



cox App User Guide

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COX TV Price List*

BASIC PACKAGES – Monthly Rates

(include one Basic Box rental)

Basic Starter: \$53.00

Basic Preferred: \$92.00

(Includes Starter Channels)

COX TV PACKAGES – Monthly Rates

(includes one Cox TV Box rental)

Cox TV Starter: \$53.00

Cox TV Preferred: \$92.00

(Includes Starter Channels)

Cox TV Ultimate: \$132.00

(Includes Starter, Preferred, Variety Pack, Movie Pack, Sports & Info Pack, Sports Pack 2, and HBO Max™, Cinemax®, Showtime® and Starz®)

CONTOUR TV PACKAGES – Monthly Rates

(includes one Contour Box rental)

Contour Starter: \$53.00

Contour Preferred: \$92.00

(Includes Starter Channels)

Contour Ultimate: \$132.00

(Includes Starter, Preferred, Variety Pack, Movie Pack, Sports & Info Pack, Sports Pack 2, and HBO Max™, Cinemax®, Showtime® and Starz®)

SURCHARGES

(applies to certain TV packages)

Broadcast Surcharge: \$19.00

(charge applies with each TV Package subscription)

TV PACKS – Monthly Rates

(With any Cox TV or Contour Package)

Variety Pack: \$12.00

Movie Pack: \$12.00

Sports & Information Pack: \$10.00

Sports Pack 2: \$10.00

(Includes NFL RedZone subscription)

Latino Pack; \$10.00

Bonus Pack; No Charge

(with at least one paid TV Pack and TV Essential)

DVR SERVICE – Monthly Rates

(DVR-compatible equipment is required)

Starter DVR Service: \$5.00

Essential DVR Service: \$13.50

Preferred DVR Service: \$20.00

Ultimate DVR Service: \$30.00

PREMIUM CHANNELS – Monthly Rates

(Minimum service tier required)

HBO Max™: \$15.00

CINEMAX®: \$12.00

SHOWTIME®: \$11.00

STARZ®: \$9.00

Epix: \$12.00

Playboy TV: \$15.99

INTERNATIONAL CHANNELS – Monthly Rates

CCTV4: \$11.99

Chinese Deluxe Pack: \$19.99

(includes Phoenix Info News, Phoenix North America and CTI Zhong Tian)

Chinese Pack 2: \$11.99
(CTI Zhong Tian & CCTV4)
Chinese Pack: \$18.99
(CTI Zhong Tian & Phoenix North America)
Aapka Colors: \$14.99
DW: \$9.99
(DEUTSCHE+)
Filipino Pack: \$17.99
(GMA Pinoy & TFC)
GMA Pinoy: \$9.99
RTN: \$14.99
Saigon Broadcasting Television Network: \$12.99
(Vietnamese)
SET Asia: \$14.99
South Asian Deluxe Pack: \$21.99
(Zee TV, SET Asia)
South Asian Super Pack: \$31.99
(Zee TV, SET Asia, TV Asia)
TFC: \$10.99
(The Filipino Channel)
TV5 Monde: \$9.99
(French)
TV Asia: \$11.99
TV Japan: \$21.99
Zee TV: \$14.99

SPECIALTY SERVICES – Monthly Rates

Fox Soccer Plus: \$14.99

SEASONAL SPORTS PACKAGES

(Standalone annual subscriptions; seasonal rates vary†)

NFL RedZone†**: \$49.99
NBA League Pass: \$99.99
MLB Extra Innings: \$139.99
NHL Center Ice: \$69.99
MLS Direct Kick: \$89.00

COX TV EQUIPMENT – Monthly Rates

Cox TV Box: \$8.50
Contour Box: \$8.50
Wireless 4K Contour Box: \$8.50
(Requires Panoramic Wifi Gateway)
CableCARD: \$6.00
Basic Box: \$6.00
(includes remote control; access to Starter and Preferred channels only; no interactive TV features, like On Demand)

STREAMING ONLY SERVICES – Equipment Monthly Rate

(Requires Panoramic Wifi Gateway)
Contour Stream Player^: \$5.00

SUBSCRIPTION ON DEMAND SERVICES – Monthly Rates

A&E Crime Central:\$4.99
Acorn TV: \$6.99
ALLBLK: \$5.99

AMC+: \$7.99
Anime+: \$6.99
ConTV: \$4.99
CuriosityStream: \$2.99
Daily Burn: \$14.99
DaVinci Kids: \$7.99
Docurama: \$4.99
DOGTV: \$4.99
Dove Channel: \$4.99
Echo Boom: \$5.99
EROS Now+: \$9.99
Gaiam TV Fit & Yoga: \$6.99
Gravitas: \$4.99
Hallmark Movies Now: \$5.99
here!+: \$6.99
History Vault: \$4.99
Hi Yah: \$2.99
IFC Films Unlimited: \$6.99
Impact Wrestling: \$3.99
Insight TV: \$ 4.99
Kartoon Channel: \$4.99
Kidstream: \$4.99
Kidz Bop+: \$4.99
Lifetime Movie Club: \$4.99
Lion Mountain TV: \$4.99
MC Low Fi: \$5.99
MHz Choice: \$7.99
Outside TV Features: \$4.99
OUTtv: \$3.99
Pantaya: \$5.99
Passionflix: \$5.99
Qwest TV: \$4.99
Real Vision: \$14.99
REVRy: \$6.99
Shudder: \$5.99
Stingray Classica: \$6.99
Stingray Karaoke+: \$6.99
Sundance Now: \$6.99
The Reading Corner: \$3.99
Too Much For TV+: \$14.99
Topic: \$5.99
True Royalty: \$5.99
Up Faith & Family: \$5.99
Walter Presents: \$6.99
Zoomoo: \$2.99
Adult Video Subscription Services: \$24.99 ea.

COX Internet Price List*

COX INTERNET PACKAGES– MONTHLY RATES

Essential##: \$49.99
Preferred+: \$87.99
Ultimate++: \$99.99
Gigablast^: \$119.99
StraightUp Internet**: \$50.00
2 Gig#: \$149.99

COX INTERNET EQUIPMENT – MONTHLY RATES

Panoramic Wifi Gateway: \$13.00
(Includes one Elite Gamer connection at no additional cost)
Wireless Router for Optical Network
Customers: \$8.00

**OPTIONAL ADDITIONAL DATA PLAN –
Monthly Rates**

Unlimited: \$49.99
500GB: \$29.99

**COX INTERNET EQUIPMENT –
One Time Charges**

Panoramic Wifi Pods 1 pack: \$129.99
Additional Panoramic Wifi Pods: \$99.99

OTHER INTERNET SERVICES – Monthly Rates

Elite Gamer: \$6.99
(One connection included with Panoramic Wifi Gateway at no additional cost.)
Additional Game Connections: \$4.99
(up to 3)

COX Voice Price List*

COX VOICE PACKAGE – Monthly Rate

Preferred: \$20.00
(Package includes: Unlimited Local Calling, Unlimited
Long Distance Calling to the US, Canada and landlines in Mexico, Readable Voice Mail, Cox Voice Everywhere
app, Simultaneous ring, NoMoRobo service provided by a third party, call waiting, caller ID and more)

COX LONG DISTANCE – Monthly Rates

Simply Worldwide**: \$2.99
(low rates to 230+ countries)

A LA CARTE VOICE OPTIONS – MONTHLY RATES

Non-published Number: \$1.25
Non-directory Listing: \$0.75
Additional Listing: \$1.50
Directory Assistance: \$2.49
(per use)

COX Homelife Price List*

HOMELIFE PACKAGES – Monthly Rates

Homelife: \$15.00
(Smart Camera Viewing and Recording)
Security+: \$40.00
(Professionally Monitored Security Plus Home Control and Automation, includes one touchscreen rental)

HOMELIFE – One-Time Charges

Standard Homelife Installation: \$25.00
Standard Security Installation: \$100.00
Panel Upgrade Installation; \$100.00
Pre-wired Home Installation: \$250.00
Exterior Camera Installation: \$50.00
(per camera)

OTHER SERVICE FEES – Monthly Rates

Equipment Service Plan: \$4.99
24-HR Video Recording and 10-Day
Storage^: \$14.99
(Up to 2 cameras)
24-HR Video Recording and 10-Day
Storage^: \$24.99
(Up to 4 cameras)

COX Other Services

OTHER SERVICE FEES – One-Time Charges

Returned Check Fee: \$20.00
Electronic Reactivation Fee: \$20.00
Electronic Reactivation Fee: \$20.00
(phone)
Late Payment Fee: \$6.95
(Homelife, TV, Internet)
Late Payment Fee: 1.50%
(Phone Percent of balance)
TV Pro Connect: \$100.00
(up to 3 outlets)
Panoramic Wifi Pods Assisted Install: \$30.00
Internet Pro Connect: \$100.00
Internet Panoramic Wifi Pro Connect: \$100.00
Voice Pro Connect: \$100.00
Easy Connect Activation: No Charge
(TV, Internet, Voice)
TV Pro Connect Conversion: \$100.00
Internet Pro Connect Conversion: \$100.00
Voice Pro Connect Conversion: \$100.00
Trouble Call Truck Roll: \$75.00
(per visit)

PREMIUM SUPPORT – Monthly Rates

Cox Complete Care: \$10.00
(TV, Internet, Telephone)

Cox TV: *Rates shown are retail rates for various standalone services.

Available to residential customers in Cox service areas. The TV packages above include one Basic Box, Cox TV Box, Contour Box or CableCARD with service, depending on package; additional Contour Box, Cox TV Box, Basic Box or a Cox-provided CableCARD together with a certified compatible CableCARD retail device required for additional television hookups. For FCC disclosure purposes only, the fee reasonably allocable to the included CableCARD is \$3; additional CableCARDS priced as shown. See CableCARD FAQs on www.cox.com for CableCARD details. CableCARD is a registered trademark of Cable Television Laboratories, Inc. and is used with permission. An HDTV set with an HDMI connection is required for HD quality video. Channel availability may vary between Basic Box and other Cox equipment options. Contour Box and a television that supports composite video or s-video connections required for DVR service. Available DVR recording space varies by package. All prices and packages are subject to change. Pricing above excludes installation, taxes, franchise fees, surcharges, and other fees. Subject to credit approval. Other restrictions may apply. For certain TV packages, the Broadcast Surcharge or Regional Sports Surcharge are listed separately on your bill. †Sports package subscriptions are paid in advance for the season and auto-renews annually at the applicable season renewal rate unless canceled before start of next season by calling Cox. Purchase is non-refundable.**This service requires a subscription to the Sports and Info Pack. Pro-rata rates apply for packages added mid-season. ^ Contour Stream Player does not include any live tv channels. Contour Stream Player only allows the ability to access Contour Apps and On Demand content that can be subscribed to, purchased, or rented.

Cox Internet: Download Speeds Up To / Upload Speeds Up To: ##Essential Service: 100 Mbps / 5 Mbps, ‡ Preferred Service: 250 Mbps / 10 Mbps, ++Ultimate Service: 500 Mbps / 10 Mbps (fiber to the premises areas: 500 Mbps / 500 Mbps), ^ Gigablast Service: 1 Gbps / 35 Mbps (fiber to the premises areas: 940 Mbps / 940 Mbps) # 2 Gig service: 2 Gbps / 2 Gbps, **StraightUp Internet Service: 100 Mbps / 5 Mbps

*Rates shown are standard rates for standalone services and do not reflect periodic promotional discounts. Available to residential customers in Cox service areas. Cox Internet requires a Cox-approved DOCSIS 3.0 or higher modem (Gigablast and Ultimate Service require 3.1): cox.com/modems. 2 Gig requires a compatible Optical Network Terminal device, provided by Cox and included at no additional charge with 2 Gig internet service. Professional installation fee may be required. Max download/upload speed of 2 Gbps requires wired connection and 2 Gbps-capable device. 2 Gig not available in all areas. See <http://www.cox.com/aboutus/policies/speeds-and-data-plans.html>. Gigablast: Download speed up to 1 Gbps requires DOCSIS 3.1 modem w/ 2.5 Gbps ethernet port; otherwise download speed may be limited. Not available in AZ cities of Douglas, Wickenburg, and Sierra Vista. Uninterrupted or errorfree internet service, or the speed of your service, is not guaranteed. Actual speeds may vary based on type of equipment used (cox.com/modems), end user devices and other factors (cox.com/internetdisclosures).

Internet delivered through Cox's hybrid fiber-coax network; learn more about our service and speed plans [cox.com/dataspeedplans]. All Cox Internet plans include 1.25 TB (1,280 GB) per month of data usage. Additional Data Plans can be added for an additional monthly charge. Excess usage is \$10 per additional 50 GB block, except for Unlimited Data Plan subscribers. Unused data does not roll over. For more details on data plans and usage, see cox.com/datausage. Pricing, packages, and policies are subject to change, including when adjusting or removing services or equipment. Cox services subject to Cox Residential Customer Service Agreement (<http://cox.com/rcsa>) (including mandatory arbitration provisions), Acceptable Use Policy (<http://cox.com/aup>) (including Cox's right to terminate service for abuse of network), and other policies at: <http://cox.com/policies>. Advertised rates exclude taxes, surcharges, equipment, professional installation, usage-based charges (data overages, streaming subscriptions, etc.), and other fees or charges, which are subject to change. A credit check and/or deposit may be required. Advertised rates and taxes vary by service location. Other restrictions may apply.

**Prices includes taxes. Initial prepaid monthly service fee includes onetime equipment Starter Kit (new or refurbished wifi modem, co-axial and ethernet cable, and instructions); subject to limited 90-day warranty; add'l equipment extra. Service/Starter Kit non-refundable; not eligible for Cox 30- Day MoneyBack Guarantee. Includes 1.25 TB of data / mo. Unused data does not roll over. Service/Starter Kit non-refundable; not eligible for Cox 30- Day

MoneyBack Guarantee or refunds. Pricing and policies subject to change. Services subject to Cox StraightUp Internet Customer Agreement (including arbitration provisions) (cox.com/SUI-agreement), Acceptable Use Policy (cox.com/aup) (including Cox's right to terminate service for abuse of network), and other policies (cox.com/policies). Other restrictions may apply. © 2022 Cox Communications, Inc. All rights reserved.

Cox Voice: *Rates shown are retail rates for various standalone services. Unlimited plan long distance minutes may be used only for residential, noncommercial voice calls and usage that is not consistent with such use may subject your account to review and/or suspension or termination of your service. Calls to Mexico that terminate on a cell phone or other wireless device will incur a \$0.10 per minute charge. Telephone modem and other equipment (collectively "Customer Premise Equipment" or "CPE") may be required and will be provided for the duration of phone service subscription. Upon disconnection of phone service, CPE must be returned within 30 days or a monthly rental fee or lost equipment charge will apply. CPE uses household electrical power to operate. Telephone service, including access to e911 service, will not be available during a power outage without battery backup or if the CPE is moved or inoperable. Service does not come with a battery unless you order it. You may purchase a backup battery from Cox. You must monitor and replace the battery as needed (see <http://www.cox.com/battery>). Pricing above excludes installation, taxes, surcharges, and other fees. All packages and prices are subject to change. Subject to credit approval. Other restrictions may apply. Telephone service provided by an affiliated Cox entity and may utilize third-party services and facilities. Service may not be available in all areas.

**Simply Worldwide rates found at: cox.com/phone.

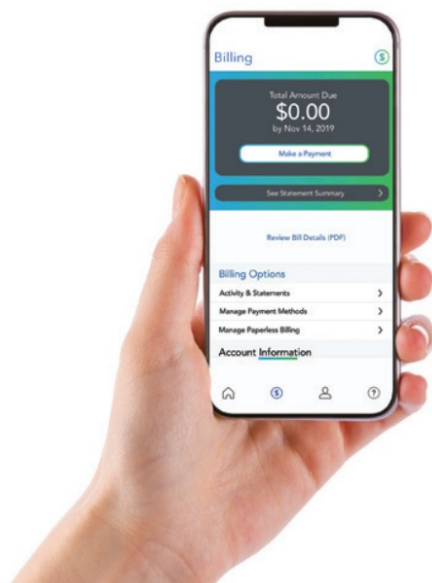
Cox Homelife: *Rates shown are retail rates for various standalone services. Cox Homelife® is available to residential customers in select Cox service areas. Cox Homelife smart home service plan requires Panoramic Wifi and compatible equipment purchase. Includes continuous video recording on up to four cameras. Homelife Automation and Homelife Security equipment not compatible. Includes Easy Connect self-install: <https://www.cox.com/residential/learn/easy-connect.html>; additional fee may apply for technician visit after failed self-installation. Advertised rate includes monthly recurring service charges but excludes professional installation, equipment, taxes, trip charges and other fees. May be subject to credit approval. Cox Homelife smart home service plan is not a monitored home security system and includes home automation services only; Cox Homelife Security service plan required for professional monitoring services for intrusion, smoke/fire and related system components. Cox Homelife Security service plan required for professional monitoring services for intrusion, smoke/fire and related system components. 24-HR Video Recording requires eligible Homelife service tier (Automation or Security), additional monthly recording fee, and compatible iCam2 cameras. Additional Homelife cameras not included and are extra if not already owned. A high-speed Internet connection is required. Pricing above excludes installation, additional equipment, taxes, trip charges, surcharges, and other fees. All prices and packages are subject to change. Subject to credit approval. Other restrictions may apply. + Touchscreen remains property of Cox and must be returned to Cox upon termination of service to avoid additional charges. Local ordinances may require an alarm user permit or external lock box. Las Vegas customers will incur an additional monthly verified response fee (currently \$4.00/mo.). Cox Homelife Services provided by Cox Advanced Services: Arizona, LLC—Alarm Lic. # 18141—0, ROC Lic. # 310876; Arkansas, LLC—Lic. # E 2014 0026/CMPY.0002278; California, LLC—Alarm Lic. # 7196 & Contractor's Lic. # 992992; Connecticut, LLC; Florida, LLC—Lic. # EF20001232; Georgia, LLC—Lic.: Bryan David Melancon # LVU406595; Idaho, LLC—Lic. # 024933; Iowa, LLC—Lic. # C121646 & AC268; Kansas, LLC—Topeka Lic. # 109 & Wichita Lic. # 2015—36492; Louisiana, LLC—Lic. # F 2006; Nebraska, LLC—Lic. # 26512; Nevada, LLC dba Cox Homelife—Lic. # 78331; Ohio, LLC—Lic. # 53—18—1671; Oklahoma, LLC—Lic. # 2002; Rhode Island, LLC—Lic. # 9314; Virginia, LLC—DCJS Lic. # 11-7776; DPOR Lic. # 2705164725.

The Cox App and My Account

Cox makes it easier than ever to connect to your services. Find answers and manage settings with just a few taps, all in the palm of your hands with the Cox App, or on your computer at [cox.com/myaccount](https://www.cox.com/myaccount).

- Manage your service info and check data usage
- View your current bill and schedule a payment
- Browse helpful how-to articles and troubleshooting guides
- Message a customer care agent for 24/7 support

Sign Up or Sign In at [cox.com/myaccount](https://www.cox.com/myaccount) or Download the app today!



Visit a Cox Store near you
[cox.com/stores](https://www.cox.com/stores)

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Documents / Resources

	cox cox App [pdf] User Guide cox, App, cox App
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References

- [Cox Residential Services | Official Site](#)
- [Cox Residential Services | Official Site](#)
- [Acceptable Use Policy | Cox Communications](#)
- [Speeds and Data Plans | Cox Communications](#)
- [Internet Service Disclosures | Cox Communications](#)
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- [Cox Voice Preferred Home Phone Service – Residential Landline Service](#)
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Manuals+.