: July 27-30, 2020 and August 4-10, 2020. I have attached files showing the data from monitoring. I have also attached charts showing my usage from Cox online account tools. There were 2 days in between where service was steady with very few failures. Obviously, decent service is possible.

Between 0943 on August 4 and 1320 on August 10 there were 360 disconnect events that caused my internet connectivity to fail. That is nearly 2-1/2 failures per hour. Noteworthy is that late night and other non-peak hours were impacted at a significantly lower rate but still ran periods of frequent failures. There is no apparent association between the service failures and our usage rates or activities other than the failures are mainly during day-time early evening. High failure rates also occur while web browsing in late evening hours as well. Some hour periods have well less than 50% up-time. There does seem to be a pattern suggesting failures are triggered simply by using the service. While total up-time is in the 90% range, the frequent disconnects/failures during our use times makes it impossible to use for our intended purposes, e.g. classes and online meeting and web tools.

The pattern of the failures clearly point to a failure outside of the home, i.e. Cox interrupted service either willfully or by hw/sw failures. WiFi service was flawless throughout the monitored periods and internal use (not dependent on internet) worked without failures. The Gateway WiFi system works fine and loads/number of devices connected had no impact on service. It is worth noting that when I called Tech Support (including 2nd tier) other than rebooting my gateway, the only solution offered was that I had "to upgrade my service to Gigablast since I had too many WiFi connected devices". Any competent tech knows that the number of devices is essentially irrelevant to performance. Only bandwidth utilization is important; certainly well within the numbers we're talking about here. PS: most of my "Wifi connected devices" are passive (e.g. printers, sensors, cameras) except on those infrequent and rare occasions when directly accessed.

This is a failure of Cox to provide the services contracted for. I expect a full refund for the last 5-months and

restoration of the service to acceptable levels. Disconnects/failures should occur very rarely and for very brief periods (e.g. once or twice a day for only a few seconds or minutes). I understand broad outages may occur due to mishap or broader service area disruptions, but these are not those.

I welcome and expect contact soonest so that this may be resolved quickly.

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