



Cox subs to self-install Internet services

By Jeff Baumgartner, CED
March 28, 2006

[Cox Communications](#) customers will be able to install and activate high-speed Internet services on their own starting this fall.

Cox is adding the capability through a partnership with [Next Generation Broadband](#) (NGB), which is supplying the MSO with its "Auto Install II" automated subscriber activation system.

Customers, after purchasing a cable modem in a store online, will be able to tap the system to activate high-speed data service without direct "intervention" from the MSO. NGB said a customer can have the service up and going in less than 10 minutes.

The platform, based on NGB's patent-pending technology, is designed to save unnecessary truck roll and customer service expenses. It also removes any need for pre-provisioned cable modems and PC reboots, the company said.

Behind the scenes, Auto Install III verifies billing data, sets up user IDs, passwords and e-mail addresses, and then configures the modem and activates service.

The system can handle more than 10,000 activations per day, said NGB, a software firm based in Washington, D.C.