

Next Generation Broadband's Self-Activation Service Now Available to Cox Northern Virginia Customers

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HERNDON, Va., Nov. 27 /PRNewswire/ -- Cox Communications Northern Virginia announced today the launch of Auto Install(TM), a new technology from Cox Communications and Next Generation Broadband that gives customers the option of automatically installing their new cable modems and quickly activating their high-speed Internet service without the need for a technician visit. This new feature is available to all Cox Northern Virginia customers effective immediately.

"At Cox, we place a great deal of emphasis on making the customer experience seamless and enjoyable," said Mark Snow, vice president of marketing for Cox Communications Northern Virginia. "This new solution will give customers the ability to easily conduct a self-installation, offering them virtually immediate high-speed Internet service."

Once a customer has connected their cable modem, the Auto Install system quickly recognizes the new device on the Cox network. The customer is then led to a service activation screen for entry of the contact and billing information, choice of service type and email set-up. The customer is then immediately on-line and can begin surfing the Internet. The process takes only a few minutes and does not require the customer to re-boot their computer.

"Through the use of Auto Install, customers who already have Cox's video or telephone service will be able to purchase a cable modem from Cox, in a store or online, then go home and plug it in, open an Internet browser and be guided through high-speed Internet service activation in less than ten minutes," stated Tiffany Norwood, executive vice president of Next Generation Broadband. "In most cases, the customer will not have to call Cox, wait for a package in the mail or have a technician come to their home. Service activation is instantaneous and makes activating Cox High Speed Internet simple."

About Cox Communications

Cox Communications is a multi-service broadband communications and entertainment company with more than 6 million total residential and commercial customers. The third-largest cable television company in the United States, Cox offers an array of advanced digital video, high-speed Internet and telephony services over its own nationwide IP network, as well as integrated wireless services in affiliation with Sprint. Cox Business is a full-service, facilities-based provider of communications solutions for commercial customers, providing high-speed Internet, voice and long distance services, as well as data and video transport services for small to large- sized businesses. Cox Media offers national and local cable advertising in traditional spot and new media formats, along with promotional opportunities and production services. Cox

Communications wholly owns and operates the Travel Channel. More information about the services of Cox Communications, a wholly owned subsidiary of Cox Enterprises, is available at www.cox.com, www.coxbusiness.com, and www.coxmedia.com.

About Next Generation Broadband

Next Generation Broadband is a Washington, D.C. based software company founded in 2001. The company has developed patent pending device control software that operates on a centralized network basis, allowing network operators to automate management of individual IP devices and subscribers. Because NGB's technology is centralized and network based, it eliminates the need for CDs, client software or expensive additional network hardware which would otherwise be required to control the IP device (modem, PC, router, etc) on the network. Also unique is that NGB systems work as an adjunct platform in parallel with an operator's existing (or future) systems with the benefit of not requiring complex and risky changes to the existing systems during implementation. The proven scalable technology has already been deployed in large cable systems internationally and can support millions of users.

SOURCE Cox Communications Northern Virginia