O O A A HEALTH O							ı					March 24, 2025
COX HEALTH & PERFORMANCE			Both I	Platform			(Арр	le iOS			Google	Android
REPORT	Yester 9	% Change Lst 7 Days	% Change Lst 30 Days	Last 60 days	Yester day	% Change Lst 7 Days	% Change Lst 30 Days	Last 60 days	Yester day	% Change Last 7 Days	% Change Lst 30 Days	Last 60 days
OVERALL												
Visits	140,698	-3%	-5%	······	107,886	-2%	-4%	······	32,812	-5%	-7%	······
Visitors	123,451	-2%	-5%	······	93,959	-1%	-4%	~~~~~	29,492	-4%	-7%	······
Page Views	2,042,762	-3%	-6%	~~~~~	1,348,862	-2%	-5%	~~~~~	693,900	-6%	-9%	mmm
Average Time Spent (mins)	7	3%	3%		3	4%	4%		4	2%	2%	
New Visitors	4%	1%	-1%		3%	3%	1%		5%	-2%	-3%	
Server Errors	4%	-1% 14%	-8% 13%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	1% 4%	2% 14%	-5% 13%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	12%	-1% 12%	-7% 13%	A
Visits to Chat Visits to Chat (Bot)	3%	14%	16%		3%	14%	16%		3%	13%	15%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Visits to Agent Chat (Skip bot)	196	11%	3%	~~~~~	1%	14%	4%	~~~~~~	196	-3%	-6%	~~~~~
Visits to Self Service Features	52%	-4%	-3%		52%	-4%	-3%		51%	-4%	-3%	~~~~~
Visits with Chat but No Self Service	196	16%	19%		1%	15%	16%	~~~~~	1%	20%	27%	~~~~~
Visits with Neither Self Service nor Chat	33%	6%	4%		33%	6%	4%	**********	33%	6%	5%	
Not Logged-in Visits	15%	3%	2%		15%	3%	2%		17%	2%	196	
Overall_containment_rate	99%	196	1%									
LOGIN STATE Login Page Visits	139,968	-3%	-5%	······	107,393	-2%	-4%	······	32,575	-5%	-7%	······
Login Page Visits Login Success Rate	84%	-1%	0%		85%	-2%	0%		83%	-5%	0%	
Share of Auto Login (Remember/Biometrics)	76%	0%	0%		84%	-1%	0%		51%	0%	0%	
with TSV	15%	1%	1%		17%	0%	0%		7%	5%	3%	
User ID Recovery	1%	2%	-1%		1%	5%	2%		2%	-2%	-5%	
Password Reset	1%	4%	5%	************	1%	6%	8%	***************************************	2%	0%	0%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Registration Login_containment_rate	1% 99%	10%	9% 1%		1%	13%	13%		2%	7%	7%	
BILLING **		170	170									
BILLING 3 K	72,237	-5%	-9%	mmm	56.442	-496	-8%	······	15,795	-8%	-13%	······
Billing Section Visits Make Payments	35%	-5%	-14%		35%	-4%	-8%		15,795 36%	-12%	-13% -14%	
Payment Submit	32%	-15%	-16%	~~~~~	32%	-15%	-16%	~~~~~	30%	-15%	-17%	~~~~~
Payment Success Rate	98%	0%	0%		97%	0%	-1%		99%	0%	0%	
Client Errors on Payment Page	0%	0%	823%	Maralan	0%	0%	782%	MANALAN	0%	0%	0%	لببدالمبدلا
Server Errors on Payment Page	0%	-5%	-9%	~~~~~~~~	0%	23%	14%	mummh	1%	-4%	-6%	mund
Promise to Pay - Linkout	0%	0%	-100%	~~~~~~~	0%	694	-100%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	0%	0%	1204	
Promise to Pay - Native Additional time to pay - Linkout	5% 66%	6%	10% 3%		5% 67%	-1%	10%		8% 65%	8% 3%	12% 7%	
Future date payment - Linkout	10%	-1%	3%		10%	-2%	2%		10%	196	6%	
Bill Downloads	9%	11%	11%	~~~~~	10%	10%	10%	~~~~~	5%	11%	9%	~~~~~
Activity & Statements	8%	11%	10%	~~~~~	8%	12%	12%	~~~~~	8%	9%	7%	~~~~~
Easy Pay Enrollments	4%	10%	11%	~~~~~	4%	12%	13%	~~~~~	3%	4%	5%	~~~~~
Payment Method Changes	4%	9%	10%	~~~~~	4%	11%	13%	~~~~~	4%	3%	2%	~~~~~
Agreement & Discounts	3% 1%	8% 16%	17%	~~~~~	3% 1%	8% 16%	9%	~~~~~	3% 1%	17%	16%	~~~~~
Bill Delivery Options Address Changes	0%	3%	6%	~~~~~~	0%	3%	4%	~~~~~~	0%	2%	11%	~~~~~
Move Service	1%	27%	25%	~~~~~	196	29%	24%	~~~~~	196	20%	25%	~~~~~
Billing_Interacted with chat												
	3%	14%	16%	~~~~~	3%	15%	17%	~~~~~	3%	10%	15%	~~~~
Billing_containment_rate	100%	14% 0%	16%		3%	15%	17%	~~~~	3%	10%	15%	~~~~~
	100%				3%	15%	17%		3%	10%	15%	
Billing_containment_rate	100%				1,342	15%	17%		3%	10%	-27%	
Elling_containment_rate EASY CONNECT Easy Connect Eligible Visits Overall Success	1,623 7%	-2% 15%	0% -25% -33%		1,342	1%	-24%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	281	-16% 39%	-27% -29%	
Elling_containment_rate EASY CONNECT Easy Connect Eligible Visits Overall Success Overall Failure	1,623 7%	-2% 15% 51%	-25% -33% -4%		1,342 6% 1%	1% 10% 50%	-24% -34% -1%	man	281 7% 0%	-16% 39% 45%	-27% -29% -28%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Billing, containment_rate PASY CONNECT Easy Connect Eligible Visits Overall Success Overall Failure Overall Timeout	1,623 7% 1% 2%	-2% 15% 51% -27%	-25% -33% -4% -74%	Manhayan Manhayan	1,342 6% 1% 2%	1% 10% 50%	-24% -34% -1% -71%	manum	281 7% 0% 1%	-16% 39% 45% -47%	-27% -29% -28% -89%	mmm.
Elling_containment_rate EASY CONNECT Easy Connect Eligible Visits Overall Success Overall Failure	1,623 7%	-2% 15% 51%	-25% -33% -4%		1,342 6% 1%	1% 10% 50%	-24% -34% -1%	manny	281 7% 0%	-16% 39% 45%	-27% -29% -28%	Manual Ma
Billing_containment_value IASV CONNECT Easy Connect Eligible Visits Overall Failure Overall Timbure Overall No Result	1,623 7% 1% 2% 91%	0% -2% 15% 51% -27% 0%	-25% -33% -4% -74% 10%	Manhayan Manhayan	1,342 6% 1% 2% 91%	1% 10% 50% -26% 0%	-24% -34% -1% -71% 10%	man	281 7% 0% 1% 91%	-16% 39% 45% -47%	-27% -29% -28% -89% 11%	
Billing_containment_ratio Easy Connect Eligibili Viults Doveral Sociess Overal Sociess Overal Teacher Overal Teacher Started the Flow	1,623 7% 1% 2% 91% 4%	0% -2% 15% 51% -27% 0% -11%	-25% -33% -4% -74% 10%	Manufacture Manufa	1,342 6% 1% 2% 91%	1% 10% 50% -26% 0% -15%	-24% -34% -1% -71% 10% -68%	manny	281 7% 0% 1% 91% 4%	-16% 39% 45% -47% -2%	-27% -29% -28% -89% 11% -70%	
Billing, containment_ratio SESY_CONNECT Easy Connect Biglight Voilts Overall Seconds Overall Televoil Overall Televoil Overall Televoil Started the Flow Seconds Failure Timesed	1,623 7% 1% 2% 91% 4% 0% 0%	0% -2% 15% 51% -27% 0% -11% -100%	-25% -33% -4% -74% 10% -68%	man	1,342 6% 1% 2% 91% 4%	1% 10% 50% -26% 0% -15% 1%	-24% -34% -1% -1% -71% 10% -68% 9%	man	281 7% 0% 1% 91% 4% 96%	-16% 39% 45% -47% -2% 12% 0% 78%	-27% -29% -28% -89% -11% -70% -10% -1% -4%	
Billing _containment_ratio Easy Connect Biglish Walts Coveral Secses Overal Secses Overal Teachers Overal Teachers Secses Failure Timesout to knowt to knowt to knowt to knowt to knowt to knowt	1,623 7% 1% 2% 91% 4% 0% 0% 48%	0% -2% 15% 51% -27% 0% -11% -100% -100% -19% 29%	0% -25% -33% -4% -74% -10% -100% -100% -21%	Manhaman Manham Manhaman Manham Manhaman Manham Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manhaman Manham Manhaman Manham Manhaman Manh	1,342 6% 1% 2% 91% 4% 96% 1% 93%	1% 10% 50% -26% 0% -15% 1% 49% -1%	-24% -24% -1% -71% -10% -68% -9% -7% -4% -24%		281 7% 0% 1% 91% 4% 96% 0% 92%	-16% 39% 45% -47% -2% 12% 0% 78% -3%	-27% -29% -28% -89% -11% -70% -10% -1% -4% -31%	
Billing, containment_value Easy Connect Etglishi Valus Overal Soccess Overal Timeout Overal Timeout Overal Timeout Soccess Failure Timeout	1,623 7% 1% 2% 91% 4% 0% 48% 52% 30%	0% 15% 51% -27% 0% -11% -100% -19% 29% -27%	0% -25% -33% -4% -74% -74% -10% -100% -100% -21% -59% -31%		1,342 6% 1% 2% 91% 4% 96% 1% 93% 7%	1% 10% 50% -26% 0% -15% 1% 49% -1% 10% -20%	-24% -34% -1% -71% 10% -68% 9% -7% 4% -24%		281 7% 0% 1% 91% 4% 96% 0% 92% 8%	-16% 39% 45% -47% -2% 12% 0% 78% -3% 39% -67%	-27% -29% -28% -89% -11% -70% -10% -1% -4% -31% -77%	
Billing _containment_ratio Easy Connect Biglish Walts Coveral Secses Overal Secses Overal Teachers Overal Teachers Secses Failure Timesout to knowt to knowt to knowt to knowt to knowt to knowt	1,623 7% 1% 2% 91% 4% 0% 6 48% 52% 30% 96%	0% -2% 15% 51% -27% 0% -11% -100% -100% -19% 29%	-25% -33% -4% -74% -10% -100% -21% -31% -9%		1,342 6% 1% 2% 91% 4% 96% 1% 93%	1% 10% 50% -26% 0% -15% 19 49% -196 10% -20%	-24% -34% -14% -71% -71% -68% -9% -7% -4% -34% -21% -100%		281 7% 0% 1% 91% 4% 96% 0% 92%	-16% 39% 45% -47% -2% 12% 0% 78% -3% 39% -67% -100%	-27% -29% -28% -89% -11% -70% -10% -15% -100%	
Billing, containment_rate Last_councet Easy_Councet Eligibia Violts Overal Soccess Overal Timeset Overal Timeset Soccess Faibre Timeset 16 Repair Easy_councet_interacted with Clust Old fost Start the Flow Old fost Start the Flow Old fost Start the Flow	1,623 7% 1% 2% 91% 4% 0% 48% 52% 30%	0% 15% 15% 51% -27% 0% -11% -100% -100% -29% -27% 0%	0% -25% -33% -4% -74% -74% -10% -100% -100% -21% -59% -31%		1,342 6% 1% 2% 91% 4% 96% 1% 93% 7% 34%	1% 10% 50% -26% 0% -15% 1% 49% -1% 10% -20%	-24% -34% -1% -71% 10% -68% 9% -7% 4% -24%		281 7% 0% 1% 91% 4% 96% 0% 92% 8% 9%	-16% 39% 45% -47% -2% 12% 0% 78% -3% 39% -67%	-27% -29% -28% -89% -11% -70% -10% -1% -4% -31% -77%	
Billing, containment_rate Easy-Connect English Volts Overall Secons Overall Secons Overall Tensor Overall Tensor Overall Tensor Tensor Tensor Faither Timout Easy-connect_interacted with Coat Did not Start to in two Did, not secons	1,623 7% 1,623 7% 1% 2% 91% 4% 0% 60% 489% 529% 30% 96% 7%	0% -2% -15% -27% -0% -11% -100% -19% -27% -0% -15%	-25% -33% -4% -74% -10% -100% -21% -53% -31% -9% -33%		1,342 6% 1% 2% 91% 4% 96% 1% 93% 7% 34% 0%	196 10% 50% -26% 0% -15% 196 48% -196 10% -20% 0% 25%	-24% -34% -1% -1% -71% -10% -68% -9% -7% -4% -34% -21% -100% -51%		281 7% 0% 1% 91% 4% 96% 0% 81% 9%	-16% 39% 45% -47% -2% 12% 0% 78% -3% -57% -100% 31%	-27% -29% -28% -89% -11% -70% -10% -4% -77% -100% -11% -10% -11%	
Billing, containment_value Easy Connect Eligibilis Value Coveral Fallow Overal Transcet	1,623 7% 1,623 7% 1% 2% 91% 4% 0% 60% 48% 52% 30% 96% 7% 1%	-2% -15% -51% -27% -0% -11% -100% -29% -27% -0% -15%	-25% -33% -4% -78% -10% -68% -100% -21% -59% -33% -6%		1,342 6% 1% 2% 91% 4% 96% 1% 93% 7% 34% 0% 46%	1% 10% 50% -26% 0% -15% 196 -196 10% -20% 0% 25%	-24% -33% -1% -73% 10% -68% -9% -7% 49% -23% -21% -100% 51% -100%		281 7% 0% 11% 91% 4% 96% 0% 92% 8% 0%	-16% 39% 45% -47% -2% 12% 0% 78% -3% -3% -100% 31% 0%	-27% -29% -28% -89% -11% -70% -10% -4% -31% -77% -100% -100%	
Billing, containment_rate Easy-Connect English Volts Overall Secons Overall Secons Overall Tensor Overall Tensor Overall Tensor Tensor Tensor Faither Timout Easy-connect_interacted with Coat Did not Start to in two Did, not secons	1,623 7% 116 2% 196 91% 4% 0% 0% 48% 52% 30% 96% 7% 1% 93% 94%	0% -2% -15% -27% -0% -11% -100% -19% -27% -0% -15% -15%	-25% -33% -4% -74% -74% -100% -100% -21% -59% -33% -6% -6% -6%		1,342 6% 1% 2% 91% 4% 96% 1% 93% 7% 34% 0% 46%	1% 50% -26% 0% -15% 1% 49% -1% 10% -20% 0% 25%	-24% -33% -1% -73% 10% -68% -9% -7% 49% -23% -21% -100% 51% -100%		281 7% 0% 11% 91% 4% 96% 0% 92% 8% 0%	-16% 39% 45% -47% -2% 12% 0% 78% -3% -3% -100% 31% 0%	-27% -29% -28% -89% -11% -70% -10% -4% -31% -77% -100% -100%	
Billing, containment_value Easy Connect Eligibili Visits Overal Science Overal Transcet Description Success Failure Transcet Transcet Transcet Description Descript	100% 1,622 7% 1% 1% 2% 2% 4% 0% 486 0% 52% 496 496 1% 96% 94% 94%	0% -2% -15% -27% -0% -11% -100% -100% -19% -29% -27% -0% -15% -3%	-25% -25% -45% -45% -10% -68% -100% -21% -23% -45% -33% -45% -27%		1,342 6% 1% 2% 92% 4% 96% 1% 7% 06 46% 06 54%	1% 10% 50% -26% 0% -15% 49% -11% 10% -20% 0% -15% -14%	-24% -28% -156 -28% -106 -88% -9% -7% -4% -22% -100% -14%		2811 7% ON6 11% 91% 4% 96% ON6 92% 81% ON6 18% 18%	-16% 39% 45% 47% -2% 12% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	-27% -29% -29% -29% -11% -10% -11% -4% -23% -100% -62%	
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Billing, containment_rate Last_Councet English Volts Overall Security Overall Security Overall Tensord Overall Tensord Overall Tensord Tenso	100% 1,622 7% 1% 1% 1% 1% 1% 1% 1% 1% 1%	-2% 15% 51% -27% 0% -11% -100% -19% -27% 0% -27% -27% -27% -27% -2% -3% -3% -3% -3% -3% -2%	25% -25% -25% -25% -25% -25% -25% -25% -		1,342 6% 1% 2% 92% 4% 96% 1% 7% 06 46% 06 54%	1% 10% 50% -26% 0% -15% 49% -11% 10% -20% 0% -15% -14%	-24% -28% -156 -28% -106 -88% -9% -7% -4% -22% -100% -14%		2811 7% ON6 11% 91% 4% 96% ON6 92% 81% ON6 18% 18%	-16% 39% 45% 47% -2% 12% 20% 20% 20% 20% 20% 20% 20% 20% 20% 2	-27% -29% -29% -29% -11% -10% -11% -4% -23% -100% -62%	
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Resetmodem_containment_rate	86%	6%	3%	~~								
RESET TV BOX												
Reset TV Box Start Page Visits	34	-12%	-34%	~	29	4%	-20%	~	5	-53%	-67%	~~~~~
Reset_TV Started Reset Process	94%	0%	1%		93%	0%	-1%		100%	3%	8%	
Reset_TV Process Complete	34%	-3%	0%	many	30%	-9%	-7%	wwwww	60%	33%	45%	www.www.
Reset_TV Process Incomplete	56%	50%	61%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	56%	31%	39%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	60%	139%	166%	myshlum
Reset_TV Interacted with Chat	13%	-12%	-15%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	11%	-19%	-24%	mmmm	20%	38%	31%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Reset_TV Error Outage	0%	-100%	-100%	Mrymrahm	0%	0%	0%		0%	-100%	-100%	. mahrina
Reset_TV Non Pay Error	0%	0%	-100%		0%	0%	0%		0%	0%	-100%	
Reset_TV DMCA Error	0%	0%	-100%		0%	0%	0%		0%	0%	-100%	
Resettvbox_containment_rate	86%	6%	3%	~								
ECOMMERCE **												
Total Visits from web ecomm	9,528	11%	8%		7,016	11%	8%	~~~~~	2,512	9%	5%	~~~~~
Total Orders from web ecomm	589	-1%	-28%		434	-1%	-28%	~~~~	155	-2%	-28%	
Visits sent from app to cox.com	3,958	11%	7%	~~~~~	3,201	12%	9%	~~~~~~	757	4%	0%	
Orders generated	279	-4%	-29%		217	-4%	-30%		62	-5%	-24%	mmmm
Data Usage	14%	-3%	-5%	~~~~	14%	-5%	-6%	~~~~	14%	3%	-196	- Annual
Plan Changes	56%	-7%	-7%		56%	-7%	-6%		58%	-10%	-11%	
CRO	22%	9%	17%	~~~~	24%	10%	18%		13%	-4%	4%	
Transfer	27%	8%	5%		27%	5%	2%		29%	20%	21%	~~~~~
Ecommerce_containment_rate	95%	7%	6%	mmm								
REGISTRATION (NATIVE)												
Visits to Registration Home Page	2,011	7%	3%	mmm	1,378	9%	4%	mmmm	633	3%	-1%	******
New Registrations	22%	196	-6%	www	24%	0%	-6%	mmmmm	16%	3%	-5%	**************************************
Already Registered	32%	-3%	3%		31%	0%	8%		34%	-9%	-4%	***************************************
Did not Register	46%	196	0%		45%	0%	-1%		49%	5%	4%	
Intent to Register	1598	8%	3%	wwwww	1107	10%	5%	wwwww	491	2%	-2%	www.
Funnel Success Rate	68%	-2%	-1%	~~~~	68%	-1%	0%	~~~~	66%	-4%	-3%	
Phone Lookup	1411	8%	3%	wwwww	987	10%	5%	wwwww	424	4%	-1%	wwww
Phone Lookup Success Rate	75%	1%	1%		76%	1%	1%		73%	0%	0%	
Email Lookup	501	8%	2%	mmmm	318	8%	1%	mmmmm	183	8%	4%	moment
Email Lookup Success Rate	53%	-4%	-2%		55%	-2%	1%	~~~~~	50%	-7%	-7%	~~~~~~
Reg_native Server Errors	24%	0%	-2%		16%	-5%	-6%	~~~~~~	40%	6%	3%	
Reg_native Interacted with Chat	11%	3%	0%	~~~~	10%	3%	0%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	13%	3%	0%	manum
		3.0			10.0		0.0			3.0	0.0	
DATA USAGE				_				_				
Total Data Usage Visits	14,760	3%	0%		10,751	3%	-1%		4,009	4%	1%	
Data Plan Upgrade	1%	9%	8%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	0%	-1%	3%	mmmm	3%	13%	9%	manner of the same
Learn More	5%	-2%	-2%		5%	1%	1%		4%	-9%	-9%	~~~~~~
Courtesy Credit	43%	0%	2%		41%	1%	2%		50%	-2%	0%	
Data usage >=75%	49%	17%	9%	V	51%	17%	9%	Mary	42%	17%	9%	~~~~~~
Data usage >= 100%	16%	15%	2%	V	17%	14%	2%	V	14%	17%	2%	mm
Data_usage Interacted with Chat	2%	10%	12%	***********	2%	7%	7%	~~~~~	2%	22%	27%	www
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SUPPORT												
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Support Home Visits	11,731	4%	2%	~~~~~	9,093	5%	3%	*********	2,638	2%	0%	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
Support Internet Support	24%	-7%	-5%	**************************************	24%	-7%	-4%	***************************************	22%	-10%	-9%	***************************************
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