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LOCAL EXCHANGE SERVICE

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COX CONNECTICUT TELCOM, LLC

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES  
APPLYING TO LOCAL EXCHANGE SERVICE  
WITHIN THE STATE OF CONNECTICUT

LOCAL EXCHANGE SERVICE

CHECK SHEET

All pages of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

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1	Original	40	Original	74	2 <sup>nd</sup> Revised
2 *	131 <sup>st</sup> Revised	41	Original	75	2 <sup>nd</sup> Revised
3 *	60 <sup>th</sup> Revised	42	Original	76	2 <sup>nd</sup> Revised
4 *	61 <sup>st</sup> Revised	43	Original	77	2 <sup>nd</sup> Revised
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6	2 <sup>nd</sup> Revised	45	1 <sup>st</sup> Revised	79	2 <sup>nd</sup> Revised
7	3 <sup>rd</sup> Revised	46	Original	80	2 <sup>nd</sup> Revised
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EXPLANATION SYMBOLS REFER MARKS, AND ABBREVIATIONS OF  
TECHNICAL TERMS USED IN THIS TARIFF

The following symbols shall be used in this tariff for the purpose indicated below:

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- S - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.



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LOCAL EXCHANGE SERVICE

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APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Cox Connecticut Telcom, LLC to Customers within the State of Connecticut.

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LOCAL EXCHANGE SERVICE

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SECTION 1 - Definitions

Certain terms used generally throughout this tariff are defined below.

**Account Codes:** Allows a Customer to allocate local calls to a 4-digit, non-verified account code.

**Advance Payment:** Payment of all or part of a charge required before the start of service.

**Authorized User:** A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

**Business Telephone Service:** Business service rates apply **if the Customer's service** is used primarily for business purposes, or if the service is furnished to a business.

**Call Forward Busy:** Automatically routes incoming calls to a designated answering point when the called line is busy.

**Call Forward No Answer:** Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

**Call Forward Remote Access:** Allows a Customer to change the forwarding of a call from a remote location by dialing in and pressing a series of codes.

**Call Forward Variable:** Automatically routes incoming calls to a designated answering point, regardless of whether the customer's Station is idle or busy.

**Call Hold:** Allows the Customer to hold one call for any length of time provided that neither party goes On-Hook.

**Call Park:** Allows **a Customer to "park" a call** against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

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LOCAL EXCHANGE SERVICE

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SECTION 1 - **Definitions, cont'd.**

Call Pickup: Allows a Customer to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Trace: Call Trace allows the customers to trace the number of the last call received and have it automatically reported to Cox. Call Trace will trace the call, record the **customer's** number and the number of the caller, and then forward the information to the appropriate law enforcement agency. The Customer must file a complaint with the appropriate law enforcement agency for action.

Call Transfer/Consultation/Conference: Provides the capability to transfer or add a third party, using the same line.

Call Waiting: Provides the Customer with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel: Allows a Customer to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

Calling Number Delivery: Identifies the 10-digit number of the calling party.

Calling Number Delivery Blocking (Call Number Block or Per Call Block): Blocks the delivery of the number to the called party on a per call basis. Additionally, the Company offers Line Number Block (per line block).

Cancellation Charge or Fee: A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the installation of the service. (see section 2.7 for details).

(N)  
(N)  
(N)

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

Company: Cox Connecticut Telcom, LLC, which is the issuer of this tariff.

Combination Service (Combo Svc.): shall mean a residential Customer, who may qualify for discounts on the first and additional lines if the Customer also purchases either Cable Services or high speed internet access from a Cox-Affiliated Company. The eligibility will continue so long as the Customer continues to purchase either service from the Cox-Affiliated Company.

Conference/Six-Way: The Customer can sequentially call up to five other people and add them together to makeup a six-way call.

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LOCAL EXCHANGE SERVICE

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SECTION 1 - Definitions, **cont'd.**

Cox: Cox Connecticut Telcom, LLC, which is the issuer of this tariff.

Cox-Affiliated Company: shall mean a wholly owned subsidiary of Cox Connecticut **Telcom, LLC's parent company**, Cox Communications, Inc., which provides cable and high speed internet access in the State of Connecticut.

Customer: The person, subscriber, firm, corporation or other entity which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Customer Group Dialing Plan: A dialing scheme shared by the members of a Customer group, such as 4-digit internal dialing.

Department: Connecticut Department of Public Utility Control.

Dial Pulse (DP): The pulse type employed by rotary dial Station sets.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

DPUC: Connecticut Department of Public Utility Control.

Dual Tone Multi-Frequency (DTMF): The pulse type employed by tone dial station sets.

Early Termination Charge or Fee: A charge assessed to a Customer if a contract is terminated prior to the expiration of the contract period. (see section 2.5 and 2.7 for details).

Embedded Multimedia Terminal Adapter ("**eMTA**"):  
**the Customer to enable Cox's provision of voice telephone service.**

(N)  
(N)

Exchange Carrier: Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of local exchange telephone service.

FCC: The Federal Communications Commission or Commission.

Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

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LOCAL EXCHANGE SERVICE

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**SECTION 1 - Definitions, cont'd.**

Home Office Service: Home Office Service rates apply if the service is used for a home office with no more than two access lines.

Hunting: Routes a call to an idle station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Least Idle Trunk Selection (LIDL): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Line Number Block (per line block): Allows the party placing an outgoing call to have his or her line always blocked from having his or her number sent.

Local Calling: A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.

Local Exchange Carrier: A company which furnishes exchange telephone service.

Mbps: Megabits, or millions of Bits, per second.

Message Waiting: This feature provides an indication to a Station Customer that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).

Most Idle Trunk Selection (MIDL): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more proprietary business sets.

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LOCAL EXCHANGE SERVICE

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SECTION 1 - **Definitions, cont'd.**

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

Presubscription: A process whereby a Customer chooses a long distance carrier and is then able to access that carrier by dialing 1+.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Repeat Dialing: Allows a Customer to dial the same number over again by pressing a specific code.

Residential Service: **Residential service rates apply if the Customer's service is used** primarily for social or domestic purposes.

Resold Services: Local exchange services provided by the Incumbent Local Exchange Carrier and resold by the Company.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

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SECTION 1 - Definitions, **cont'd.**

Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunications services offered either on the Company's network or on a resale basis.

Shared Facilities: A facility or equipment system or subsystem which can be used simultaneously by several Customers.

Speed Call: Provides a Customer with the option to call selected directory numbers by dialing a one or two-digit code.

Standard Service: A subscriber to Cox Connecticut Telcom services, which does not subscribe to services offered by a Cox-Affiliated Company.

Station: Telephone equipment from or to which calls are placed.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

User: A Customer or any other person authorized by the Customer to use service provided under this tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service using one-way and/or two-way information transmission between points within the State of Connecticut under the terms of this tariff.

Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

The **Company's obligation to furnish service or to continue to furnish service is dependent on its** ability to obtain, retain and maintain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary poles lines, circuits and equipment and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

The regulations covering the connection of equipment, accessories or facilities provided and maintained by the Customer are contained in other sections of this Tariff.

2.1.2 Shortage of Equipment or Facilities

1. The Company reserves the right to limit or allocate the use of existing facilities when it deems necessary to manage the capacity of its network or to manage a facility shortage due to some other cause beyond the Company's control. The Company maintains the right to manage the network by applying protective controls, such as call gapping, which selectively cancels the completion of traffic carried over its network. In addition, the Company reserves the right to limit call duration when deemed necessary to prevent network degradation and to optimize network efficiency of its telephone service. The Company will incur no liability for call interruptions **resulting from the Company's efforts** to avoid such degradation.

2. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.

3. The furnishing of service under this tariff is subject to the availability to the Company of adequate numbering resources and may be subject to the Company's implementation of interconnection arrangements with incumbent local exchange carrier in Connecticut.

4. The Company reserves the right to manage and replace its facilities as necessary, taking into account technology advances, equipment lifecycle, availability of replacement equipment, and impending failure of equipment. Replacement of facilities under such circumstances may result in Customers being required, for example, to change from circuit-switched voice services to packet-switched voice services. Where necessary for Cox to manage or replace facilities **at the Customer's premise, Customer** must provide access as specified in Section 2.3.1 (Obligations of the Customer – General) of this tariff or face disconnection, providing reasonable written notice has been sent.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company

2.1.3 Terms and Conditions

1. Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days' notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.
2. Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
3. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then-current rates unless terminated by either party upon 30 days' written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
4. In any action between the parties to enforce any provisions of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
5. This tariff shall be interpreted and governed by the laws of the State of Connecticut.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 **Terms and Conditions, cont'd.**

6. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
7. Cox will reserve the telephone numbers for Customer's new telephone service. **Reserved** telephone numbers may change prior to the time of installation of service. Customers shall not use, publish or advertise reserved numbers until service has been activated. The Customer is solely responsible for any expense or loss resulting from customer's use, publication or dissemination of these numbers. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, either reserved or assigned, to the Customer, whenever the Company deems it necessary to do so in the conduct of its business. Any telephone number reserved by the Company in advance of activation of Cox telephone service is subject to change by the Company.

Business Customers who switch class-of-service from Business to Residential, will be issued a new telephone number when the service is transferred to a Residential class-of-service. Additionally, call intercept will not be deployed to inform the caller of the new Residential service telephone number.

8. Service to certain Customers is provided via an Embedded Multimedia Terminal Adapter and/or other voice telephone service devices (Equipment). If service is provided via the Equipment, the Customer will receive the Equipment provided by Cox at installation. The Equipment works on household power and requires a fully-charged battery to operate up to 24 hours during a power outage depending on usage. Services, including access to 9-1-1 will not be available during an outage without a battery or if the battery has been drained. The Customer may order a battery from Cox by calling the Cox customer service number or visiting a Cox retail store after telephone service is installed. *Services, including access to 9-1-1 services, will also not be available during power outages if Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, wildfire conditions, forced government evacuations and fuel shortages.*

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- a. Reserved
- b. Cox will provide a battery upon request at the then-prevailing retail price, plus shipping if applicable. The Customer may obtain batteries from sources other than Cox if available, but the Customer is responsible for ensuring that any battery obtained from another source is compatible with the EMTA. The Customer is responsible for installation of the battery and for monitoring the battery and determining when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.
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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.3 **Terms and Conditions, cont'd.**

9. The Customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to Company-provided equipment pursuant to section 2.1.3.9 below.
10. The Customer agrees to return to the Company all Company-provided equipment upon termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.
11. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct, space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the company makes similar facilities under its control available to its Customers.

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2.1.4 Liability of the Company

1. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omissions, shall be limited to the extension of allowances for interruption as set forth in Section 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
2. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages (including any such claim or suit arising out of or related to the reservation of any specific number for use with a service), associated with the ordinary installation (including delays thereof) provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

(M) Material previously appeared on 2nd Revised Page 18.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, **cont'd.**

3. The Company shall not be liable for any delay or failure of performance or equipment or service interruptions due to causes beyond its control, including but not limited to: acts of God, fire, flood, hurricanes, storms, other natural disaster, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies; terrorism, civil commotion or other state or national disaster; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties beyond the direct control of the Company.
4. The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
5. The Company shall not be liable for any damages or losses nor for any impairment or failure of service arising from or in connection with the use of Customer owned or provided facilities or equipment, *including service interruptions due to power outages and battery failure.*
6. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the **Company, cont'd.**

7. The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
8. Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the Company's service against any claim, loss or damage arising from Customer's use of services furnished under this tariff, including: (1) claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; (2) patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and (3) all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to this tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, **cont'd.**

9. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
10. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
11. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, *including batteries*, facilities or services which are interconnected with Company services. (C)
12. The Company does not guarantee or make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.
13. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers.

If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, equipment, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the company may, upon written notice, terminate the Customer's service without liability.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, **cont'd.**

14. With respect to Emergency Number 911 Service:

- a. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal presence, condition, location or use of any equipment and facilities furnishing this service.
- b. If the Customer does not purchase a battery for the eMTA or does not monitor the status of the battery and replace it when it no longer holds a charge, service, including 911 service, will not function during a household power outage. Even if customer has a battery for the eMTA, if customer only has a phone that requires electricity to operate (e.g. a cordless phone), access to 911 service will not be available during a household power outage.
- c. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.
- d. For non-eMTA provisioned voice services and for e-MTA provisioned voices services, when the Customer purchases and maintains a battery for the eMTA, 911 service is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while household power is available and during outages for the period when the e-MTA battery, if applicable, is in operation.
- e. *For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will not be available if there is a power outage and Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, conditions, forced government evacuations, and fuel shortages.*

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 **Liability of the Company, cont'd.**

14. With respect to Emergency Number 911 Service, cont'd.

f. Emergency Locator Service

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As set forth in Section 7 of this Tariff, Cox offers Business Customers an Emergency Locator Service. Cox Business Customers who order this service acknowledge and understand that the E911 database will provide accurate information to first responders and others who access the database only if the Customer assures that the information is accurate at every moment of time. Company shall have no liability for any delay, incorrect response, or any injury that Customer or any person suffers as a result of any inaccuracy in the E911 database caused by **Customer's actions or failure to act**. The Customer must advise the Company of E911 move, add, change, or delete information in writing within twenty-four (24) hours of the effective date of the change. Company makes no warranties, express or implied, regarding the accuracy of E911 information provided by the Customer.

**It is Customer's responsibility to conduct initial and regular testing of the ability to dial 9-1-1 over Cox Business services and ensure that:** 1) Customer Premises Equipment ("CPE") is compatible with Cox Business's services; 2) the PSAP is able to **identify the Customer's address when a 911 call is placed from Customer's location**; and, if Customer is using a PS-ALI service to provide enhanced PS/ALI functions (as described below), that 3) the PSAP is able to identify the specific location within **Customer's address from where the 911 call is placed**. (See Section 5, Testing 9-1-1 Call Processing for PBX Systems; NENA Technical Information Document No. 03-502, "Trunking for Private Switch 9-1-1 Service," available at [www.nena.org](http://www.nena.org).)

Without limiting the generality of the foregoing, if Customer is served by the Company through a PBX or any customer-owned or customer-controlled equipment, or Cox Business VoiceManager and Centrex then Customer shall immediately and continuously inform the Company of any and all changes to the PBX or other equipment which might impair the accuracy of the E911 database as to any users of **the Company's services**. Moreover, Customer shall timely inform all new and existing users of its equipment or its internal telephone systems of the limitations of E911 in such a setting and shall provide the users with instructions on how they should identify their physical location in situations in which a 911 call is placed.

The acknowledgments by, and obligations of, the Customer apply to any form of E911 service provided to the Customer by Company including its PS/ALI offering.



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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, **cont'd.**

15. **The Company's** liability arising from errors or omissions in Directory Listings, other than charged listings, shall be limited to the amount of actual impairment to the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs. Such liability shall be limited to errors or omissions directly caused by Cox. Cox shall not be liable for errors or omissions in Directory Listings caused by either Incumbent Local Exchange Carriers ("ILECs") or by third parties that receive information provided by such ILEC in updating directory databases and publishing directories.

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(M) Material moved to 1st Revised Page 23.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, **cont'd.**

16. In conjunction with a nonpublished telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
17. When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

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18. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.5 Temporary Suspension for Repairs and Maintenance

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*The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system.*

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2.1.6 Provision of Equipment and Facilities

1. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
2. The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.6 Provision of Equipment and Facilities, **cont'd.**

3. Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
4. The Company shall not be responsible for the installation, operation or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
  - (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (b) the reception of signals by Customer provided equipment; or
  - (x) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.
5. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the **Company's agents or** employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.1 Undertaking of the Company, cont'd.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

Standard installation service charges reflect service provided between Monday through Saturday, 8:00 a.m. - 5:00 p.m., at current installation intervals and without work interruptions by the Customer. For Customer requests for expedited services that require installations on a date that is less than the normal offered interval, a 100% increase in applicable service charge shall apply, or if during a promotional period, the full non-discounted service charge would apply.

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.2 Prohibited Uses

**2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company will require applicants for service who intend to use the **Company's** offerings for resale and/or for shared use to file a letter with the Company **confirming that their use of the Company's offerings** complies with relevant laws and DPUC regulations, policies, orders, and decisions.

2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this tariff;
2. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment;
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. If an eMTA is installed at the customer premises, monitoring the battery in the eMTA and contacting Cox for a replacement when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced;
5. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic or other cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.3. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.3 **Obligations of the Customer, cont'd.**

2.3.1 **General, cont'd.**

The Customer shall be responsible for:

6. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work; (T)
7. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the right-of-way for which Customer is responsible under Section 2.3.1.4 above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; (T)
8. not creating or allowing to be placed or maintained any liens or other encumbrances on the **Company's** equipment or facilities; and (T)
9. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes. (T)
10. allowing the Company, or its agent, access to the property, with no notice, to remove Company facilities and/or equipment when customer has discontinued service. ((T)
11. providing the Company with written notification of any change in name, ownership or control. (T)
12. ensuring that the Customer-provided equipment (CPE), such as Private-Branch Exchange (PBX) equipment, provisioned on the **company's network** is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (T)
13. ensuring that station location information for all Customer -provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.3 **Obligations of the Customer, cont'd.**

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2.3.2 Claims

With respect to any service, equipment or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

2.3.3 **Private Identification Number ("PIN") Access**

The F.C.C. required that Customers set up and use a Private Identification Number ("PIN") when communicating with the Company to obtain certain information about, or to make certain changes to, their telephone account. Use of this PIN may be waived when communicating with an account representative dedicated to a Customer's account.

Telephone Service is subject to Cox privacy policy posted at

<http://www.cox.com/policy/#OnlinePrivacyPolicy>.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.4 Customer Equipment and Channels

2.4.1 General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

1. The Customer is responsible for providing and maintaining any terminal equipment on the **Customer's (or authorized user's or joint user's) premises**. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.
2. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense. (M)
3. The customer is responsible for ensuring that Customer-provided equipment (CPE), such as Private-**Branch Exchange (PBX) equipment, provisioned on the company's network** is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (N)
4. ensuring that station location information for all Customer -provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations. (N)

(M) Certain material appearing on this page previously appeared on Original page 34.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.4 Customer Equipment and Channels, **cont'd.**

(M)

2.4.3 Interconnection of Facilities

1. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.
2. Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
3. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff.

(M) Certain material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 33.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.4 Customer Equipment and Channels, **cont'd.**

2.4.4 Inspections

1. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within 10 days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to take such actions and provide such notice, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request, at least 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

1. Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 Payment Arrangements

2.5.1 Payment for Service, **cont'd.**

2. A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipts tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state.<sup>1</sup> This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

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<sup>1</sup>Pending the conclusion of any challenge to a jurisdiction's right to impose a gross receipts tax, the Company may elect to impose and collect a surcharge covering such taxes, unless otherwise constrained by court order or direction, or it may elect not to impose and collect the surcharge. If it has collected a surcharge and the challenged tax is found to have been invalid and unenforceable, the Company will credit or refund such amounts to affected Customers (less its reasonable administrative costs), if the funds collected were retained by the Company or if they were delivered over to the taxing jurisdiction and returned to the Company.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non-Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 15 days after the invoice is mailed.
3. For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within 15 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1% per month will be assessed on the unpaid balance.

Additionally, a \$25.00 fee will be assessed on Residential Customer Accounts and a \$30.00 fee will be assessed on Business Customer Accounts that are referred to a collection agency in connection with past due amounts that are not in dispute pursuant to 2.5.3, Disputed Bills, following.

5. A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts. If payment is made by credit card, and the credit card charge is subsequently denied, a credit card denial fee of \$10 will apply per transaction.
6. For disconnected bundled-service accounts consisting of regulated and unregulated services, Cox may apply any credit balance on a regulated or unregulated service against any indebtedness on any regulated or unregulated service on the same bundled-service account.

(N)  
(N)  
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(N)

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Department of Public Utility Control in accordance with the Department's rules of procedure.

1. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
2. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.5 Deposits

1. Applicants for service or existing Customers who cannot establish a satisfactory credit standing with the Company may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or a cash equivalent acceptable to the Company, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
  - (α) two month's charges for a service or facility which has a minimum payment period of one month; or
  - (β) the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.
2. A residential applicant shall not be required to pay a deposit:
  - (a) When the Company, at its discretion, verifies that an applicant had previous service with Cox or a Cox Affiliated Company and the applicant has maintained satisfactory credit, the applicant would obtain service without a deposit or;



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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.5 Payment Arrangements, **cont'd.**

2.5.5 Deposits, **cont'd.**

- (b) When the Company, at its discretion, verifies that an applicant had previous service with any telecommunications service provider in the State of Connecticut for the same type of service within the last two years and the Company also verifies through regional and/or national data exchanges that **the applicant's payment record was satisfactory, applicant** would obtain service without a deposit. If the applicant had been delinquent in the payment of a telecommunications service provider account on more than two (2) occasions, presented a dishonored check for payment of a telecommunications service account or had service disconnected due to nonpayment as reported in the regional and/or national data exchanges within the past 12 months, the Company may require a deposit prior to delivery of telephone service; or
- (c) When the Company, at its discretion, verifies satisfactory credit information derived from a national credit bureau agency(s), the Company will not require a deposit or if applicant provides pertinent information to their credit standing in the form of one of the following:
  - 1.) By providing a written guarantee, acceptable to Cox,
  - 2.) By providing a cosigner or guarantor, acceptable to Cox.
- 3. The amount of the deposit for residential Customers shall not exceed an amount **equal to two (2) months' local exchange charges and/or two (2) months' toll charges determined** by actual or anticipated usage. The deposit for local charges billed in advance shall include only **one (1) month's** such charges. However, in situations involving non-payment service disconnects, where a Customer has an unpaid prior service balance, Cox will assess a deposit of \$150 or an amount equal to the unpaid prior service balance, whichever is greater.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 Payment Arrangements, **cont'd.**

2.5.5 Deposits, **cont'd.**

4. A present Customer may be required to post a deposit as a condition of continued service if undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill, in two (2) out of the last twelve (12) billing periods or if the Customer has had service disconnected during the last twelve (12) months or has presented a check to Cox that was subsequently dishonored

5. Cox at shall pay interest on cash deposits no less than the rate calculated as follows:

For all Customers deposits kept longer than 90 days, the interest rate shall be established the 1st day of January of each year to equal the average of the weekly percent annual yields of one (1) year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point. Such interest shall be calculated to December 1 of each year, and the **payment shall be made by credit to Customers'** account on the December billing or at the request of the Customer, the payment shall be made directly to the Customer.

6. If a refund of the deposit is made within ninety (90) days of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than ninety (90) days, payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service. Cox will provide payment of accrued interest for all Customers annually by negotiable instrument or by credit against current billing.
7. The deposit shall cease to draw interest on the date it is **returned or credited to the customer's account.**
8. In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 Payment Arrangements, **cont'd.**

2.5.5 Deposits, **cont'd.**

9. The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the Customer within thirty (30) days after settlement of the customer's account, either in person or by mailing it to the Customer's last known address.
10. If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund the Customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) premise to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit may be required unless otherwise permitted by these rules.
11. Cox shall automatically refund the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored. If the Customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsection (d) of this Section.
12. Cox shall automatically refund the deposit for business service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

**2.5.5 Deposits, cont'd.**

Cox may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit.

13. Cox will keep records to show:
  - (α) The name, account number, and address of each depositor.
  - (β) The amount and date of the deposit.
  - (χ) Each transaction concerning the deposit.
14. Cox will issue a receipt of deposit to each applicant from whom deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.
15. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.
16. Upon the sale or transfer of Cox or operating units thereof, the seller shall file, with the application of transfer, a verified list of the information in subsection (n) of this Section, and the unpaid interest thereon. The information provided shall be treated as confidential and shall not be available for public inspection unless ordered by the Department after notice and hearing.
17. The deposit made by the Customer with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.
18. In the case of a new Customer, the Company, at its discretion, may request a deposit of \$100.00 to cover toll usage during the first month of service. The Company may also impose toll control, where technically feasible, or a toll cap of \$100, as referenced in Section 2.10.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.5 **Payment Arrangements, cont'd.**

2.5.6 Refusal or Discontinuance of Service

1. Cox may refuse service or terminate existing service to a Customer without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or Customers.
2. Cox may refuse service or terminate existing service to a Customer pursuant to the disconnect procedure provided below for any of the following reasons:
  - (α) Nonpayment of a bill within the period prescribed by these tariffs.
  - (β) Failure to make a security deposit as set forth in these tariffs.
  - (χ) Violation of or noncompliance with any provision of law.
  - (δ) Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
  - (ε) **Interconnection of a device, line, or channel to Cox's facilities or equipment** contrary to Cox's terms and conditions of service on file with and approved by the Department.
  - (φ) Use in such manner as to interfere with service to other Customers or abandonment of the service.
  - (γ) Impersonation of another with fraudulent intent.
  - (η) Use of service or facilities for a call or calls, anonymous in a manner reasonably expected to frighten, abuse, torment, or harass another.
  - (ι) **Any other violation of the Company's regulations.**
  - (φ) Cox may refuse service to any Applicant who previously subscribed for service from a Cox Affiliate and has not paid for that prior service, and/or any current Customer of a Cox Affiliate that has a current past due to balance of 90-days or more for service rendered by that Cox Affiliate.
3. Cox will provide documentation to the Customer upon request, indicating the reason(s) that service is being withheld.

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(N)

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.5 Payment Arrangements, **cont'd.**

2.5.6 Refusal or Discontinuance **of Service, cont'd**

4. Upon a Customer's request to terminate local exchange service, Cox will inform such Customer of the Customer's responsibility to contact the Customer's IXC regarding continuance or termination of such service from the IXC.
5. Cox shall not be required to provide service to an applicant or Customer who has not paid for prior telephone service rendered by another telecommunications service provider in the same or different location, and furnished to the same person or legal entity.
6. Cox shall not be required to furnish or continue furnishing service when applied for in the name of another person or legal entity, or a fictitious name or other member of the same household, for the purpose of avoiding payment of an unpaid obligation for telephone service previously furnished.
7. Customers will not be held responsible for the nonpayment of another Customer's bill unless the Customer superseded the service or was a co-applicant or guarantor for the service or shared the service of the nonpaid account.
8. Reserved
9. Cox will not refuse service or disconnect existing service by reason of nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. Cox will not disconnect or suspend service without mailing or delivering a bill to the Customer for the amount due to Cox.
10. Residential service cannot be disconnected for failure to pay a bill for a business service.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.6 **Refusal or Discontinuance of Service, cont'd**

11. Service may not be withheld from a Customer whose name was fraudulently used to obtain service at another location without the customer's permission or knowledge.
12. Service will not be discontinued to a current Customer in good standing who accepts an additional household member owing a previous bill to Cox, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the Customer at a different or same location.
13. Cox will not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Connecticut.
14. Cox may require each Customer whose service has been suspended for nonpayment of bills, to pay all amounts due for regulated services or execute a deferred payment agreement, if offered before service is restored.
15. If there is an unresolved dispute pending with the Department concerning a bill and the Customer pays the undisputed portion of that bill, disconnection procedures shall be held in abeyance until the dispute is resolved.
16. Service to a Customer may be disconnected for any reason which by these tariffs requires notice, other than nonpayment for service or failure to make a security deposit, only upon order of the Department, upon application and after notice and hearing. For good cause shown, the Department may order disconnection of service pending hearing, with or without notice to the Customer.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.6 **Refusal or Discontinuance of Service, cont'd**

17. Telephone Calls with Intent to Annoy:
- A. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
  - B. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
  - C. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts **the Company's operations through continued and repeated acts**, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.
  - D. Prior to disconnection of service for calls described in parts A. and B. above, the Company will make reasonable effort to convince the Customer placing such calls to cease all such activity. If such activity persists, the Company may, at its option, disconnect service. Prior to disconnection of service for calls described in part C. above, the Company may, at its option, refuse to transact business with the Customer except by written communication. If the Customer continues to engage in conduct set forth in section C above, the Company may, at its option, immediately discontinue service.
  - E. For the purpose of this section 2.5.6, telephone calls shall include **Customer's usage of facsimile**, paging or any other communication devices to access the service provided by the Company.
  - F. Company may disconnect service to any Customer who violates 47 U.S.C. §227, Restrictions on the Use of Telephone Equipment.



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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.5 **Payment Arrangements, cont'd.**

2.5.6 **Refusal or Discontinuance of Service, cont'd**

18. Upon the Company's discontinuance of service to the Customer under Section 2.5.6.1 or 2.5.6.2, all applicable charges, including Early Termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

(N)  
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(N)

2.6 Delays or Interruptions of Service

The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the Company or arising out of failure of the Company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as follows:

2.6.1 Credit for Interruptions:

If service is interrupted by *Causes* other than the *acts or omissions* or unlawful act of the Customer an allowance at the rate for that portion of the Customers service affected by the interruption shall be made upon request for the time such interruption continues after the fact is reported by the Customer or after detected by the Company if the interruption is for more than 24 hours. The allowance shall be equal to 1/30<sup>th</sup> of the monthly service charges for the first full 24-hour period and for each succeeding 24-hour period or fraction thereof. The maximum credit allowable with respect to Local Exchange Service shall not exceed the amount of Local Exchange Service and expanded calling scope charges during a single billing period. The liability of the Company for damages shall in no event, by reason of any delays, interruptions, omissions, errors, failures or defects in **installation or service, exceed an amount equal to the Customer's** Local Exchange Service and expanded calling scope charges for a regular billing period with respect to such delayed, defective or interrupted Local Exchange Service. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair to the Company, it will be considered to be impaired, but not interrupted.

(C)

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.6 Allowances for Interruptions of Service, **cont'd.**

2.6.2 Limitations on Allowances

No credit allowance will be made for:

1. interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
2. interruptions due to the negligence of any person other than the Company including but not limited to the Customer or other common carriers connected to the Company's facilities;
3. interruptions due to the failure or malfunction of non-Company equipment;
4. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
5. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
6. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
7. interruption of service due to circumstances or causes beyond the control of the Company.

2.6.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - **Regulations, cont'd.**

2.7 Cancellation of Service

2.7.1 Cancellation of Application for Service

1. Applications for service are noncancellable unless the Company otherwise agrees.  
Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
2. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
3. The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

2.7.2 Cancellation of Service by the Customer

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If a Customer cancels a Service Order or terminates services before the completion of the term for such services as set forth in a term agreement, for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.5.2, all costs, fees and expenses incurred in connection with:

1. all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
2. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
3. all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term.

Business Customers shall provide the Company with written notification of its intent to discontinue or terminate service(s) prior to the expiration of the term establishment for that service. Such written notification shall be received by the Company no later than thirty (30) days prior to the requested termination date.

(M)

(M) Certain material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 52.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.7 **Cancellation of Service, cont'd.**

2.7.3 Telephone Service Drop Removal Charge

In the event that a Customer requests that the Company remove a service drop located on the **Customer's premises, the Company shall impose a non-recurring** service drop removal charge. Any such request for removal of a service drop must be made by the Customer in writing. The amount of the non-recurring charge is set forth in Section 3.1.2 following. If a Customer subscribes to more than one service from Cox (i.e., telephone and cable and/or high speed internet access service) only one non-recurring charge shall apply.

2.7.4 Auto Renewal of Term Agreements

If the Customer orders a service via a term agreement with a term period that extends beyond the minimum term as set forth in this tariff, after the initial term, the Agreement shall automatically renew for one (1) year terms unless the Customer or Cox gives the other written termination notice at least thirty (30) days prior to the expiration of the then existing term.

2.7.5 30-day Offer Period for ICB Pricing

(N)

Rates, terms and conditions contained in an ICB contract are available to any similarly situated Customer for a period of 30-days after the execution of the ICB contract. After the expiration of the 30-days, these elements will be developed on a case-by-case basis.

(N)

(N)

(N)

2.8 Transfer and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, **cont'd.**

2.9 Notices and Communications

- 2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

2.10 Toll Service

- 2.10.1 If a residential Customer in any single month of service, accrues toll charges in  
**excess of the average monthly toll charges of the Company's Customers** in the same class of service, the Company may consider the Customer delinquent and may send the Customer a special toll bill. The special toll bill shall be due ten days from the mailing date of the bill or seven days from the personal service of the bill.
- 2.10.2 If a Customer exceeds the average monthly toll charges of Company Customers in the same class of service and has exhibited an inability to pay such charges, the Company may impose toll control, where technically feasible, or a toll cap of \$100.00.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions

3.1 Local Exchange Service

The Company's local telephone service provides a Customer with the ability to connect to the Company's switching network via a voice grade communications channel, and which provides the Customer:

- the ability to place or receive calls to any calling Station in the local calling area, as defined herein;
- access to enhanced 911 Emergency Service, or 911 Emergency Service, where available;
- access to Operator Services;
- access to Directory Assistance for the local calling area;
- the ability to place or receive calls to 800/888 telephone numbers;
- access to Telephone Relay Service;
- privacy protection (e.g. per call blocking);
- touch tone;
- access to caller-paid information services;
- a white pages directory listing.

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The following exchange access services are offered by Cox:

- Basic Residential Service (Local Line)
- Basic Business Service (Local Business Line)
- Home Office Service (a flat rated business service in a residence location)
- PBX Service (Local Trunk)
- Centrex Station Line Service
- ISDN Centrex Network Access (PRI)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions

3.1 Local Exchange Service

3.1.1 Service Areas/Local Calling Area

The Company concurs in the exchange, rate group and local calling area designation specified in Southern New England Telephone's (SNET's) Local Service Tariff, Part X, except for the following local calling areas as noted below:

<u>Exchange</u>	<u>Local Service Area</u>	
Cheshire	Cheshire, Hartford, Meriden, Middletown, Naugatuck, New Haven, Southington, Wallingford, Waterbury, Wolcott.	
Manchester	Manchester, Canton, Colchester, Columbia, Coventry, East Hampton, Enfield, Farmington, Glastonbury, Hartford, Meriden, Middletown, New Britain, Plainville, Rockville, Simsbury, South Windsor, Windsor, Windsor Locks.	
Plainville	Plainville, Bristol, Cheshire, Farmington, Hartford, Meriden, Middletown, New Britain, New Haven, Southington, Wallingford, Waterbury, Wolcott,	
Putnam	Putnam, Hartford, North Thompson, Stafford Springs, Storrs, Willimantic, and West Glocester, RI	(N) (N)
South Windsor	South Windsor, Canton, Colchester, Columbia, Coventry, East Hampton, Enfield, Farmington, Glastonbury, Hartford, Manchester, Meriden, Middletown, New Britain, Plainville, Rockville, Simsbury, Windsor, Windsor Locks.	
Southington	Southington, Bristol, Cheshire, Hartford, Meriden, Middletown, New Haven, New Britain, Plainville, Wallingford, Waterbury, Wolcott.	
Stafford Springs	Stafford Springs, Enfield, Hartford, Putman, Rockville, Storrs	

The Company does not concur in the rates of SNET. The Company's rates are set forth in Section 3, following. The Company reserves the right to cancel and make void the above concurrence statement, subject to the requirements of the Connecticut DPUC, at any such time as it appears that such cancellation is in the best interest of the Company and/or its Customers.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions

Reserved for Future Use



LOCAL EXCHANGE SERVICE

SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, cont'd

3.1.2 Local Line

Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

1. Local Line Rates and Charges

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs) and Monthly Recurring Charges (MRC) as specified in (a) through (d) following.

a. Non-recurring Charges - Residential

	NRC	Min	Max
Line Connection Charge – Professional Install <sup>1, 2</sup>	100.00		100.00
Self-Install	0.00	0.00	50.00
Self-Install Failure (Pro-Install)	100.00	0.00	100.00
Transfer Charge, up to 2 lines (same rate center) <sup>3</sup>	50.00	0.00	60.00
Feature Chang Charge, per billing record <sup>4,5</sup>	3.00	0.00	15.00
Account Changes-Administrative (i.e., Change in Ownership)	5.00	0.00	15.00
Electronic Reconnect (soft disconnect) <sup>6, 7</sup>	25.00	0.00	35.00
Bill Reprint	N/A	N/A	N/A
Call Detail Request Fee, per request <sup>8</sup>	25.00	0.00	35.00
Telephone Service Drop Removal	49.95	0.00	49.95

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<sup>1</sup> Home Office Connection Charges are the same as the Residential Connection Charges.

<sup>2</sup> The Line Connection Charge includes activation of up to two access lines. Initial connection charges will be waived for former Residential Cox Telephone customers who re-establish phone service with Cox as a result of a winback offer. Initial connection charges may be waived in competitive situations. Other charges may apply for inside wire repair and/or jack installation.

<sup>3</sup> The Transfer Charge applies to Telephone only Customers.

<sup>4</sup> Customers requesting multiple feature changes on the same work order will only be charged one Non-Recurring Charge of \$3.00.

<sup>5</sup> This charge applies only when a customer removes a telephone feature and will not apply when customer subscribes to a Cox bundle or if feature was originally offered as part of a "free" promotion.

<sup>6</sup> Applies per line when customer has been disconnected at the switch for nonpayment but has not been permanently disconnected at the premises.

<sup>7</sup> If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established charges apply as for a new installation of service.

<sup>8</sup> Applies to local call detail on Unlimited Basic Local Line and (2) long distance call detail on the Cox Unlimited Value Plan and the Cox Unlimited Solutions Plan as set forth in 3.1.5.5.A. following.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.2 **Local Line, cont'd.**

1. Local Line Rates and Charges

b. Non-recurring Charges - Business

	NRC	Min	Max
Line Connection Charge, per Line or Trunk <sup>1</sup>	55.00	0.00	60.00
Transfer Charge, per Line (within same rate center) <sup>2</sup>	40.00	0.00	55.00
Account Changes, per Billing Record	15.00	0.00	20.00
Account Changes-Administrative (i.e., change in ownership)	10.00	0.00	20.00
Line Restoral Charge due to Interruption of Service <sup>3</sup>	45.00	0.00	45.00
Disconnection of Service, per visit	40.00	0.00	40.00
Bill Reprint	10.00	0.00	\$10.00

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<sup>1</sup> Initial connection charges for commercial services may be waived in competitive situations. Other charges may apply for inside wire repair and/or additional jack installation.

<sup>2</sup> The Transfer Charge applies to Telephone only Customers.

<sup>3</sup> If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established charges apply as for a new installation of service.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.2 Local Line, **cont'd.**

1. Local Line Rates and Charges, **cont'd.**

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c. Cox Voice Preferred

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Where facilities exist and operating conditions permit, Cox Voice Preferred offers Residential Customers in Company's service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. Cox Voice Preferred includes:

1. One flat-rated Residential Access Line with Simultaneous Ring and High Definition Voice (HD Voice),
2. Unlimited Cox Long Distance call plan for both intra- and inter-LATA toll services,
3. Preferred Feature Pack includes: Caller ID Per Call Blocking, Call Return, 3-Way Calling, Anonymous Call Rejection, Call Forwarding, Call Waiting, Call Waiting ID, Caller ID with Calling Name, Selective Call Forwarding, Selective Call Rejection, Speed Dial 8 and Speed Dial 30, and
4. Voicemail.

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(M) Material previously appearing on this page has been moved to Section 8, Obsolete Service Offerings, First Revised Page No. 177.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.2 **Local Line, cont'd.**

1. Local Line Rates and Charges, **cont'd.**

c. Cox Voice Preferred, **Cont'd**

Terms and Conditions

1. The applicable monthly recurring charge for Cox Voice Preferred will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
2. The unlimited toll calls under this package may be directly dialed from the line designated by the Customer to any place within Connecticut, the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
3. The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
4. International toll calls to landlines in Mexico are included in this package.
5. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical Residential voice use include but are not limited to: non-voice services, use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Cox Unlimited plan. This is a flat rate call plan; call detail is not available with this plan. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This plan is available to Customers on a per-line basis. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party conference calls or multiparty chat lines, directory assistance, per-use feature calling, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges apply.

Rates and Charges

Monthly Recurring Charge: \$20.00<sup>1</sup>

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<sup>1</sup> Monthly recurring charge includes local access, long distance, and select features.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

1. Local Line Rates and Charges, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.2 Local Line, **cont'd.**

2. Custom Calling Features

Custom Calling Features are optional central office services furnished to individual line business and residence Customers. Custom Calling Features are available where facilities and operating conditions permit.

a. Feature Descriptions-Basic

Call Forwarding: Allows a Customer to program his or her telephone so that incoming calls are forwarded to another number.

Call Return: Allows the Customer to make an outgoing call to the last number that called the Customer.

Call Trace: An option which is billed on a charge per activation only when an attempt to trace and record the calling telephone number is successful. The results of a successful trace will only be provided to an appropriate law enforcement agency.

Call Waiting: The Customer, already involved in a call, receives a tone that another incoming call is waiting to be answered. The called party, hearing the call-waiting tone during the existing conversation, can choose to flash the switchhook and connect to the incoming call. This feature includes Cancel Call Waiting which allows the Customer to enter a code that disables the Call Waiting feature so that he or she will not hear a tone during a conversation with another party.

Speed Calling – 8: Allows a Customer to preprogram up to eight telephone numbers, and then access these numbers with the simple touch of one digit on his or her telephone set.

Three Way Calling: Allows a Customer to conference in a third person to an existing call so all three people can speak together in the same conversation.

11-Digit Toll Control: This feature allows the Customer to program his or her telephone line to require the calling party to dial 11-digits in order to make a toll call.

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 57.

(M) Material previously appearing on this page has been relocated to 7<sup>th</sup> Revised Page 63.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.2 Local **Line, cont'd.**

2. Custom Calling **Features, cont'd.**

a. Feature Descriptions-Basic, cont'd.

Line Number Block (per line block): Allows the party placing an outgoing call to have his or her line always blocked from having his or her number sent.

Call Number Block (per call block): Allows the party placing an outgoing call to have his or her call blocked from having his or her number sent.

Busy Line Redial: Allows a Customer by entering an activation code to automatically re-originate a call to the last number dialed without having to redial the number. If the called number is busy, the Busy Line Redial feature continues to process the call until both lines are idle or up to 30 minutes. When both lines are idle, the calling party hears a special ring. When the caller picks up the **set, the called party's line rings.**

Selective Call Acceptance: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers are accepted. All other calls are forwarded to an announcement.

Selective Call Forwarding: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers may be forwarded to another number instead of being **completed at the Customer's telephone number. All other calls are completed as usual.**

Selective Call Rejection: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers are forwarded to an announcement. All other calls are accepted.

Anonymous Call Rejection: Allows the Customer to reject incoming calls from callers that intentionally block their caller identification information.

(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 58.

(M) Material previously appearing on this page has been relocated to 6<sup>th</sup> Revised Page 64.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local **Exchange Service, cont'd.**

3.1.2 Local Line, cont'd.

2. **Custom Calling Features, cont'd.**

a. Feature Descriptions-Basic, cont'd.

Call Forwarding Busy: Forwards all incoming calls to a customer-defined alternate number **when the Customer's line is off hook.**

Call Forwarding No Answer: Forwards all incoming calls to a Customer- defined alternate number after a user-defined number of rings.

Call Forwarding-Remote Access: Allows the Customer to change the forwarding of a call (edit, activate, or deactivate) from a remote location by dialing into the switch and entering a Personal Identification Number (PIN) and a series of codes. A Change Feature Charge will be assessed for Customers requesting a change to their PIN code.

Call Forwarding on Call Waiting Calls: Provides the Customer the capability to forward unanswered waiting calls to a customer-designated number by using the combined functions of Call Waiting and Call Forward Do Not Answer. An incoming call to a busy line first receives standard waiting treatment in which an audible tone is heard by the called party and audible ringing is heard by the calling party. If the call is not answered after a period of time equal to the time-out value of CF Do Not Answer, the incoming call is given CF Do Not Answer treatment

Call Transfer: Provides the capability to transfer or add a third party, using the same line.

Distinctive Ring: Where facilities and operating conditions permit, this feature allows more than one directory number to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence.

Block Directory Assistance: Allows a Business Customer to block access to Directory Assistance services on a per-line basis.

(M) Material appearing on this page previously appeared on 4<sup>th</sup> Revised Page 59.

(M) Material previously appearing on this page has been relocated to 2<sup>nd</sup> Revised Page 57.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.2 **Local Line, cont'd.**

2. **Custom Calling Features, cont'd.**

a. Feature Descriptions-Basic, **cont'd.**

Remote Call Forwarding: Uses a telephone number and a central office switch to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to the terminating telephone number (TN). If the terminating TN resides outside the local calling area, **Cox's** long distance service will carry and complete the toll call and all applicable tariffed toll charges will apply. RCF is provided on condition that the Customer subscribes to sufficient RCF paths to adequately handle calls to the RCF number without impairing other services offered by the Company. Charges for additional talk paths will apply per path for non-Cox RCF numbers.

Remote Call Forwarding Plus (RCF Plus): RCF Plus is a flat-rated, non-usage sensitive "**premiere**" custom-calling feature designed for medium and large Business Customers who require forwarding a significant amount of call volume to a terminating number that resides outside of their local calling area. RCF Plus functions and operates in the same manner as the usage sensitive RCF feature. RCF Plus can be used for both intrastate and interstate terminating numbers.

RCF Plus may not be used in conjunction with the following: Auto-dialers, long distance Internet access, call center applications including but not limited to auto-dialers, PBX trunks, ground start line or trunks, ISDN services, foreign exchange services, public telephone services, public access smart-pay phones, analog to digital conversion digital PBS services, WATS services, PBS/PABX/EABX services, non-square electronic key telephone systems, hybrid key telephone systems, predictive calling/dialing systems, automatic outbound dialing systems, any type of automatic call distribution system, or the functional equivalent of any such system listed above.

Priority Ring: Allows the Customer to program up to 31 numbers which will be identified by a distinctive ring when the incoming call is from the designated list. If the Customer is engaged in conversation and a call from one of the designated numbers arrives, a distinctive call waiting tone accompanies the incoming call.

Long Distance Alert: This feature helps increase the completion of toll calls by providing a distinctive call waiting tone (if the line is off-hook) or a distinctive ringing cadence (if the line is on-hook) that alerts the Customer to an incoming long distance call.

(M) Material appearing on this page previously appeared on 6<sup>th</sup> Revised Page 60.

(M) Material previously appearing on this page has been relocated to 4<sup>th</sup> Revised Page 58.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.2 **Local Line, cont'd.**

2. Custom **Calling Features, cont'd.**

b. Feature Description

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Caller ID (Caller Name and Number Delivery): Allows the called party to see the name and telephone number of the calling party, if available. This feature requires specialized Customer Premises Equipment.

Call Waiting ID: Allows a Customer who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided **a visual display of the calling party's name** and or number. The feature combines and enhances Caller ID and Call Waiting. This feature requires specialized Customer Premises Equipment.

HD (High Definition) Voice: Provides Residential Customers crystal clear conversations with reduced background noise. Requires CPE/Handset support for both calling and called parties. A standard call will be established if HD Voice is not supported.

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Simultaneous Ring: The simultaneous ring feature can ring several different phones at one time when an incoming call is received. All designated (programmed) numbers will ring at the same time and the call can be answered from any of the programmed devices.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

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(M) Material moved to Obsolete Services Section, page 178.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, **cont'd.**

2. **Custom Calling Features, cont'd.**

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(M) Material moved to Obsolete Services Section, page 179.

LOCAL EXCHANGE SERVICE

SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.2 Local **Line, cont'd.**

2. **Custom Calling Features, cont'd.**

e. Rates and Charges - Business

	Monthly Recurring (\$)			Per Use (\$)			Nonrecurring (\$)		
	Current	Min	Max	Current	Min	Max	Current	Min	Max
A la carte, per line equipped									
Anonymous Call Rejection	Free						Free		
Block Directory Assistance	2.00	0.00	5.00						
Busy Line Redial	4.00	3.00	5.00	0.75	0.50	1.00	4.00	0.00	15.00
Call Hold	4.00	3.00	5.00				4.00	0.00	15.00
Call Forwarding <sup>1</sup> *	4.00	3.00	5.00				4.00	0.00	15.00
- Busy	4.00	3.00	5.00				4.00	0.00	15.00
- <b>Don't Answer</b>	.400	3.00	5.00				4.00	0.00	15.00
- Remote Access	4.00	3.00	5.00				4.00	0.00	15.00
- On Call Waiting	4.00	3.00	5.00				4.00	0.00	15.00
Call Transfer	4.00	3.00	5.00				4.00	0.00	15.00
Call Return <sup>1</sup>	4.00	3.00	5.00	0.75	0.50	1.00	4.00	0.00	15.00
Call Trace, per trace	N/A	3.00	5.00	4.75	2.75	6.00	4.00	0.00	15.00
Call Transfer	4.00	3.00	5.00				4.00	0.00	15.00
Call Waiting	4.00	3.00	5.00				4.00	0.00	15.00
Call Waiting ID*	10.00	0.00	15.00				4.00	0.00	15.00
Caller ID*	6.50	5.00	8.00				4.00	0.00	15.00
Distinctive Ring	4.00	0.00	8.00				4.00	0.00	15.00
Long Distance Alert	4.00	3.00	5.00				4.00	0.00	15.00
Priority Ring	4.00	3.00	5.00				4.00	0.00	15.00
Remote Call Forwarding <sup>1</sup>	16.72	10.00	20.00				25.00	25.00	45.00
Remote Call Forwarding Plus (RCF Plus) <sup>2</sup>	45.60	40.00	60.00				25.00	25.00	45.00
RCF (3 Additional Paths)	16.72	10.00	20.00				25.00	25.00	45.00
Selective Call Acceptance	4.00	3.00	5.00				4.00	0.00	15.00
Selective Call Forwarding <sup>1</sup>	4.00	3.00	5.00				4.00	0.00	15.00
Selective Call Rejection	4.00	3.00	5.00				4.00	0.00	15.00
Speed Calling - 8	4.00	3.00	5.00				4.00	0.00	15.00
Speed Calling - 30	5.00	3.00	6.00				4.00	0.00	15.00
Three-Way Calling	4.00	3.00	5.00	0.75	0.50	1.00	4.00	0.00	15.00
Calling Packages									
Business Value Package	8.75	7.00	12.00				4.00	0.00	15.00
Business ID Package	13.00	9.00	17.00				4.00	0.00	15.00
Solutions Package	20.00	15.00	25.00				4.00	0.00	15.00

<sup>1</sup> Toll charges apply if calls are completed outside of the local calling area.

<sup>2</sup> Applicable toll charges will apply for interstate toll calls.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.3 Reserved

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.3 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.3 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.3 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service**e, cont'd**

3.1.3 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.3 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.3 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

Reserved for future use.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

Reserved for Future Use.

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Ισχυε Δατε: Μαψ 25, 2001

Εφφεχτιπε Δατε: Μαψ 30, 2001

Ιστυεδ βψ: Μαρτιν Χορχοραν  
Διρεχτορ, Ταριφφ Δεπελοπμεντ  
Χοξ Χομμυνιχατιονς, Ινχ.  
1400 Λακε Ηεαρν Δριπε,  
Ατλαντα, Γεοργια 30319

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange **Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.4 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service**e, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service**e, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 **Local Exchange Service, cont'd**

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.4 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service**e, cont'd**

3.1.5 Reserved

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange **Service, cont'd**

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.5 Reserved, cont'd

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5. Rates and Charges

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 **Local Exchange Service, cont'd**

3.1.5 Reserved, cont'd

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local **Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS)

1. General

IntraLATA toll service is furnished for telephone communication between telephones in different local calling areas within the LATA in accordance with the regulations and schedules of charges specified in this tariff.

2. Timing of Messages

- (a) Unless otherwise indicated, all Residential calls are timed in sixty- (60) second increments and are rounded up to the next whole minute and Business calls are timed in six- (6) second increments and will be rounded to the next highest increment. Direct-dialed Intrastate calls will be billed for a minimum of 18-seconds. (T)  
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- (b) For station-to-station calls, call timing begins when a connection is established between the calling and called stations.
- (c) For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified, or an agreed upon alternate.
- (d) Call timing ends when the **called station "hangs up," thereby releasing** the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network, or by the Company operator.

Calls originating in one time period as defined in 3.1.5.3 and terminating in another will be billed the rates in effect at the beginning of the billing increment.

3. Time Periods Defined

Day: 8:00 a.m. to, but not including, 5:00 p.m. - M - F  
Evening: 5:00 p.m. to, but not including, 11:00 p.m. - M - F  
Night: 11:00 p.m. to, but not including, 8:00 p.m. - M - F  
All day Saturday, Sunday and Holidays.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

4. Direct Dialed Rates

Cox will charge a flat rate per minute, except as noted below, without regard to mileage as follows. Rates apply day/evening/night.

	Current	MIN	MAX
Residential, per MOU	\$0.18	\$0.50	\$0.15
Business, per MOU	\$0.01	\$0.005	\$0.015
Business, per call Message Rate Surcharge	\$0.0125		

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service**e, cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

5. Optional Calling Plans

A. Residential Calling Plans

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

A. Residential Calling Plans, cont'd.

Simply Five Savings Plan<sup>1</sup>

This optional calling plan will provide Cox Residential Customers a competitively priced alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate and interstate calls with a monthly recurring charge (MRC) of \$4.99.

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<sup>1</sup> The MRC will be waived for Customers that subscribe to the Control Manager, Control Plus, or Solutions feature package.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MT**S**), **cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service **(MTS), cont'd.**

5. Optional Calling **Plans, cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, **cont'd.**

3.1.6 **Message Telecommunications Service (MTS), cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications **s Service (MTS), cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

A. Residential Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

5. Optional Calling Plans, cont'd.

B. Business Calling Plans

In addition to the rates identified for each individual Business Optional Calling plan contained in this Section 3.1.5.5.B, a non-recurring change charge of \$25.00 will be assessed to Business Accounts to new/renewal Business Customers who elect to change/upgrade their existing Optional Calling Plan within sixty- (60) days of installation.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service **(MTS), cont'd.**

5. Optional Calling Plans**, cont'd.**

B. Business Calling Plans, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

B. Business Calling Plans, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

B. Business Calling Plans, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

CBS Minute Pack 100

This optional long distance call plan offers a Cox Business Customer a block of 100 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 100 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 100-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$7.50	\$0.075
2 Year	\$7.20	\$0.072
3 Year	\$7.00	\$0.07
4 Year	\$6.90	\$0.069
5 Year	\$6.80	\$0.068

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CBS Minute Pack 250

This optional long distance call plan offers a Cox Business Customer a block of 250 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 250 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 250-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$14.00	\$0.056
2 Year	\$13.00	\$0.052
3 Year	\$12.00	\$0.048
4 Year	\$11.75	\$0.047
5 Year	\$11.50	\$0.046

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, cont'd.

CBS Minute Pack 500

This optional long distance call plan offers a Cox Business Customer a block of 500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 500 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$26.00	\$0.052
2 Year	\$25.00	\$0.05
3 Year	\$23.00	\$0.046
4 Year	\$22.50	\$0.045
5 Year	\$22.00	\$0.044

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CBS Minute Pack 1000

This optional long distance call plan offers a Cox Business Customer a block of 1000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 1000 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 1000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$48.00	\$0.048
2 Year	\$47.00	\$0.047
3 Year	\$45.00	\$0.045
4 Year	\$44.00	\$0.044
5 Year	\$43.00	\$0.043

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

B. Business Calling Plans, cont'd.

CBS Minute Pack 2500

This optional long distance call plan offers a Cox Business Customer a block of 2500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 2500 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 2500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$109.00	\$0.0436
2 Year	\$105.00	\$0.042
3 Year	\$100.00	\$0.04
4 Year	\$97.50	\$0.039
5 Year	\$95.00	\$0.038

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CBS Minute Pack 5000

This optional long distance call plan offers a Cox Business Customer a block of 5000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 5000 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 5000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$200.00	\$0.04
2 Year	\$195.00	\$0.039
3 Year	\$190.00	\$0.038
4 Year	\$185.00	\$0.037
5 Year	\$180.00	\$0.036

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

B. Business Calling Plans, cont'd.

CBS Minute Pack 7500

This optional long distance call plan offers a Cox Business Customer a block of 7,500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 7500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 7500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$280.00	\$0.0373
2 Year	\$275.00	\$0.0367
3 Year	\$270.00	\$0.0360
4 Year	\$260.00	\$0.0347
5 Year	\$255.00	\$0.0340

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CBS Minute Pack 10,000

This optional long distance call plan offers a Cox Business Customer a block of 10,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 10,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 10,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$360.00	\$0.036
2 Year	\$335.00	\$0.0335
3 Year	\$310.00	\$0.031
4 Year	\$305.00	\$0.0305
5 Year	\$295.00	\$0.0295

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. **Optional Calling Plans, cont'd.**

B. Business Calling Plans, cont'd.

CBS Minute Pack 20,000

This optional long distance call plan offers a Cox Business Customer a block of 20,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 20,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 20,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$600.00	\$0.0300
2 Year	\$575.00	\$0.0288
3 Year	\$525.00	\$0.0263
4 Year	\$520.00	\$0.0260
5 Year	\$500.00	\$0.0250

CBS Minute Pack 40,000

This optional long distance call plan offers a Cox Business Customer a block of 40,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 40,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 40,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$1150.00	\$0.0288
2 Year	\$1075.00	\$0.0269
3 Year	\$1000.00	\$0.0250
4 Year	\$960.00	\$0.0240
5 Year	\$920.00	\$0.0230



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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

5. Optional Calling Plans, cont'd.

B. Business Calling Plans, cont'd.

CBS Minute Pack 50,000

This optional long distance call plan provides Cox Business Customers a block of 50,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 50,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 50,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$1400.00	\$0.0280
2 Year	\$1300.00	\$0.0260
3 Year	\$1200.00	\$0.0240
4 Year	\$1200.00	\$0.0240
5 Year	\$1150.00	\$0.0230

CBS Minute Pack 75,000

This optional long distance call plan provides Cox Business Customers a block of 75,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 75,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 75,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$1900.00	\$0.0253
2 Year	\$1800.00	\$0.0240
3 Year	\$1750.00	\$0.0233
4 Year	\$1725.00	\$0.0230
5 Year	\$1650.00	\$0.0220

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (**MTS**), **cont'd.**

5. Optional Calling **Plans, cont'd.**

B. Business Calling Plans, **cont'd.**

CBS Minute Pack 100,000

This optional long distance call plan provides Cox Business Customers a block of 100,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 100,000 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 100,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$2450.00	\$0.0245
2 Year	\$2350.00	\$0.0235
3 Year	\$2250.00	\$0.0225
4 Year	\$2200.00	\$0.0220
5 Year	\$2200.00	\$0.0220

CBS Minute Pack 125,000

This optional long distance call plan provides Cox Business Customers a block of 125,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 125,000 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 125,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$3000.00	\$0.0240
2 Year	\$2875.00	\$0.0230
3 Year	\$2750.00	\$0.0220
4 Year	\$2750.00	\$0.0220
5 Year	\$2625.00	\$0.0210

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

5. **Optional Calling Plans, cont'd.**

B. Business Calling Plans, cont'd.

CBS Minute Pack 150,000

This optional long distance call plan provides Cox Business Customers a block of 150,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one through five-year term commitments. The block of 150,000 minutes is shared among a Business **Customer's access lines**. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 150,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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(N)

Term Options	MRC	Overage
1 Year	\$3450.00	\$0.0230
2 Year	\$3300.00	\$0.0220
3 Year	\$3150.00	\$0.0210
4 Year	\$3150.00	\$0.0210
5 Year	\$3000.00	\$0.0200

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

Cox Business Service ("CBS") Unlimited Call Plan

(T)

The CBS Unlimited *Call Plan* (the "**Plan**") will be offered to *Business* Customers where facilities exist and operating conditions permit. The CBS Unlimited Calling Package is a bundled package of the following local exchange, local toll and long distance telephone services: Unlimited intrastate toll (regional toll) minutes

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1. Terms and Conditions

- a. The Customer must select Cox as the carrier of choice for both intrastate toll and interstate toll services for each Business access line subscribed to under this Package.
- b. The Customers may subscriber up to a maximum of ten (10) unlimited calling lines for a one-year minimum commitment, as long as each line and package meets the terms and conditions set forth herein. The CBS Unlimited Calling Package is only available to Customers who, at the time of initiation of service, subscribe to 25 or fewer access lines.
- c. *All lines in a common hunt group must be provisioned with the Plan.*
- d. The **Plan's** Monthly Recurring Charge will be billed in advance.
- e. The unlimited intrastate *and interstate outbound* toll minutes included in the Plan:

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- shall apply exclusively to direct-dialed calls made from the line subject to *the Plan*;
- have no cash value for refund purposes;
- are not transferable or assignable;
- shall not be applied to calls outside of the United States and its territories, and
- shall not apply toward operator-assisted, collect calls, *toll free* (*inbound*) *calls*, calls billed to a third-party or credit cards, or calls to directory assistance.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service**ce, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

Cox Business Unlimited Call Plan, **cont'd.**

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1. Terms and Conditions, **cont'd.**

- f. The Company may monitor the Customer's toll usage subject to this Package. If the Customer uses the minutes under this Plan outbound telemarketing, call centers or non-voice services, including but not limited to data services or any service listed below the Customer will be presumed to be in violation of the usage restrictions of this Plan. It shall be the responsibility of the Customer to demonstrate to the Company that the usage is not in violation of the usage restrictions specified herein. Usage restrictions apply and may not be used in conjunction with the following:

- Auto dialers, power dialers, any type of automatic outbound dialing or predictive calling/dialing system
- Long distance Internet access (*ISP Dial-up*)
- Any Business Trunks (*BRI, PRI, SIP, T-1, CAS*)
- Ground start line or trunks
- Public/Pay telephone services
- Analog to digital conversion digital PBX services
- *Toll Free Service*
- *Hybrid or electronic key telephones*
- *Remote Call Forwarding Service*
- *555, 700, 900 and 976 Services*
- *Calling Cards*
- *Credit Cards*
- *Any manual or automated operator assistance service (Collect Calls; Directory Assistance; Person-to-Person; Third Party Billed*
- *Intercept Call Completion*
- *Repeat Calls, Return Calls*
- *3-Way Calling*
- *Foreign Exchange Service*
- The functional equivalent of any system listed above

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- g. If the Company determines that a Customer failed to demonstrate that the usage does not violate the usage restrictions, the Company may immediately move the **Customer's** toll service to another plan offered by the Company and the Customer is no longer eligible to subscribe to the Plan.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

Cox Business Service ("CBS") Unlimited Call Plan, **cont'd.** (T)

1. Terms and Conditions, **cont'd.**

*h.* Customers must purchase a Cox Local Access Line and a Cox Interstate Unlimited package in conjunction with the purchase of the *Plan* (T)

*i.* For additional rates, terms, and conditions specific to intrastate toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp/>

2. Rates and Charges

	<u>Monthly Recurring Charge</u>	
CBS Unlimited Calling Package	\$ 12.00	(I)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service **e (MTS), cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Tele**communications Service (MTS)**, **cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service **(MTS), cont'd.**

5. Optional Calling Plans, **cont'd.**

B. Business Calling Plans, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.** (T)

6. Toll Free Service

A. Service Description (T)

Toll-Free Service is an inbound service originating on feature group facilities, which terminate on a Business Line. This service enables the Customer to receive toll-free calls at their place of business.

1. The Company reserves the right to require an applicant for Toll-Free Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that the Customer submit a new traffic forecast quarterly after service is initiated. (T)
2. The Company's Toll-Free Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish the Company's Toll-Free Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.** (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.** (T)

3. The Customer must obtain an adequate number of access lines for Company Toll-Free Services to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (1) total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish Company Toll-Free Service to any Customer that fails to comply with these conditions. (T)
4. If the Customer requests assignment of a specific Toll-Free Service telephone number, the Company may require the Customer to submit a number reservation agreement form to the Company. At no time may a Customer have more than ten (10) numbers reserved. Any reservation shall be for no more than fifteen (15) days and shall be subject to a reservation fee which will be credited to Customer's unpaid balance after the Company's Toll-Free Service has been in actual and substantial use for a consecutive sixty (60) day period. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service **e (MTS), cont'd.** (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.** (T)

5. Use of numbers: Each Company Toll-Free Service telephone number must be placed in actual and substantial use by the Customer. "Substantial use" shall mean a pattern of use that demonstrates an intent on the Customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the Customer, as indicated, for example, by at least 30 average monthly minutes of use or more. Any toll-free telephone number associated with the Company's Toll-Free Service that has not been placed in actual and substantial use during the first sixty (60) day period after service activation may be recovered upon written notice to the Customer. Nothing in this Section, or in any other provision of this tariff, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective Customers who have reserved toll-free telephone numbers hereunder or Customers who subscribe to and use the Company's Toll-Free Service or their transferee or assigns, any ownership interest or proprietary right in any particular toll-free number; however, upon placing a number actually and substantially in use, as defined above, the Company's Toll-Free Service Customers do have a controlling interest in this toll-free number(s). The Company Toll-Free Service Customers may retain the use of their toll-free number assignments, even following changes in their toll-free carrier and/or Responsible Organization. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 **Message Telecommunications Service (MTS), cont'd.** (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.** (T)

6. If a Customer places an order for the Company to carry Customer's already existing toll-free number service, the Customer shall provide to Company the contact names, telephone number and address of the Customer's Responsible Organization (Resp. Org.). Upon subscription to the Company's Toll-Free Service, the Customer may execute a Letter of Authorization to transfer Resp. Org. responsibility of its toll-free number(s) to the Company's Resp. Org. If the Customer elects to retain a non-Company Resp. Org., the Customer must notify the Company of any changes in the Customer's Resp. Org. in writing within 48 hours of the change. The Customer is responsible for all outstanding indebtedness for services provided by a previous Resp. Org. or toll-free service carrier. The Company assumes no responsibility or liability with respect to any obligations of Customer to such previous service providers existing at the time of transfer to Company. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), **cont'd.** (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.** (T)

7. Subject to execution of a Resp. Org. Service Agreement between the Company and the Customer, the Company Resp. Org. will perform the function of Resp. Org. for all Company Toll-Free Service orders unless the Customer requests another Resp. Org. The Company's Resp. Org. functions include 1) search for and reservation of toll-free numbers in the SMS/800; 2) creating and maintaining the toll-free number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting. (T)

a. Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, the Company will, at the Customer's request, subscribe to Toll-Free Directory Listing for the toll-free number(s) assigned to the Customer. A charge for Toll-Free Directory Listings will apply as set forth in this Tariff. In the event that a Customer transfers its toll-free service to another Resp. Org., the Company shall cease to subscribe to Toll-Free Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll-Free Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding Toll-Free Directory Listing charges, including any unexpired portion of any minimum period applicable to such services, and the Company shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll-Free Directory Listing responsibility. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.** (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.**

**7. cont'd.**

- b.* Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a Company Toll-Free Service Customer uses Vertical Features obtained by Company from Local Exchange Company tariffs, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted. (T)
- c.* In the event that a Customer cancels its Company Toll-Free Service, the Customer may elect to retain the Company as its Resp. Org. Where the Company serves as Resp. Org. for a non-Company Toll-Free Service Customer, a charge for Resp. Org. Service will apply as set forth in this Tariff. (T)
- d.* In the event that a Customer cancels its Company Resp. Org. or Toll-Free Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any services obtained by or on behalf of the Customer by Company. (T)



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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), cont'd. (T)

6. Toll Free Service, **cont'd.**

A. Service Description, **cont'd.** (T)

8. It is the Customer's responsibility to provide answer supervision back to the Company point of connection even when the Company Toll-Free Service is connected to switching equipment or a Customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon delivery of the call to the Customer's switching equipment or communications system and ends upon termination of the call. (T)

9. In accordance with FCC regulations, ANI shall only be used for billing and collection, routing, screening, and completion of the originating subscriber's call or transaction or for service directly related to the originating subscriber's call or transaction. (T)

The ANI shall not be reused or resold without first notifying the originating telephone subscriber and obtaining affirmative consent of the subscriber for reuse or resale.

Unless the originating subscriber has given consent for the reuse or resale, any information provided shall not be used for any purpose other than:

a. performing the services or transactions that are subject of the originating subscriber's call; (T)

b. ensuring network performance security, and the effectiveness of call delivery; (T)

c. compiling, using and disclosing aggregate information; and (T)

d. complying with applicable laws. (T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

6. Toll Free Service, **cont'd.**

B. Toll Free Service Termination

Customers who terminate service prior to the end of the term of commitment will be liable for a cancellation charge equal to the monthly minimum billing commitment times the number of months remaining in the Customer commitment period through the expiration of the first year. Additionally, the Minutes-Of Use charges will be re-rated. Minutes Of Use ("MOU") is defined as the monthly interstate and intrastate minutes of use charges associated with Cox Toll-Free Call Plan, except as noted in Section 3.6.4. All per-minute charges for each month shall be at the per-minute charge based on rate associated with Customer's highest MOU for the month. Cox bills *Interstate calls* in six-second increments and rounds up to the nearest six-second increment. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.* If this Call Plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may: (i) re-rate Customer's usage during the term of the Call Plan to the commitment rate properly chargeable to Customer based on the term length actually achieved by Customer up to the termination date or the standard rates for such service under this tariff, which ever is greater.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 **Local Exchange Service, cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

6. Toll Free Service, **cont'd.**

C. Basic Service

Basic Service means Domestic Toll-Free Service established on the Company network providing termination for a call originated in the continental United States to a single Customer location either through switched or dedicated access. Nationwide Directory Assistance is a component of Basic Service.

1. Toll-Free Service Rates and Charges

The Toll-Free Number Charge applies to Basic Toll-Free Service. Domestic calls originated from 49 states are billed in 6-second increments with a 6-second minimum. Domestic calls originated from California are billed in 6-second increments with an 18-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. *Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.*

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Change Charge, per change	\$4.50
Per-Minute Charge	\$0.10
Per Number Charge <sup>1</sup>	\$5.00

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<sup>1</sup> Maximum of \$25.00 per month.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange Service, **cont'd.**

3.1.6 Message Telecommunications **Service (MTS), cont'd.**

6. Toll Free Service

C. Basic Service

2. Toll-Free Directory Listing Service

(T)

Toll-Free Directory *Listing Service* provides the Toll-Free Customer with a listing in the nationwide Toll-Free dial up directory maintained by AT&T.

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Non-Recurring Charge, per number: \$35.00

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Expedite Request, per request: \$50.00

(I)

*Record* Change Charge, per change: \$35.00

(T)(I)

Monthly Recurring Charge, per number: \$14.50

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), cont'd.

6. Toll Free Service

D. Toll Free Call Plans

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LOCAL EXCHANGE SERVICE

---

SECTION 3 - Service Descriptions, **cont'd.**

3.1 Local Exchange **Service, cont'd.**

3.1.6 Message Telecommunications Service (MTS), **cont'd.**

6. Toll Free Service

D. Toll Free Call Plans, **cont'd.**

(M)

(M) Material moved to Original Page 168.10.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

7. Reserved

(T/M)

(M)

(M)

(M) Material previously appearing on this page has been moved to Section 8, Obsolete Service Offerings, Original Page No. 168.11.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

7. Reserved, **cont'd**

(T/M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.6 Message Telecommunications Service (MTS), cont'd

7. Reserved, cont'd

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

7. Reserved, **cont'd**

(T/M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

(T/M)

7. Reserved, **cont'd**

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.6 Message Telecommunications Service (MTS), cont'd

8. Reserved

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

8. Reserved, **cont'd**

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, **cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

8. Reserved, **cont'd**

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

(T/M)

8. Reserved, **cont'd**

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service **Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

8. Reserved, **cont'd**

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

3.1 Local Exchange Service, **cont'd**

3.1.6 Message Telecommunications Service (MTS), **cont'd**

8. Reserved, **cont'd**

(T/M)

(M)

(M)

(M) Material previously appearing on this page has been moved to Section 8, Obsolete Service Offerings, Original Page No. 168.21.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.2 Directory Assistance

A Customer may obtain Directory Assistance (DA) in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

3.2.1 Rates and Charges

Each call to Directory Assistance will be charged as follows:

	<u>Current</u>	<u>Min.</u>	<u>Max.</u>
Residential, Per Call	\$2.49	\$0.25	\$2.50
Business, Per Call	\$2.49	\$0.25	\$2.50

(I)(I)

The Customer may request a maximum of two telephone numbers per call.

3.2.2 Credits

A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

3.2.3 Exemptions

Directly dialed calls to directory assistance are exempt from the directory assistance rates and regulations when placed from the following locations:

A registered Residential main telephone exchange line where a user because of a functional disability is unable to obtain telephone numbers from a directory; or a registered Business main telephone exchange line of a handicapped user where assistance is otherwise not available. A business or residential main telephone exchange line may be registered for exemptions with the Company in those instances where one of the users of the line is considered to be functionally disabled. This includes but is not limited to the legally blind, or visually or physically handicapped as defined in The Federal Register.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.2 Directory Assistance

3.2.3 Exemptions (cont'd)

Disabled persons may obtain certification of eligibility for Exemption From Directory Assistance Charges forms from the Company. The form must be signed by a competent authority including a doctor of medicine, ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social services agencies or community service centers (including literacy volunteers). The eligibility certificate for disability is subject to any reasonable verification by the Company. *If abuse of this exemption is confirmed by investigation, this exemption may be removed.*

(N)  
(N)

Calls placed to Directory Assistance Service by a certified disable person will be exempt only up to a 100 call limit. Calls placed over this limit will incur the normal DA charge. Operator surcharges associated with DA calls will not apply to exempt disabled accounts.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.3 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 3.1, surcharges as specified in Section 3.3.1 will apply:

**Third Number Billing:** Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

**Collect Calls:** Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

**Credit Cards:** Provides the Customer with the capability to place a call using a *credit* card with the assistance of a Cox operator.

(T)  
(T)

**Person-to-Person:** Calls completed with the assistance of an operator to a particular Station and person specified by the carrier. The call may be billed to the called party.

**Station-to-Station:** Calls complete with the assistance of an operator to a particular Station. The call may be billed to the called party.

**General Assistance:** The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800/888 telephone numbers, but does not request the operator to complete the call.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.3 Operator Assistance, cont'd.

3.3.1 Operator Assisted Surcharges:

1. Per Minute of Use

<u>Current</u>	<u>Min.</u>	<u>Max.</u>
\$0.35	\$0.10	\$0.35

2. Per Call

	<u>Current</u>	<u>Min.</u>	<u>Max.</u>
Third Number Billing	\$4.00	\$1.00	\$4.50
<i>Credit</i> Card	\$2.00	\$1.00	\$2.25
Collect Calling	\$4.00	\$1.00	\$4.50
Person to Person	\$5.00	\$2.00	\$5.50
Station to Station	\$3.00	\$1.00	\$3.50
General Assistance	N/C		

(T)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.3 Operator Assistance, cont'd.

(D)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd.**

3.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by or on behalf of the incumbent local exchange carrier in **the Customer's exchange area of the Station number which is designated** as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

- 3.4.1 Directory listings must be in the name of a person who lives at a residence and must be a legally authorized or adopted name. Listings may reflect *full first/ given name or initials of that name*. For example, John Smith may be listed as John or J. Smith. (T)  
(T)
- 3.4.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, a listing containing obscenities in the name, or any listing which in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.3 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.4 To ensure that listings are placed in the appropriate section of the directory each Residential listing must be designated "**Residential**" and each commercial listing must be designated "**Business**" or "**Government**". To aid the Customer of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Residential listings may be placed in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

3.4.5 Directory listings are provided in connection with each Customer service as specified herein.

1. Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

2. Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Customers of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.6.

3. *Foreign Listing: A foreign listing is a listing entered in the alphabetical list of an exchange other than that which the listed service is furnished. Except where the foreign listing is to appear in the form of an alternative listing, a foreign listing is furnished only when a listing of the same name and telephone number is to appear in the normal directory.*

(N)

|

(N)

4. Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance.

(T)

A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Nonpublished Listings are as specified in Section 3.4.6.



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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.4 **Directory Listings, cont'd.**

3.4.5 **(cont'd)**

5. Non-Directory Listed: A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Non-Directory Listed listings are specified in Section 3.4.6.

3.4.6 Directory Listings Rates

Residential

	Current	MIN	MAX	NRC	MIN	MAX
Primary Listing	N/C	\$0.50	\$2.00	\$6.00	\$0.00	\$15.00
Additional Listing	\$3.00	\$0.50	\$4.00	\$6.00	\$0.00	\$15.00
Non-Published	\$4.95	\$1.00	\$6.00	\$6.00	\$0.00	\$15.00
Non-Directory Listed	\$3.00	\$0.50	\$3.00	\$6.00	\$0.00	\$15.00
Change Listing	N/A	N/A	N/A	\$5.50	\$0.00	\$15.00
Telephone Number Change <sup>1</sup>	N/A	N/A	N/A	\$25.00	\$0.00	\$25.00

(I)

Business

	Current	MIN	MAX	NRC	MIN	MAX
Primary Listing	N/C			N/C		
Additional Listing	\$2.00	\$0.00	\$2.00	\$10.00	\$0.00	\$15.00
Foreign Listing	\$2.00	\$0.00	\$2.00	N/A	N/A	N/A
Non-Published	\$3.50	\$0.00	\$3.50	\$15.00	\$0.00	\$15.00
Non-Directory Listed	\$2.00	\$0.00	\$2.50	\$15.00	\$0.00	\$15.00
Change Listing	N/A	N/A	N/A	\$10.00	\$0.00	\$15.00

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<sup>1</sup> Customers requesting a telephone number change along with multiple custom calling feature changes will be assessed only one NRC for change number charge.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - **Service Descriptions, cont'd**

Reserved

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Ισχυε Δατε: Μαρ 25, 2001

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive  
Atlanta, GA 30319

Εφφεχτιπε Δατε: Μαρ 30, 2001

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.5 Emergency Services (Enhanced 911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

(D)

3.6 Connecticut Service Fund Surcharge

(T)

The Connecticut Service Fund surcharge is a monthly surcharge to reimburse cost associated with providing Lifeline Service and the Telecommunications Relay Service programs.

Monthly surcharge per exchange access line\$0.01

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LOCAL EXCHANGE SERVICE

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SECTION 4 - Promotional Offerings

4.1 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made.

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Ισχυε Δατε: Μαρ 25, 2001

Issued By: Martin Corcoran  
Director, Tariff Development  
Cox Communications, Inc.  
1400 Lake Hearn Drive  
Atlanta, GA 30319

Εφφεχτιπε Δατε: Μαρ 30, 2001

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LOCAL EXCHANGE SERVICE

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SECTION 5 - Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

Services offered on a case by case basis include, but are not limited to,:

DS-3, Digital Service level 3: Equivalent of 28 DS 1 channels, and operating at 44.736 Mbps, also called T-3.

OC-n, Optical Carrier-n: A SONET (Synchronous Optical Network) based application using optical signals in speeds beginning with OC-1 (51.840 Mbps) up to OC-48 (2.5 Gbps).

WAN, Wide Area Network: This network uses links provided by Cox facilities and/or other local telephone companies to connect disperse sites within the state.

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LOCAL EXCHANGE SERVICE

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SECTION 6 - Residential Assistance Offerings

6.1

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(D)

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LOCAL EXCHANGE SERVICE

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SECTION 6 - Residential Assistance Offerings

6.2 Reserved

(M/T)

(M)

(M)

(M) Material relocated to PP. 188 and 189, Obsolete Service Offerings.

(T)

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LOCAL EXCHANGE SERVICE

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SECTION 6 - Residential Assistance Offerings

6.2 Reserved, **Cont'd**

(M/T)

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(M)

(M) Material relocated to P. 189, Obsolete Service Offerings.

(T)



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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.1 Toll Restriction

Toll Restriction allows the Customer the flexibility to restrict both business and residential access lines and trunks from billable toll calls, but allows completion of local directory assistance calls. If a Customer attempts to dial a restricted toll call, the **Customer's** call will be intercepted and an announcement will advise the caller of the toll restriction.

7.1.1 Terms and Conditions

- Where facilities and operating conditions permit, this service will be offered to both business access lines and trunks and residential access lines.
- Toll Restriction may prevent the completion of 1+ local calls.

(D)

7.1.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>
Business, per line or trunk	\$25.00	\$2.00
Residence, per line	\$3.00	\$1.60

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.2 Temporary Suspension of Service - Customer Initiated (Seasonal Service) (T)

Service may be temporarily suspended at the Customer request. Prior to the service suspension, the Customer shall have paid for at least the first full month of service.

7.2.1 Terms and Conditions

\* The suspension rate will not be applicable until after the service has been in effect for at least one full month.

\* *Service may not be placed on Seasonal Service more than twice in a calendar year, with a minimum of 30-days of regular billing in between.* (N)  
(N)

\* Temporary Suspension of service is available to a Customer up to twice in a calendar year with a maximum period not to exceed 9 months in the same calendar year. *After 9 months of Seasonal Service, or a total of 9 months within a calendar year, services are subject to return to full billing as subscribed to prior to the implementation of Seasonal Service.* (N)  
(N)  
(N)

\* The full service rate will apply, if service is restored within 15 days after the date beginning the suspension of service.

\* If the service is suspended for a period of 31 days or longer, the reduced rate as set forth in Section 7.2.2, below, will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below. The non-recurring charge will only apply for the suspension of service. (C)

7.2.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>	
Residential Customer, per line	\$10.00	\$9.99 <sup>1</sup>	(N)
Business Customer, per line	\$25.00	\$20.00	

7.3 Employee Discounts

A discount is allowed from the standard residence rates for services furnished at residences of officials and employees of the Company.

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<sup>1</sup> As a competitive measure Customers expressing a desire to disconnect services may be offered a Seasonal Saver MRC of \$5.99 (N)  
(N)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved

(T/M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved, **cont'd**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.5 Reserved

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(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6 Residential Bundles Services

1. Reserved

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

(M)

(M)

(M) Material moved to Obsolete Services Section, page 181.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

4. Reserved

(M)

(M)

(M) Material moved to Obsolete Services Section, page 182.



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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

5. Reserved

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

5. Reserved, Cont'd

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

8. Reserved

(M)

(M)

(M) Material moved to Obsolete Services Section, page 183.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.1 Residential Bundles Services

9. Reserved

(M)

(M)

(M) Material moved to Obsolete Services Section, page 184.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.2 Business Bundled Services

1. Reserved

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

- 7.6 Bundled Services (T)
- 7.6.2 Business Bundled Services, cont'd (T)
1. Reserved, cont'd (T/M)

(M)

(M)

(M) Material previously appearing on this page has been moved to Section 8, Obsolete Service Offerings, Original Page No. 168.23.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.2 Business Bundled Services, cont'd

2. Reserved

(T/M)

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 Bundled Services

7.6.2 Business Bundled Services, cont'd

2. Reserved, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Emergency Locator Service

7.7.1 General

Emergency Locator Service is available to Cox Business Customers based on the following provisions. At the request of the Business Customer and upon the approval of the Company and at those prices set forth in the chart below, the Company will offer to the Customer certain Automatic Location Identification ("ALI") and/or Private Switch/Automatic Location Identification ("PS/ALI") services as an enhancement to its other 911 local service offerings. PS/ALI service provides E911 service features for stations that operate behind private switches, e.g., PBXs. Specifically, the PS/ALI service provides an automatic display at the Public Safety Answering Point (hereafter "PSAP") of the caller's telephone number and the address/location of the telephone. A Customer's PBX must be capable of providing the telephone number to the 911 system to identify the specific extension originating a 911 call. The Company's PS/ALI service provides a PBX 911 manager for "public safety/address location point" database management and the Customer is required to update databases using a web-based interface.

All telephone numbers that a customer desires to be included in the Company's PS/ALI service must be owned by the Company. Telephone numbers that are provided by a service provider other than the Company are not eligible for inclusion in this service.

7.7.2 Eligibility Requirements

A Customer who desires to receive ALI or PS/ALI service shall satisfy the following obligations to Company:

1. Customer will complete a customer profile ordering form (i) designating a single point of contact for all operational issues, (ii) supplying the necessary telephone number range(s) and PSAP, if multiple locations apply. Customer and Company shall validate telephone number ranges provided through any LEC dial tone provider(s) other than Company.

Company will have up to thirty (30) business days to attempt to load the initial customer data after the receipt of acceptable data files from the customer. Should the initial load attempt fail **due to the losing company's business practices, it shall be the customer's responsibility** to negotiate with the losing company to release the numbers that are being transferred to Cox. (T)

2. Company will attempt to load additional numbers submitted on subsequent Load Forms within seven (7) business days following the receipt of a valid TNs but full assurance of meeting a seven (7) day timeline is *not* guaranteed. (T)
3. Customer is responsible for working with Company and any other LEC dial tone provider(s) to set up any required National Emergency Numbering Association identification codes (hereafter referred to as "NENA ID") for Customer's PS/ALI records.
4. Customer is responsible for obtaining authorization from any LEC dial tone provider other than Company to insert and modify ALI records for the specified telephone number ranges in any regional E911 databases using the separate NENA ID assigned for PS/ALI records.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Emergency Locator Service

(N)

7.7.2 Eligibility Requirements

5. Customer shall provide Company with a signed and properly authorized copy of a Letter of Agency (LOA) in favor of Company in the form requested by Company.
6. In addition to any other fees charged by Company, Customer is responsible for any costs of any tasks related to setting up data exchange and obtaining user IDs and passwords for regional E911 databases. Customer must obtain any approval needed for Company to submit PBX records on its behalf to regional E911- database provider(s), including any approval that may be required by any government agency.
7. In the event some of the automatic location identification records needed by Company to provision PS/ALI services are not **"owned" by** the Company, Customer shall obtain and provide to Company prior written consent from the E911 service provider to allow Company to use same without charge.
8. If Customer is porting to Company a block of telephone numbers from another telephone company, Customer is responsible for working with the transferee LEC to port the main billing telephone number and all associated telephone numbers via the NENA standard unlock and migrate function codes through normal Service Order Input ("**SOI**") **processing**.
9. If Customer discontinues dial tone services with Company or another provider, the use of PS/ALI services by Customer will be discontinued for the corresponding block of telephone numbers.
10. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time:
  - Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version)
  - Internet access
  - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
  - Currently Apple/MAC browsers are not supported
11. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.
12. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token **for Customer's** use in meeting its responsibilities hereunder.

(N)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Emergency Locator Service

(N)

7.7.2 Eligibility Requirements

13. Customer will provide Company with a spreadsheet containing the telephone numbers, names, and site-specific PBX information for initially loading the records into the PS/ALI database. A PS/ALI Initial Load File ("ILF") form will be provided to the Customer to provide Company with the required ILF fields and format information for the initial build of telephone number records **into Company's system**. Company will validate that the numbers submitted by the customer are owned by the Company but is not otherwise required to manipulate and/or change any of the data provided in the ILF on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information via the ILF form. The Customer may submit the first ILF data form to the Company without additional charge. Customer will incur additional charges for any subsequent ILFs required.
14. Company will attempt to correct only MSAG errors, that is, "701" errors (house number out of **range in MSAG**) and "709" errors (**street not found in MSAG**). **MSAG related** errors that Company is unable to correct will be forwarded to Customer for correction. All other error types detected either by validation against Company databases or against other host ALI databases, will also be returned to Customer for correction. This includes errors that occur during the Initial Load File build and errors occurring after the initial load. Error records will be **returned 'as is'** to Customer.
15. Customer will migrate and update DID numbers and all other telephone numbers associated with this service through the PS/ALI Manager after the ILF. The web-based system permits Customer to maintain station level ALI identification records in the form of **"move", "add," "change" or "delete" to pre-authorized Customer records** identified by telephone number range on the PS/ALI Customer Profile Order Form.
16. After validation and processing through the PS/ALI database system, Company will route updated telephone number **records to the appropriate "E911 database" provider based upon the NPA/NXX on each record**. Records processed by the Company will be transmitted to the appropriate E911 database provider(s) throughout the country.
17. Telephone numbers that are transported **outside of Company's defined operational** jurisdictions, either on a temporary or permanent basis, may not be routed to the proper PSAP and customer will assume any and all risk associated with this condition.
18. The PS/ALI **Manager's web**-based interface offers a range of online reports to facilitate PBX management, allowing data to be sorted by address and telephone number range, and Customer is expected to use same and to be totally responsible for the accuracy of any information provided.
19. For day-to-day management processing matters, Customer should contact its designated Company data analyst. Company analysts provide routine support services Monday through Friday during normal business hours (8:00 a.m. – 5:00 p.m. Mountain Time), excluding Company-observed holidays.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Emergency Locator Service

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7.7.2 Eligibility Requirements

20. Company will provide training to Customer at a mutually agreed-upon date and time. This training will include training on the use of the web-based services. Company will provide one training class, for a maximum of two (2) hours, via a telephone conference call to a maximum of two (2) attendees. Company will provide a maximum of two (2) copies of training course materials to attendees of the training conference call described herein.
21. If Customer decides to discontinue dial tone service with Company or any other LEC providing services to the Customer, then Customer shall immediately notify the assigned Company data analyst in writing that a designated telephone number range will discontinue dial tone services stating the identification of the LECs including Company associated with those numbers. Such notification must be received by Company forty five (45) days in advance. It is the **Customer's responsibility** to communicate with Company and any other affected LECs regarding the discontinuation and within twenty (20) days of providing the notice set forth above, Customer must either delete all records through the normal SOI update process or instruct Company to unlock all such records. After all records are deleted or unlocked, Company may deny Customer account access. After thirty (30) days, the account access will be denied regardless of option chosen.
22. For Customer requests that are beyond the scope of the deliverables outlined in this tariff, Customer may submit a **change request ("Change Request") form** to Company and Company at its option may accept the requested change and/or propose additional charges to Customer for same.
23. Any and all PS/ALI system problems that Customer experiences shall be immediately reported to Company without delay. Notwithstanding the foregoing, any Internet Explorer problems experienced by Customer while using PS/ALI should be reported to the browser manufacturer.
24. As a condition to **Company's obligation** to initiate and continue PS/ALI services to Customer, Customer is obligated to deliver to Company and to continue in full force and effect the following:
- a. a completed order form as required by the Company,
  - b. its authorization for NENA IDs and permission for insertion into ALI databases,
  - c. **identification of Customer's PS/ALI program manager**,
  - d. a completed and accurate ILF form,
  - e. a signed authorized executed letter of agency as described above,
  - f. a designated point of contact,
  - g. evidence sufficient to Company that the Customer has obtained authorization from any and all LEC dial tone providers to insert and modify ALI records for the specified telephone number ranges,
  - h. and complete and accurate information about its PBX equipment sufficient to establish that the equipment has the capability to forward ANI information to the selective router in accordance with LEC and local requirements.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Emergency Locator Service

(N)

7.7.2 Eligibility Requirements

25. Company may request from time to time additional information from Customer and Customer shall promptly and within any time period stated respond to any such request.

26. At any time and from time to time, Company may assign or delegate some or all of its rights and responsibilities hereunder to any qualified provider of PS/ALI services or support and Customer agrees to cooperate fully with any agent, assignee or delegate of Company in furtherance **of Company's provision of PS/ALI services.**

7.7.3 Rates and Charges

The monthly recurring and nonrecurring charges assessed by the Company related to this service are as follows:

Monthly Recurring Charges	
One-to-One Recurring Charge, per Number	\$0.15
Many-to-One Recurring Charge, per Occurrence	\$5.00
Nonrecurring Charges	
Initial Load File Installation (more than 25 lines or telephone numbers	\$1,500.00
Initial Load File Installation Charge (less than 25 lines or telephone numbers	\$400.00

One-to-One Recurring Charge per Number – Customer elects to have every station number registered in the ALI database

Many-to-One Recurring Charge per Occurrence – Customer elects to associate multiple station numbers with a single number that will be registered in the ALI database.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.8 Reserved

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LOCAL EXCHANGE SERVICE

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SECTION 7 – Miscellaneous Service Offerings

7.8 Reserved, **cont'd.**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.8 Reserved, **cont'd.**

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(M) Material previously appearing on this page has been moved to Section 8, Obsolete Service Offerings, Original Page No. 190.2.



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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Telecommunications Service Priority (TSP) System

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7.9.1 General TSP Description

Cox TSP provides priority Cox services to Federal Government Agencies and authorized users for provisioning and restoration of services within defined critical and emergency situations. The Cox TSP System is designed to meet the requirements of the Federal Communications Commission (FCC) to expedite provisioning and restoration of mission-critical telecommunications services outlined under the Federal TSP Program and National Communications System (NCSD 3-1). Additional sources of reference for include:

1. National Communications System (NCS) Manual 3-1-1
2. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service user Manual"
3. National Communications System (NCS) handbook 3-1-2
4. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service Vendor Handbook

Priority Installation and/or Restoration of NS/EP telecommunications services shall be provided in accordance with part 64.401, appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

7.9.2 Qualifying TSP Service Categories

Cox Customers must meet specific categories regarding essential or emergency services in order to apply for NS/EP services. NS/EP qualified categories include the following four "Essential" categories outlined in NCSC 3-1, Section 15 plus an "Emergency" category:

- Category A - National Security Leadership
- Category B - National Security Posture and U.S. Population Warning
- Category C - Public Health, Safety and Maintenance of Law and Order
- Category D - Public Welfare and Maintenance of National Economic Posture
- Category E - Emergency (applicable for provisioning requirements only)

1.9.3 Service Level Priorities

Cox Services may be assigned priority levels of "1" (Highest) through "5" (lowest) with additional emergency (E) assignment of priority level as outlined in NCSC 3-1, Section 15. The OPT is responsible for ensuring that TSP assignments are not concentrated at one priority level. For additional information refer to NCSC 3-1-1, Section 2.5, figure 2-3.

Cox may provide sub-priority level assignments for own internal use as provided under NCSC 3-1, Section 15. Conditions may arise that deem it necessary to preempt one or more Customer services with a lower or no restoration priority in order to install or restore NS/EP telecommunications service of a higher priority. The Company will make reasonable effort to notify the Customer of the action being taken if such preemptive action is necessary. Customers who have their service levels impacted from this situation may qualify for credit for such services in accordance with the provisions for credits as specified in the Cox Local Exchange Service tariff section 2.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Telecommunications Service Priority (TSP) System

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7.9.4 Qualifying TSP Services

The scope of work for identifying specific TSP services is described as follows:

- A) Priority Provisioning (Installation):  
The initial set-up and construction process for provisioning and supplying telecommunications services to a Customer, including all associated transmission, wiring and equipment, if provided by the Cox, at a time earlier than Cox standard order intervals. Cox standard order intervals are quoted on a case-by-case basis and are time/date sensitive.
- B) Priority Restoration:  
The restoration of Cox services currently being contracted by a Cox Customer at a time earlier than Cox standard order intervals. Cox standard order intervals are quoted on a case-by-case basis and are time/date sensitive.
- C) Priority Restoration Level Implementation (Assignment):  
Designated priority levels (1, 2, 3, 4, 5 and E) of service associated with the restoration of a particular NS/EP telecommunications service.
- D) Priority Restoration Level Change:  
Changes in priority level to any pre-assigned priority service levels for a NS/EP telecommunications service. This includes any extension of an existing priority level assignment to an expanded NS/EP service.
- E) Priority Restoration Administration and Maintenance:  
Administrative and maintenance necessary to correspond to NS/EP provided services.

7.9.5 Applicable Cox Service Profiles

Telecommunications services identified under this program support National Security or Emergency Preparedness (NS/EP) missions. The TSP System provides a guideline for Cox to provide priority restoration of services in case of an isolated incident or the result of large-scale or national disasters, emergencies, civil, or military crisis.

**The Cox TSP System applies to Cox "on-net"** Cox-owned switched or special access services. For facilities, where Cox does not provide the entire facility, Cox will issue the TSP Authorization code with the order to the carrier providing the non-Cox portion of the facility and Cox will pass these charges through to the Customer. The Cox TSP System does not include any resale or UNE/EEL type of facilities in which Cox may not control or provision all or part of the services provided. The Cox TSP System also applies only to Customers directly contracted with Cox. The TSP System applies only to NS/EP telecommunications services as outlined in NCSD 3-1, **Section 7 "Scope of the NS/EP TSP System"**.

Cox will, within the limits of good management and availability, make available the necessary facilities to restore service in the event of conditions supporting TSP. Restoration of services may require the use of temporary facilities such as wireless or ground level cable or fiber runs and drops. Restoration may also require the temporary use of government-owned facilities.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Telecommunications Service Priority (TSP) System

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7.9.5 Applicable Cox Service Profiles, cont'd.

All TSP services are identified by **specific "service profiles"**. The **service** profile defines the level of support to the portion of the telecommunications service that Cox owns and/or operates. The service profile is composed of the following element groups:

- Element Group A - Customer premises equipment. This may include Cox owned and/or managed routers, network interface devices and network termination equipment.
- Element Group B - Customer premises wiring. This may be included under the Cox Commercial Service Assurance Plan and/or separately contracted Customer premise construction.
- Element Group C - Operations. This is the actual service such as local dial tone service, Internet access, data transport, etc. provided by Cox.
- Element Group D - Technical Control Facility/Fault Detection/Isolation. This may be included under specific services contracted through Cox. Many Cox services are monitored for fault or failure by either our NOC (Network Operations Center) or SOC (Systems Operations Center). This may also include additional local service and troubleshooting.
- Element Group E - Service Testing. This may include Cox troubleshooting, initial provisioning circuit testing and/or maintenance testing during restoration.
- Element Group F - First service/Route Diversity. This may include first, or primary, services as well as diversity of Cox services provided through multiple routes, either virtual or real, provided by dual-route-builds into physical locations, BGP virtual routes over routers, SONET dual routing, etc.
- Element Group G - Facility/Site Access. This may include Cox co-located sites where Customer owned and/or maintained equipment or facilities reside, emergency access points for mobile communications vehicles, etc.

7.9.6 Specific Customer Information and Records

For Customers who obtain TSP System service, they acknowledge and consent to the provision of certain Customer service record information and/or Customer Proprietary Network Information (CPNI) by the Company to the National Communications System (NCS) in order for the NCS to maintain and administer the overall TSP System. This Customer service record information will include all relevant TSP System Service information and the TSP Authorization.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Telecommunications Service Priority (TSP) System

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7.9.7 Qualification Process

A potential TSP user must request a TSP assignment from the OPT (Office of Priority Telecommunications) located at the NCS (National Communications System). If the OPT approves a Cox Customer request, a TSP assignment will be forwarded back to the Customer in the form of a 12 digit TSP Authorization Code (NCSC 3-1-1, Section 2.4 for additional details). To obtain priority provision and/or restoration of a qualifying Cox service, a Cox Customer must this code to Cox when requesting TSP.

7.9.8 Rate Applications

The rates contained herein apply only to direct charges associated with the Cox TSP System. Rates for specific telecommunications services and products are covered under the current Cox Local Exchange tariff and may include recurring monthly charges, non-recurring charges, construction charges and mileage sensitive charges are outlined in the Cox tariff specific to services.

Rates for Priority Provisioning, Priority Restoration, are applied on a "per circuit" basis for special access services and on a "per line or trunk" basis for Switched Access Service. Priority Provisioning and Priority Restoration rates are applied as a one-time activation charge for each Cox TSP circuit, line and/or trunk service request. When an Access Service is ordered with both Priority Provisioning and Priority Restoration, the non-recurring charge for Priority Restoration applies for both the provisioning and the restoration.

The Administration and Maintenance charges are applied per line or trunk and per circuit for Special Access Service. Each loop or loop segment of a Special Access multi-point service will be treated as a separate circuit with charge applied on a per loop basis.

The Priority Level Change charge is applicable when the TSP System order activity is changing priority levels. It applies each time the level is changed to a higher or lower level or when moving to an "E" category.

For subsequent orders for additional lines and circuits, TSP System assignment may apply upon Customer request and review by Cox. When the TSP System is revoked, or discontinued, and the associated Service is continued in service, no charge applies for such discontinuance of Cox TSP.

When performing services under TSP where additional labor charges may apply, Cox will attempt to notify Customer of charges before the required additional labor is undertaken. The Customer, in obtaining a Priority Restoration, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain Services may cause certain delays and, as a result, could jeopardize the intent of early restoration of services provided under this program.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Telecommunications Service Priority (TSP) System

7.9.8 Rate Applications, **cont'd.**

In subscribing to the TSP System service, the Customer recognizes this condition, grants the Company the right to quote charges after the restoration or installation is completed and agrees to pay the charges.

	Non-Recurring Charges	Monthly Recurring Charges
Priority Provisioning Installation, per line, trunk or circuit	\$100.00	N/A
Priority Restoration Level Implementation, per line trunk circuit	\$100.00	N/A
Priority Level Change, per line, trunk, or circuit	\$100.00	N/A
Administration and Maintenance of Priority Restoration, per line, trunk, or circuit	N/A	\$9.00
Labor, construction, special equipment, additional facilities, and other resources related to the delivery of service under TSP conditions.	ICB	ICB

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service Offerings

8.1 Local Exchange Service

8.1.2 Local Line

1. Monthly Recurring Charges - Residential

(M)

The table below reflects the Company's Access line charges for all rate classes offered throughout the State of Connecticut.

Residential Flat Rate Service Options

	1 <sup>st</sup> Line <sup>1</sup>	2 <sup>nd</sup> Line	3 <sup>rd</sup> Line & Above
Cox Standard Service Option			
Flat Rate Option	18.50	12.50	12.50
Services Included	1 HR, CF	CF	CF
Min/Max	12.00/20.00	8.00/16.00	8.00/16.00
Flat Rate Option	18.50	18.50	12.50
Services Included	1HR, CF	1HR, CF	CF
Min/Max	12.00/20.00	12.00/20.00	8.00/16.00
Cox Combination Service Option			
Flat Rate Option	15.95	15.95	11.95
Services Included	1 HR, CF	1 HR, CF	CF
Min/Max	12.00/20.00	11.00/19.00	6.00/15.00
Flat Rate Option	15.95	11.95	11.95
Services Included	1 HR, CF	CF	CF
Min/Max	12.00/20.00	6.00/15.00	6.00/15.00

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(M) Material appearing on this page previously appeared on 5<sup>th</sup> Revised Page 59 and effective April 1, 2011 will no longer be available to new customers.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 146.

<sup>1</sup> A twelve-month \$5 senior citizen discount plus free installation is available to new Residential Customers fifty-five years of age and older following the establishment of service when sold through a direct sales representative.

## LOCAL EXCHANGE SERVICE

### SECTION 8 – Obsolete Service Offerings

#### 8.1 Local Exchange Service

##### 8.1.2 Local Line

#### 2. Custom Calling Features-Residential

	Monthly Recurring <sup>1</sup> (\$)			Per Use <sup>2</sup> (\$)			Nonrecurring <sup>3</sup> (\$)		
A la carte, per line equipped	Current	Min	Max	Current	Min	Max	Current	Min	Max
Busy Line Redial*	3.25	2.00	3.50	0.70	0.50	0.75	3.00	0.00	15.00
Call Forwarding* <sup>4</sup>	0.00	0.00	3.50				0.00	0.00	15.00
- Busy*	2.00	2.00	3.50				3.00	0.00	15.00
- <b>Don't Answer</b> *	2.00	2.00	3.50				3.00	0.00	15.00
Call Waiting ID*	8.50	5.00	11.00				3.00	0.00	15.00
Caller ID*	10.00	4.50	11.00				3.00	0.00	15.00
Long Distance Alert*	2.00	2.00	3.50				3.00	0.00	15.00
Selective Call Acceptance	4.50	2.00	5.00				3.00	0.00	15.00
Selective Call Forwarding	4.50	2.00	5.00				3.00	0.00	15.00
Selective Call Rejection	4.50	2.00	5.00				3.00	0.00	15.00
Speed Calling - 8	3.90	2.00	4.50				3.00	0.00	15.00
Three-Way Calling	5.50	2.00	5.00	0.70	0.50	0.75	3.00	0.00	15.00
Calling Packages									
Call Manager Package	11.95	5.00	15.00				3.00	0.00	15.00
Control Plus	11.95	0.00	15.00				3.00	0.00	15.00
Solutions Package	16.95	10.00	18.00				3.00	0.00	15.00
Active Lifestyle Package	8.95	0.00	9.95				3.00	0.00	15.00
Privacy Control	4.00	2.00	7.00				3.00	0.00	15.00

\* Denotes features included with the Solutions Package.

<sup>1</sup> Multiple features (priced at the \$3.25 level) on the same line will receive a \$1.25 discount per additional feature, except for the Selective Call features: Selective Call Acceptance, Selective Call Forwarding and Selective Call Rejection.

<sup>2</sup> Per Use Charges will not exceed the charges for seven uses per billing period, except for Call Trace.

<sup>3</sup> Only one Non-recurring charge will apply when a Customer purchases more than one feature in a single order. For Custom Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

<sup>4</sup> Toll charges apply if calls are completed outside of the local calling area.

## LOCAL EXCHANGE SERVICE

### SECTION 8 – Obsolete Service Offerings

#### 8.1 Local Exchange Service

##### 8.1.2 Local Line

#### 3. Line Rates - Business

##### 1. Month-to-Month

	Current	Min	Max
Flat Rate Line Service	41.00	5.00	47.00

##### 2. Term Pricing

Cox offers business customers Flat Rate Business Line Service as reflected above. For signing a 1-, 3- or 5-Year contract term, customers will receive a monthly term pricing as indicated below:

	12-MO	24-MO	36-MO	60-MO	Min	Max
Flat Rate Service	37.04	35.54	34.04	31.03	5.00	44.00

##### 3. Home Office

CLASS II				CLASS III		
	Current	Min.	Max	Current	Min	Max.
Flat Rate	19.30	15.57	21.00	20.30	16.47	22.00
<b>Add'l lines</b>	19.30	15.57	21.00	20.30	16.47	22.00
Combo Svc.	19.30	15.57	21.00	20.30	16.47	22.00
2nd line	19.30	15.57	21.00	20.30	16.47	22.00
<b>Add'l lines</b>	19.30	15.57	21.00	20.30	16.47	22.00

CLASS IV				CLASS V		
	Current	Min.	Max	Current	Min	Max.
Flat Rate	22.30	18.27	22.33	23.80	19.62	23.98
<b>Add'l lines</b>	22.30	18.27	22.33	23.80	19.62	23.98
Combo Svc.	22.30	18.27	22.33	23.80	19.62	23.98
2nd line	22.30	18.27	22.33	23.80	19.62	23.98
<b>Add'l lines</b>	22.30	18.27	22.33	23.80	19.62	23.98

(M) Material appearing on this page was formerly found on 12<sup>th</sup> Revised Page No. 60.



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LOCAL EXCHANGE SERVICE

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SECTION 8 – Obsolete Service Offerings

8.1 Local Exchange Service

8.1.2 Local Line

4. Line Business Calling Feature Packages

Business Value Package: Provides a business Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30, Busy Line Redial.

Business ID Package: Provides a business Customer with the following features: Caller ID, Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30, Busy Line Redial. This feature package requires specialized Customer Premises Equipment.

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(M) Material appearing on this page was formerly found on 8<sup>TH</sup> Revised Page No. 64.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.1 Local Exchange Service

8.1.3 Cox Connect Trunks

1. Direct Inward Dialing (DID)

Provides the Business Customer with Direct Inward Dialing over a single analog connection which can carry one-way, inbound traffic.

A Customer who orders DID will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified following. Rates for a volume of Numbers greater than 100 will be provided on an individual case basis.

A. Rates and Charges<sup>1</sup>

	Current Monthly					
	<u>NRC</u>	<u>Min.</u>	<u>Max.</u>	<u>Recurring</u>	<u>Min.</u>	<u>Max.</u>
DID Service Lines (each)	\$50	\$45	\$55	\$40	\$30	\$50
One Number	\$20	\$10	\$25	\$5	\$0	\$10
Each 20 DID Block	\$20	\$10	\$25	\$10	\$0	\$20
Each 100 DID Block	\$20	\$10	\$25	\$20	\$0	\$30
Block Compromise Charge <sup>2</sup>	\$450	\$0	\$500	N/A		

(M) Material appearing on this page previously appeared on Original Page 167.

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised pages 147 and 148.

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<sup>1</sup> In addition to the rates and charges identified above, the charges specified for PBX trunks in Section 3.1.3.1.C, 1 & 2 would apply.

<sup>2</sup> Permanent removal of a telephone number from a sequential number group per sequential number block.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service

8.1.3.2 Cox Connect Trunks

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- A. Where facilities and operating conditions permit, Cox Connect Service provides Business Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Cox Connect Trunks can be provisioned as either analog or digital and will be provided in the following manner:

1. Local Trunk-Basic

Cox Connect Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

(a) One-Way Outbound

Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

(b) One-Way Inbound or Two-Way

Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

Features: The following features are available:

	<u>NRC</u>	<u>Monthly</u>
Multiline Hunt Groups (per trunk or line)	\$10.00	\$2.50

(c) Trunk-Rates and Charges:

A Cox Connect Trunk-Basic Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.2.2(a) and 3.1.2.2(b.2) respectively.

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(M) Material appearing on this page was formerly found on Original Page No. 67.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.2 Cox Connect Trunks, cont'd

A. 1. Local Trunk-Basic, **cont'd**

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D. Public Access Line Service

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Description

1. Public Access Line (PAL) Service will apply for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public, e.g., stores, business places, including boarding or rooming houses and school or college buildings, where desired by the owner of the premises.
2. Basic PAL Service provides a measured access line from the network interface located at the Customer's **premises or other Customer arranged location** to **the Company's central office** and is provided only where facilities are available.
3. The PAL Service is provided with the following line treatments:
  - Dial Tone First – Enables the end user to dial emergency and 800-type numbers without requiring a coin deposit.
  - Originating Number Screening–Operator Screening – Alerts the operator that calls may not be billed to the PSP line.
  - Terminating Number Screening – Alerts operators throughout the country that collect and third number calls cannot be billed to this number.

(M)

(M) Material appearing on this page was formerly found on Second Revised Page No. 68.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service

8.1.3.2 Cox Connect Trunks, cont'd

A. 1. Local Trunk-Basic, cont'd

D. Public Access Line Service, cont'd

Terms and Conditions

2. The Customer shall be responsible for the installation, operation and maintenance of any PSP pay telephones used in connection with this service.
3. The Customer shall be responsible for the payment of charges for visits by a **Company employee to the Customer's premises when a service difficulty or trouble report results from the use of a PSP's pay telephones and facilities.**
4. The Customer shall be responsible for payment of charges for all messages originating from or accepted at this type of service.
5. PSP pay telephones must be registered in compliance with Part 68 of the Federal Communication's Commission (FCC's) Registration Program or connected behind FCC registered coupler.
6. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
7. The Company is not liable for end-user fraud associated with failure of the **Customer's** pay telephones to perform correctly.

(T/M)

(M)

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 68.1.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.2 Cox Connect Trunks, cont'd

A. 1. Local Trunk-Basic, cont'd

(T/M)

D. Public Access Line Service, cont'd

(M)

Terms and Conditions, cont'd

8. The following terms and conditions are specific to Smart PAL Service:

- (a) Separate lines are used for each pay telephone instrument installed. Off premises extensions are not permitted.
- (b) The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to, **the Company's network.**

8. The Customer must conform with any applicable rules and regulations established by the DPUC, which may include the following information:

- Telephone number
- Ownership
- Rates
- Repair reporting number
- Operating instructions for local and toll calling.

Rates and Charges

	<u>Payphone Access Line</u>
Monthly Recurring Charge	\$16.75
Non-Recurring Charge	\$50.00
Per minute of use	\$ 0.039
Per Call Set-up	\$ 0.25

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 68.2.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1. Local Exchange Service, cont'd

8.1.3.2 Cox Connect Trunks, cont'd

(T/M)

A.2. Direct Inward Dialing (DID)

(M)

Provides the Business Customer with Direct Inward Dialing over a single analog connection which can carry one-way, inbound traffic.

A Customer who orders DID will be charged applicable Non-Recurring Charges as specified following. Rates for a volume of Numbers greater than 100 will be provided on an individual case basis.

A. Rates and Charges<sup>1</sup>

	Current			Monthly		
	NRC	Min.	Max.	Recurring	Min.	Max.
DID Service Lines (each)	\$50	\$45	\$55	NA	NA	NA
One Number	\$20	\$10	\$25	\$5	\$0	\$10
Each 20 DID Block	\$20	\$10	\$25	\$10	\$0	\$20
Each 100 DID Block	\$20	\$10	\$25	\$20	\$0	\$30
Block Compromise Charge <sup>2</sup>	\$450	\$0	\$500	N/A		

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 69.

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<sup>1</sup> In addition to the rates and charges identified above, the charges as specified for PBX trunks in Section 3.1.3.1.C, 1 & 2 would apply.

<sup>2</sup> Permanent removal of a telephone number from a sequential number group per sequential number block.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.2 Cox Connect Trunks, cont'd

(T/M)

A.3. Local Trunk-Cox Connect 1.5 Trunk-Network Service

(M)

Local Trunk-Cox Connect 1.5 Trunk-Network Service -- Digital Interface provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System.

Local Trunk-Cox Connect 1.5 Trunk-Network Service -- Digital Interface can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

Applicable rate elements for Digital Interface include: (1) The Digital Connection; (2) The CO Channelization, per each DS1; and (3) the per-trunk Circuit Termination Charge rate element.

Cox Connect Trunk(s) provide Business Customers with voice-grade communication **channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System.** Cox Connect Trunks can be provisioned as either analog or digital and will be provided in the following manner:

A. Cox Connect Trunk-Basic

Cox Connect Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

i. One-Way Outbound

Provides the Customer with individual channels which are restricted to carry outbound traffic only.

ii. One-Way Inbound or Two-Way

Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.

iii. Cox Connect Trunk-Basic Rates and Charges

A Cox Connect Trunk Customer will be charged applicable nonrecurring charges and monthly recurring charges.

iv. Cox Connect Trunk-Basic

There are 24 trunks in DS1 and 24/23 in a PRI.

(M)

(M) Material appearing on this page was formerly found on Second Revised Page No. 70.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.2 Cox Connect Trunks, cont'd

(T/M)

A. 3. Local Trunk-Cox Connect 1.5 Trunk-Network **Service, cont'd**

(M)

C. Rates and Charges

1. Non-Recurring Charges

Digital Interface

Month-to-Month	1 Year	2 Year	3 Years	5 Years
\$800	\$800	\$700	\$600	\$400

2. Monthly Recurring Charges

Cox Connect 1.5 Digital Interface (per DSI)

Month-to-Month	1 Year	2 Year	3 Years	5 Years
\$800	\$600	\$560	\$525	\$475

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 71.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex

(T/M)

1. General

(M)

Cox, d.b.a. Cox Business Services, offers centrex service to its commercial End Users. The offering provides Customers a choice among three feature packages; Basic Centrex, Attendant Centrex, and Call Center Centrex. Additionally, the offering allows Customers the flexibility to augment their feature packages through the use of A-la-Carte feature additions.

Cox Connect Centrex is an integrated business network consisting of station **equipment (CPE) located at the Customer's premises and the Company's Nortel DMS-500 digital switch** located in the central office. It is the DMS-500 that provides the enhanced capabilities that affords the Customer both flexibility and economy.

2. Application

**Cox Centrex's flexible design offers services to** all sizes of organizations from small businesses using only a few lines to the most complex system with up to 100,000 lines. **Cox Centrex's flexibility** also provides convenient installation; as new features are developed, they can be added to the existing switch without it being taken out of service.

This service can be used for all sizes of business:

- ☐ Multiple offices that want abbreviated dialing
- ☐ Customer Service Groups
- ☐ Call Center Operations
- ☐ Technical Support or Help Desks
- ☐ Offices that want direct dialing without going through an attendant
- ☐ Business that want PBX functionality without the capital outlay.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 74.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

2. Application, **cont'd**

(M)

Meridian Business Sets and single line sets are connected directly to the DMS-500. There are no connecting points at the Customer premises, every Centrex terminal is directly connected to the DMS-500.

3. Customer Profile

Cox Connect Centrex Service is well suited for virtually any commercial Customer, as product applications in the marketplace are very diverse.

- ☐ Current Cox Business Services Customer
- ☐ U.S. based operations
- ☐ Product applications such as those listed in the previous section
- ☐ Tailored call coverage area
- ☐ Have existing local service and want to port the number to Cox Business Services
- ☐ Customers who want PBX functionality without managing it.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 75.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

4. Basic Centrex Package

(M)

The Basic Centrex package is the core **feature package in Cox's Centrex service** offering. The basic feature package contains the most requested centrex features and allows full functionality of the telephone network.

Basic Centrex Features

Abbreviated Dialing	Caller ID
Audio Interlude	Direct Inward Dialing
Auto Dial	Direct Outward Dialing
Call Forwarding All Calls	Distinctive Ring
Call Forwarding Busy	Group Intercom
<b>Call Forwarding Don't Answer</b>	Last Number Redial
Call Hold	Make Set Busy
Call Transfer	Message Waiting
Call Park	Speed Calling
Call Waiting	Three-Way Calling

Abbreviated Dialing

Abbreviated dialing is a feature of Cox Centrex that allows each member in a customer group to dial another member in the same customer group without having to dial the 7 or 10 digit telephone number. For customers under 25 lines, this feature can be delivered with Group Intercom at no charge, or through NCOS setup at \$2 a month extra. For customers over 25 lines, this feature can be delivered through NCOS setup.

Audio Interlude (AUDIO)

Where facilities exist and operating conditions permit, this system feature provides the ability for a customer group to have music, announcement, ringing, or silence applied to a calling line while on hold or in a queue for certain Cox Centrex features. This applies to calls coming in on a trunk or from a line.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 76.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

4. Basic Centrex Package, cont'd

(M)

Auto Dial (AUD) <sup>□</sup>

Business Set Automatic Dial is a station feature that allows a Business Set station user to call a frequently dialed number by pressing the assigned AUD key. The user is permitted to program and change the number in automatic dial.

Call Forwarding All Calls (CFU)

This station feature allows a station user to re-route incoming calls to another telephone number. This number can be within the customer group, the local calling area, a foreign exchange, or the call can be forwarded to an attendant.

Call Forwarding Busy (CFB)

This station feature allows all incoming calls directed to a busy station to be forwarded to a designated station within a customer group or to an attendant.

Call **Forwarding Don't Answer** (CFD)

This station feature automatically routes an incoming call to another designated station or to the attendant (within the customer group), if a called station does not answer within a specified time.

Call Hold (CHD)

This station feature is an optional feature that is available to single line sets only. Business Set users use the built-in Hold key.

Call Park (PRK)

The Call Park station feature allows a station to park one call against its own DN. The parked call can be retrieved from any station within the customer group. Once a call is parked against a DN, the user is free to make or receive calls on that DN.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 77.

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<sup>□</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

4. Basic Centrex **Package, cont'd**

Call Pickup (CPU)

Call Pickup allows a station to answer incoming calls to another station within a pre-set pickup group by dialing a feature activation code or pressing a CPU key.

Call Transfer and Three Way Calling (CXR & 3WC)

The station features Call Transfer and Three Way Calling both allow a station to include a third party in a call and then optionally transfer the call to the third party; the party also has the ability to talk privately with the destination before transferring the call, this capability is called Consultation Hold.

Call Waiting (CWT)

Call Waiting allows a station user, already talking on the phone, to be informed by a tone when another call is waiting to reach the station. Normally, the incoming caller hears audible ringing while the called station user hears the call waiting tone. A second burst of call waiting tone is applied after 10 seconds.

Caller ID<sup>□</sup>

Caller ID is really the Calling Name Display feature associated with a Business Set. This station feature allows name to be displayed for incoming or outgoing calls on a Business Set with display. Parties originating calls are able to see the name of the party they have dialed. Parties receiving calls are able to see the name of the party who is calling.

(T/M)

(M)

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 78.

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<sup>□</sup>use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

4. Basic Centrex Package, **cont'd**

(T/M)

Direct Inward Dialing (DID)

(M)

This allows for each user of Cox Centrex to have their own individual phone number so that each user can accept calls directly from outside the customer group without having to go through an attendant.

Direct Outward Dialing (DOD)

This allows for each user of Cox Centrex to access the PSTN network without an attendant. The user usually dials 9 then the phone number as usual. The actual number that the user dials is programmable and can be any number between 1-9.

Distinctive Ringing (DRING)

Distinctive Ringing is a *system feature* that gives a Cox Centrex subscriber the ability to determine the origination of a call by the cadence or variation of the ringing on the terminating end.

Group Intercom (GIC)

This feature allows a station abbreviated dialing to other station members within the same GIC group. The number of members in the GIC group will determine the dialing scheme. For example, a group of 10 members will use #0 - #9 and a group of 100 members will use #00 - #99.

Last Number Redial (LNR) (LNRA)<sup>□</sup>

Last Number Redial (LNR) allows a station user to redial the last called number by pressing one or two keys rather than dialing the entire number again. Once LNR is assigned to a set, activation is achieved by pressing the pound key (#). On a Business Set, LNR is assigned to each DN key that wants to activate the feature. The feature Last Number Redial from Set (LNRA)<sup>□</sup> allows Last Number Redial to be assigned to a set. It allows a user to access any free DN on the set and, by activating the feature, have the last number dialed from the set automatically redialed. LNRA must be assigned to Key 1 of the Business Set.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 79.

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<sup>□</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

4. Basic Centrex Package, cont'd

(M)

Make Set Busy (MSB)

This station feature allows the user to make their station lines busy to incoming calls. When the Make Set Busy option is in effect, the station continues to have the option of making outgoing calls and activating other features.

Message Waiting (MWT)

The Business Set indicator can be a solid LCD indicator beside the MWT keys or the red lamp on the M5208, M5216, or M5316 Meridian Business Sets.

Speed Calling (SCS) (SCL)

Speed Call Short List allows a user to store up to 10 numbers so that they can be dialed automatically by using single digit codes (0 to 9). Speed Call Long List allows a user to store up to 30, 50, or 70 numbers so that they can be dialed automatically by using single and double digit codes (0 to 9 and 10 to 70).

Three Way Calling (3WC)

*See Call Transfer*

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 80.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

5. Attendant Centrex Package

(M)

The Attendant Centrex package provides the tools necessary for receptionists, secretaries, executive assistants, or small call center attendants to effectively manage multiple incoming lines to a single attendant station. The Attendant Centrex package includes all the features of the Basic Centrex Package plus the additional features listed below.

Busy Lamp Field/Direct Station Selection	Key Short Hunt
Directed Call Park	Multiple Appearance DN
Executive Busy Override	Series Completion
Intercom	Station Camp-On

The additional features that are included in Attendant Centrex are described in Section B, following.

Busy Lamp Field/Direct Station Selection (BLF) <sup>□</sup>

The station feature provides two capabilities for Meridian Business Sets (MBS). Busy Lamp Field allows MBS users to monitor station status of a Directory Number (DN) or set through the use of MBS lamp states.

Direct Station Selection provides direct dialing to a monitored DN or set by means of the BLF key.

Directed Call Park (DCPK)

The Directed Call Park station feature has the same basic concept of the Call Park feature except that it allows the station to park a call against any valid centrex station directory appearance in the system, from where it may later be retrieved from any station.

Executive Busy Override (EBO)

The Executive Busy Override station feature allows a station to gain access to a busy station by flashing the switchhook during busy tone and dialing a feature activation code on a Single Line Set, or pressing a key on the Business Set.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 81.

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<sup>□</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

5. Attendant Centrex Package, cont'd

Intercom (ICM) □

The Intercom station feature allows a Business Set user to directly call a pre-designated Business Set by pressing the ICM feature key.

Key Short Hunt (KSH) †

The station feature Business Set Key Short Hunt allows incoming calls to hunt up through a set of DN appearances on a Business Set in search of an idle DN upon which to terminate.

Multiple Appearance Directory Numbers (MADN)

A directory number (DN) that is assigned to more than one Business Set or Single Line Set is called a Multiple Appearance Directory Number or MADN. The telephones that are assigned this DN are a MADN group.

Series Completion (SCMP)

Series Completion is a line option station feature that redirects calls from a busy DN to another designated DN in the same office.

Single Line Queuing (SLQ)

This station feature provides a Centrex set the ability to have calls wait in queue.

Station Camp-On (MBSCAMP) †

This station feature enhances the call transfer capability of the Meridian Business Set (MBS) by allowing an MBS to transfer the call to a busy station. If the busy station does not answer the call within a certain time period, the call is recalled to the originating station. This capability is known as "camp-on".

(M) Material appearing on this page was formerly found on First Revised Page No. 82.

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□ use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

6. Call Center Centrex Package

(M)

Call Center Centrex package provides business call center features or operator banks. Along with the features of Basic Centrex and most of the features of Attendant Centrex (excludes Executive Busy Override (EBO) and Intercom (ICM)), this package has additional features that make call center **employee's** jobs easier.

The additional features in Call Center Centrex are described below.

Malicious Call Hold (MCH)<sup>□</sup>

The Malicious Call Hold station feature allows a Business Set subscriber to hold a malicious call connection within the switching unit, enabling the call to be traced back to the originating party.

Multiline Hunting (MLH)

With this enhancement, when a DN in the multi-line hunt group is dialed, hunting starts at that DN and continues according to the hunt characteristics of that particular group.

Uniform Call Distribution (UCD)

The Uniform Call Distribution (UCD) feature allows for an even distribution of incoming calls to a DN answered by a group of Cox Centrex stations. This group of stations is called a UCD group.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 83.

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<sup>□</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

7. À-La-Carte Features

The Company makes available the features listed below on an a-la-Carte basis. As an a-la-Carte example, a customer purchases the Basic Centrex package, but would also like the Intercom feature added to all, or a portion, of the centrex stations without subscribing to the Attendant Centrex package. The Customer may purchase the Intercom feature as an a-la-carte enhancement of the Basic Centrex package. Additional features not listed below may be available on a case by case basis and **offered at the Company's** sole discretion.

Account Codes	Malicious Call Hold <sup>□</sup>
Authorization Codes	Multiple Appearance DN <sup>□</sup>
Automatic Call Distribution	Multiline Hunting <sup>□</sup>
Automatic Line	Ring Again
Call Center Mgmt Information System	Series Completion <sup>□</sup>
Call Forward Remote Access	Single Line Queuing <sup>□</sup>
Call Trace	Speed Calling <sup>□</sup>
Direct Inward System Access	Station Message Detail Recording
Directory Number Hunt	Station Camp-On <sup>□</sup>
Directed Call Park <sup>□</sup>	Uniform Call Distribution <sup>□</sup>
Executive Busy Override <sup>□</sup>	
Executive Message Waiting	
Intercom <sup>□</sup>	

Account Codes

This feature allows a user to enter a billing number into an SMDR for charge-back purposes. This Account Code (ACCT) may be from 2 to 14 digits in length. The length is the same for all stations in a customer group.

The account code feature permits:

- A station user to enter a cost accounting or client billing number into an SMDR record.
- A station user to be prompted for an Account Code because of the called number and the station's attributes
- A station user to be prompted by the DMS-500 for an Account Code because of the Authorization Code of the called number
- A station user to enter a cost accounting or client billing number when an incoming call is answered.

(M) Material appearing on this page was formerly found on First Revised Page No. 84.

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<sup>□</sup> See preceding Sections 3.1.4.4, 3.1.4.5 and 3.1.4.6 for feature descriptions.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

7. À-La-**Carte Features, cont'd.**

(M)

Authorization Codes

An authorization code (AUTH) is a specific set of digits assigned to and used by a station user. By assigning each employee an authorization code, the business can track who makes each call, particularly toll calls. The authorization code can be either voluntary or required to complete the call. An authorization code can range in length from 2 to 12 digits, with the length fixed for the customer group. These codes are recorded on the customer's SMDR report so they can be tracked.

Entering an Authorization Code:

- Identifies an authorized user in the Centrex network
- Records an Authorization Code in the MSDR for billing and analysis purposes
- Assigns a Network Class of Service (NCOS) designation to a person rather than to a station or incoming trunk group.

Automatic Call Distribution (ACD)

DMS Meridian Automatic Call Distribution is a system feature that enables operating companies to offer customers complete ACD service. ACD efficiently handles large volumes of incoming calls by distributing them equally among a group of answering positions. This feature will be priced on an individual case basis and therefore is not included in the a la carte pricing.

Automatic Line (AUL)

Automatic Line (AUL) provides an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. The automatic connection is made to a stored number consisting of 1 to 15 digits.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 85.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

7. À-La-Carte Features, cont'd

(M)

Call Center Management Information System (CCMIS)

CCMIS is designed for customers whose call-center operations are served by a single DMS-500 or Meridian ACD server. CCMIS software provides agent and group performance-monitor screens, historical archiving and reports, load-management capabilities, and profile maintenance. This feature will be priced on an individual case basis and therefore is not included in the a la carte pricing.

Call Forward Remote Access (CFRA)

This allows a station to activate or deactivate CFU, CFI, or CFF from a line other than its own. The feature CFU, CFI, or CFF must already exist on the line being activated or deactivated; CFRA alone does not provide these features.

Call Trace

Call Trace allows the customers to trace the number of the last call received and have it automatically reported to Cox. Call Trace will trace the call, record the **customer's** number and the number of the caller, and then forward the information to the appropriate law enforcement agency. The Customer must file a complaint with the appropriate law enforcement agency for action.

Direct Inward System Access (DISA)

Direct System Inward Access (DISA) is a *system feature* that enables selected outside callers the capability to dial from the switched network directly into the DMS-500, and gain access to the Centrex facilities without attendant assistance.

Callers dial a 7 or 10 digit software directory number or an inwats DISA number to access their Centrex. Automatic answer is provided to callers prompting either for an authorization code or presenting dial tone. Callers can then access Centrex facilities depending upon **NCOS restrictions set against users' authorization** codes or against their DISA numbers.

With the DISA feature, the customer should also use the SMDR and Authorization Codes features. The DISA feature is accessible from Digitone (DTMF) sets only.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 86.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

7. À-La-**Carte Features, cont'd**

(M)

Directory Number Hunt (DNH)

There are two hunting options:

- Sequential – Each line in the Directory number Hunt (DNH) group has its own unique DN. The hunt group can be accessed by dialing the main number, Pilot DN, or by dialing the DN of one of the hunt group members. Hunting is sequential starting as the number dialed and ending at the last number in the hunt group.
- Circular – If option CIR (circular hunting) is assigned to the DNH group, all lines in the hunt group will be hunted regardless of the start point of hunting.

Executive Message Waiting (EMW) <sup>□</sup>

The Executive Message Waiting (EMW) feature allows users to receive message-waiting indication and see display information showing whom has left the Call Request message.

Message List Editing (MLE) is not a line option, but is provided as part of EMW. It allows users with display MBS sets to review and edit any or all of the queued messages.

Station Message Detail Recording (SMDR)

A major part of battling long-distance abuse is being aware of the volume and types of calls being placed from Centrex stations. Employees who know that records of toll calls will be made available to management are likely to be more careful in using long-distance facilities. SMDR is the call detail recording system within the DMS-500 intended to record call information for the Centrex end-user.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 87.

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<sup>□</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

7. A-La -Carte Features, **cont'd**

(M)

Station Message Detail Recording (SMDR), **cont'd**

SMDR is provided directly to the end user, with no processing or sorting function performed by Cox Business Services. Our Centrex management software, C3C from Strata Group, records and sends the SMDR records to each our customers automatically based on their preferred schedule. Making the process simply and easy so that our customers do not have to put with the hassle of keeping up with it.

A variety of call details are recorded in SMDR, such as calling party, called digits, originating, and terminating types. The SMDR formats are unique to Meridian Digital Centrex and are not the same or in any way related to the call record formats used for creating AMA records or CDR records.

Data recorded on a per-call basis includes:

- Customer group identification
- Originating Party identification
- Terminating Party identification
- Date and start time of the call
- Call duration
- Digits dialed
- Expensive route warning tone identification
- Authorization code
- Account code
- Feature code identification, when applicable

The ultimate objective for the end user SMDR is to gain information about the use of the end **customer's** telecommunications facilities. This information may be used to allocate costs within the end user organization, to monitor usage (and possible abuse) of the system by the station users, or to plan ongoing telecommunications requirements.

Ring Again (RAG)

This feature allows a station user encountering a busy DN to be notified when the busy station becomes idle, and the system automatically re-dials that same number.

(M)

(M) Material appearing on this page was formerly found on First Revised Page No. 88.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

8. Regulations

- A. Cox Centrex is furnished subject to the availability of network facilities and features from central **office switching equipment located in the Company's central office**. The service allows for normal station activity including incidental additions and deletions.
- B. Each system established must consist of a minimum of two (2) main station lines. Main **station lines connect the Customer's Premises Equipment (CPE) and the Company's central** office switching equipment.
- C. Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this tariff.
- D. Cox Centrex lines will be equipped with the standard features as specified in the Basic Centrex Package, Section 3.1.4.4, preceding. Current Customers of FITS I & II Centrex packages will become obsolete effective January 10, 2001. Obsolete systems may add stations and new locations with FITS feature packages until the term of the **Customer's contract** has expired. At such time, the Customer must convert the FITS Centrex package to the minimum centrex service offering, the Basic Centrex Package or discontinue the **Company's service**.
- E. Temporary suspension of service is not applicable with this service.
- F. When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the customer.
- G. Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message (Number Referral Service). The standard central office recorded announcement equipment will intercept incoming calls to unassigned station numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the Centrex group.

(T/M)

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(M)

(M) Material appearing on this page was formerly found on Second Revised Page No. 89.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

8. Regulations, cont'd

(M)

- A. End User Surcharges as specified in **the Company's FCC No. 4, Section 5** apply as appropriate. Application of End User Surcharges for Centrex lines used by residents of dormitory living quarters, barracks and nursing homes will be considered residential service. Station lines terminated in dormitory housing for administrative or business use will be considered business service.

For Centrex service, the additive equivalent to the Interstate Business or Residential (where appropriate) End User Common Line Charge will be discontinued and hereafter be applied on a one-on-one basis (1 unrestricted line = 1 EUCL Charge).

(M)

(M) Material appearing on this page was formerly found on Second Revised Page No. 90.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

8. Regulations, **cont'd**

- A. Centrex rates and charges apply for a fixed period of time from 12 months to 60 months (service period plan) and are guaranteed against Company initiated change for the duration of the plan. Customer Specific pricing will apply for Centrex service periods greater than 60 months or for centrex stations in quantities greater than 24.

Upon the expiration of the original service period plan a Customer must select a new service period plan or the rates applicable will be forty percent (40%) higher than the 1-Year term contract rates.

- B. Provisioning of the Customer Premises Equipment (CPE) and software for use with Automatic Call Distribution (ACD) is the responsibility of the Customer. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ACD service render any facilities provided by the Customer obsolete, or requires modification of such equipment.
- C. A mixture of Flat Rate and Measured/Message Rate Local Exchange Service will not be allowed.
- D. Calling Name and/or Number Service Interaction.  
The calling name and/or number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller data. If a Customer with Call Waiting and Caller ID, and is on an existing call, the second incoming call will not be displayed. The second incoming call will receive a call waiting tone.
- E. Termination charges will apply for Centrex service if discontinued or transferred to another address before the expiration of the initial contract period. Additionally, termination charges will apply when a Centrex system is reduced to the extent that the station capacity (lines) falls into the next lower range of the contract schedule.

(M) Material appearing on this page was formerly found on Second Revised Page No. 91.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

9. Rates and Charges

(M)

A. Flat Rate Pricing

The three packages available in the Centrex offering are priced below. One-time charges apply for each package per line or station. Customers must purchase a minimum of 2 Centrex lines.

	Nonrecurring Charges	Monthly Recurring Charges				
Basic Centrex	Installation, per line	Month-to-Month	1-Year	2-Year	3-Year	5-Year
2-25 lines	\$10	\$37.14	\$29.39	\$27.72	\$26.06	\$23.76
26-100	\$10	\$33.72	\$21.82	\$20.84	\$19.84	\$17.85
101-500	\$10	\$28.96	\$18.85	\$18.00	\$17.16	\$15.48
501 +	\$10	\$23.56	\$15.48	\$14.80	\$14.13	\$12.78
Attendant Centrex						
2-25 lines	\$10	\$37.14	\$23.02	N/A	\$21.82	\$19.62
26-100	\$10	\$33.72	\$21.82	N/A	\$19.84	\$17.85
101-500	\$10	\$28.96	\$18.85	N/A	\$17.16	\$15.48
501 +	\$10	\$23.56	\$15.48	N/A	\$14.13	\$12.78
Call Center Centrex						
2-25 lines	\$10	\$37.14	\$23.02	N/A	\$21.82	\$19.62
26-100	\$10	\$33.72	\$21.82	N/A	\$19.84	\$17.85
101-500	\$10	\$28.96	\$18.85	N/A	\$17.16	\$15.48
501 +	\$10	\$23.56	\$15.48	N/A	\$14.13	\$12.78
À la Carte Features						
2-25 lines	N/A	\$4.00	\$3.60	N/A	\$3.20	\$3.20
26-100	N/A	\$3.60	\$3.24	N/A	\$3.88	\$2.88
101-500	N/A	\$3.06	\$2.75	N/A	\$2.45	\$2.45
501 +	N/A	\$2.45	\$2.20	N/A	\$1.96	\$1.96

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(M) Material appearing on this page was formerly found on 6th Revised Page No. 92.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.3 Cox Connect Centrex, cont'd

(T/M)

9. **Rates and Charges, cont'd**

(M)

B. Other Required Charges

One-Time Initial Customer Setup Charge	\$100	per customer group
Miscellaneous Move/Add/Changes Charge	\$20	per change per station
Centrex Mgmt. Software Setup Charge	\$150	per customer group
SMDR Record Retrieval Setup Charge	\$50	per customer group
SMDR Record Retrieval Monthly Charge	\$50	MRC per account
Meridian Business Set surcharge	\$2	per month per MBS
Abbreviated Dialing* <i>*Abbreviated dialing at no charge after 25 lines</i>	\$2	monthly recurring
USAGE BASED RATES		
Call Trace	\$4.75	per use

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(M) Material appearing on this page was formerly found on Second Revised Page No. 93.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT- PRI SERVICE

GENERAL

Where facilities and operating conditions permit, Cox Connect-PRI Service is an optional form of local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). Cox Connect-PRI Service is a high-capacity access path for communications providing voice or data transmission over the public network.

1. Explanation of Terms

Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots, is dedicated to a given call.

ISDN Primary Rate Interface (ISDN PRI)

ISDN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and business trunks. It can also be used as loop transport for circuit-switched data applications. ISDN PRI is provisioned on the 1.544 megabit per second (Mbps) bandwidth and uses the Integrated Services Digital Network (ISDN) architecture to provide the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, ISDN-PRI provides the Customer with the service capabilities and features described in the following.

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(M) Material appearing on this page was formerly found on First Revised Page No. 94.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT- PRI SERVICE, cont'd

1. Explanation of **Terms, cont'd**

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The ISDN architecture consists of digital switching systems which connect Primary Rate Interface lines to their servicing central office.

Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI Customer premises equipment (CPE) located at the customer premises must be compatible with the network interface.

Optional Service Features Package

The Optional Service Features Package incorporates the optional features Calling Line Identification and Call-by-Call Service Selection. These features are included in the monthly charges as defined in section 3.1.5.5 following.

Primary Rate Access Facility

The Primary Rate Access Facility provides a high-capacity access path at a transmission speed of 1.544 megabits per second (Mbps) for communications **between the customer's premises and the central office**. Each Primary rate Access Facility supports one ISDN-PRI Interface Arrangement.

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(M) Material appearing on this page was formerly found on First Revised Page No. 95.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT- PRI SERVICE, cont'd

(T/M)

1. **Explanation of Terms, cont'd**

(M)

Primary Rate Interface (PRI) Arrangement

ISDN PRI Arrangement is a customer premises to central office service providing ISDN capabilities. The PRI arrangement consists of **23 "B" channels and one "D" channel or 24 "B" channels, which are defined as follows:**

B Channel

The B channel is a 64 kilobit per second (Kbps) channel used for information transfer between Customers. The B channel may be used in conjunction with circuit-switched service.

D Channel

The D channel is a 64 kilobit per second (Kbps) channel that carries signaling and control for the B channels.

PRI Trunk Group

A PRI Trunk Group is a group of channels which are designated as one of the following:

Incoming Exchange Trunk Group  
Outgoing Exchange Trunk Group  
Two-Way Exchange Trunk Group

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(M) Material appearing on this page was formerly found on First Revised Page No. 96.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT- PRI SERVICE, cont'd

(T/M)

1. Explanation of Terms, cont'd

(M)

Simulated Facility Group

A Simulated Facility Group is a software defined register used to limit the number of simultaneous calls with specific attributes.

Customers subscribing to Cox Connect-PRI must comply with ISDN Primary Rate Interface specifications as designated by the Company.

2. Service Capabilities

Cox Connect-PRI provides the capability to:

- A. Transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any B channel.
- B. Where available, one D channel can control up to 20 PRI Interface Arrangements depending on facility capabilities. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- C. Allow B channels to be designated for specific services, such as Incoming Exchange Trunks, Outgoing Exchange Trunks and Two-Way Exchange Trunks, or optionally configure channels to access Incoming and Outgoing Exchange Trunks on a per call basis. Two-way Exchange Trunks may not be accessed on a Call-by-Call basis.
- D. Allow the Customer to have access to the directory number of the calling party.

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(M) Material appearing on this page was formerly found on First Revised Page No. 97.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT-PRI SERVICE, cont'd

(T/M)

3. Conditions

(M)

Customers subscribing to ISDN-PRI must comply with ISDN Primary Rate Interface specifications as designed by the Company.

- A. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- B. ISDN compatible terminal equipment is a requirement for operation. It is the **Customer's responsibility** to obtain and power such equipment.
- C. Cox Connect-PRI service does not preclude the Customer from originating or receiving circuit-switched voice calls from inside or outside either his/her serving central office or his/her Local Exchange Area. Where facilities are available, the Customer will be able to originate and receive circuit-switched data calls outside of his/her serving central office.
- D. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the Cox Connect-PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-channels to be controlled by a single D channel.

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(M) Material appearing on this page was formerly found on First Revised Page No. 98.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT- PRI SERVICE, cont'd

(T/M)

4. Features

(M)

Standard Features available with Cox Connect-PRI:

**α.** Back-up D Channel

Automatically takes over for a failed D channel in case of trouble.

**β.** Call-by-Call Service Selection

As an option to the Dedicated B Channel Configuration, B channels may be configured to access multiple services on a per call basis. The Customer premises equipment signals the local central office as to what type of service to access for each call.

**χ.** Calling Line Identification

Allows the Customer to have access to the directory number of the calling party.

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(M) Material appearing on this page was formerly found on First Revised Page No. 99.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.1 Local Exchange Service, cont'd

8.1.3.4 COX CONNECT-PRI SERVICE, cont'd

5. Rates and Charges

A. Application of Rates

1. The trunk dial tone is included in the Cox Connect-PRI Service rates and charges.
2. The Measured Trunk Usage rates specified in the Local Exchange Services tariff apply, as appropriate, to each trunk provisioned on the Cox Connect-PRI Service using the circuit-switched voice arrangement.
3. Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. DID Trunk connections are included upon request and provisioned on the Cox Connect-PRI Interface Arrangement.
4. Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.
5. Trunk hunting is included in the ISDN-PRI Service rates and charges.
6. Rates and charges for ISDN-**PRI's** in quantities greater than ten (10) may be provided on an individual case basis.

B. Rates

Cox Connect PRI	Month-to Month	1 Year	2 Years	3 Years	5 Years
Monthly (per PRI)	\$1250	\$1050	\$850	\$650	\$500
Installation (per PRI)	\$1000	\$800	\$700	\$600	\$400
Reconfiguration Chg.	\$300	\$300	\$300	\$300	\$300

(M) Material appearing on this page was formerly found on Second Revised Page No. 100 and 3rd Revised Page No. 101.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

8.2.1 General

Digital Centrex Fiber Integrated Telephone Service (FITS) I is a flat rate business service with a 5 line minimum and a 100 line maximum. FITS I is the standard package for business centrex. The FITS II offering includes the standard business package plus enhanced centrex features. Where facilities and operating conditions permit, Cox Centrex Service is provided via a Cox Fiber Integrated central office facility.

FITS I standard features are included on all lines in the system as defined in (B.) below. FITS II features which are included on all lines in the system are defined in (C.) Enhanced Features following.

- a. Digital Centrex Service is provided over loop start facilities which link the Company-provided Centrex dial switching equipment and customer-provided equipment. (T)
- b. Digital Centrex FITS I equips all lines in the system with the standard features shown Section B. following. Customers subscribing to this service are required to pay the monthly rate for service as specified in the attached "Rate Schedule," whether or not all standard features are activated at initial installation. (T)
- c. A Customer may elect to subscribe to the Digital Centrex FITS II enhanced features specified in Section D., at initial installation or subsequent to initial installation, subject to the applicable non-recurring charge specified in "Features Pricing Schedule" following. (T)
- d. The monthly rate for Digital Centrex FITS I and II offering is covered by a service period plan and is guaranteed against Company-initiated change for the duration of the service period. The minimum service period plan is 12 months. (T)
- e. If the service is terminated in whole or in part by the Customer after the initial installation but prior to the completion of the service period, the Customer shall be obligated to pay the remaining months of the service period selected. (M)

(M)Material appearing on this page previously appeared on Original pages 143 and 144.

(D) Material previously appearing on this page was duplicative of material previously appearing on Original Page 145. Therefore it has been deleted. (D)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(M)(T)

8.2.2 FITS I

(T)

1. Standard Features

(T)

All lines in FITS I are equipped with the following standard features:

- Call Waiting/Cancel Call Waiting
- **Call Forwarding - Busy Line**
- Call Forwarding - No Answer
- Call Forwarding - Variable
- Call Hold
- Call Pick-Up
- Call Transfer - All Calls
- Distinctive Ring
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Hunting
- Line Treatments
- Station-to-Station Dialing
- Three-Way Conference Calling
- Touch-Tone

2. Standard Feature Definitions

(T)

Call Waiting - Permits a Customer to receive an audible tone which will indicate an incoming call is waiting, if the called line is busy.

Cancel Call Waiting - Permits a Call Waiting Customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

Call Forwarding - Busy Line - Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding -No Answer - Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding - Variable - When activated at a line by a Customer, provides for the forwarding of all calls attempting to terminate at that line to another Customer specified line within **customer's system or outside the system**.

(M)

(M)Material appearing on this page previously appeared on Original pages 144 and 145.

(M)Material previously appearing on this page has been moved to 1<sup>st</sup> Revised pages 148 and 149.

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(M)(T)

8.2.2 FITS I

(T)

3. Standard Feature Definitions

(T)

Call Hold - Enables a line Customer to place a call on hold for any length of time provided that neither party goes off hook. Code access activated.

Call Pick-Up Group(s) - Enables a line within a Digital Centrex system Pick-Up Group to answer incoming calls to another line within the same Pick-up Group by dialing a code. One or more Call Pick-Up Groups may be established.

Call Transfer - All Calls - Allows a line Customer to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation hold.

Distinctive Ringing - Provides a unique pattern of ringing to permit the line Customer to distinguish between intragroup and DID calls.

Direct Inward Dialing (DID) - Allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing (DOD) - Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (dial 9 for intergroup calls).

Hunting - Permits the routing of calls to an idle line in a prearranged group, when the called line is busy. The hunting is either circular or series. The hunt starts with the number dialed.

Line Treatments - The Company at the customer's request will allow or deny individual line features. The treatments can be arranged to control all calls originating or terminating on lines and tie trunks.

Station-to-Station Dialing - Enables individual line customers in the system to directly dial other lines in the same system without the assistance of an attendant.

Three-Way Conference Calling - Enables a line customer to establish voice connection involving the Customer and two other parties. The line customer, by switchhook operation is able to place an existing call on hold and call the telephone number of a third party, thereby effecting a three-way conference call.

Touch Tone - Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 149.

(M)

(M) Material appearing on this page previously appeared on Original pages 145 and 147.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(M)(T)

8.2.3 FITS II

(T)

1. Standard Features

All lines in FITS II are equipped with the standard features in Section 3.1.4.2 above plus the following features:

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| • Automatic Callback - Intragroup    | • Call Park                        |
| • Directed Call Pickup               | • Enhanced Hunting Arrangement     |
| • Speed Calling                      | • Multi Line Hunt Group(MLHG)      |
| • Automatic Callback                 | • Last Number Redial               |
| • Call Forward of Call Waiting Calls | • Conference Calling - up to 6-Way |

2. Standard Features Definitions

(T)

Automatic Callback - Intragroup - Enables a line customer calling a busy line within the system to be automatically connected to the called line when the line becomes idle.

Directed Call Pickup

- (i) With barge-in - Permits a line customer to answer a call ringing on another line in the Centrex group by dialing a code. If the called line has already been answered, the initiating line may barge-in to the answered all and be connected to a three-way call.
- (ii) Without barge-in - Permits a line customer to answer a call ringing on another line in the Centrex group by dialing a code.

Speed Calling - Individual 30-Number List - Allows a line customer to call a predesignated seven or ten-digit telephone number by dialing a valid two digit dialing code. The customer-changeable speed calling list furnished contains 30 codes.

Automatic Callback - Permits a Customer who places an intrasystem call to a busy Centrex number to be automatically connected to that line when both the called and calling station lines are available.

Call Forward of Call Waiting Calls - Allows station customers that have Call Forwarding and Call Waiting assigned to their lines to forward Call Waiting calls that are not answered within a set period of time automatically to a predetermined destination.

Call Park - Provides the station customer the ability to park a call against the station number. The parked call may be retrieved from any station in the Centrex group by dialing a code and the station number parked.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 150.

(M) Material appearing on this page previously appeared on Original pages 147 and 148.

(M)



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(T)

8.2.3 FITS II

(T)

2. Standard Features Definitions

(M)(T)

Enhanced Hunting Arrangements Incoming - calls to a busy Centrex line are redirected to a predetermined number(s) to search for an idle line on which to complete the call. If no idle number is found, a busy tone is provided. These types are available.

- i. Circular Hunt - permits a complete hunt over all of the station lines in a particular Multi-Line Hunt Group (MLHG). Hunting starts with the dialed number and continues to the last terminal prior to the dialed number in the MLHG. Circular Hunt is only provided with Uniform Call Distribution, Preferential Hunt or Multiple Position Hunt.
- ii. Series or Serial Hunt - allows a limited number of Centrex lines to be programmed in either a sequential (consecutively numbered) or non-sequential (non-consecutively numbered) order for hunting purposes. Series hunting is done through the ordered list until an idle line is encountered or the end of the list is reached. Call handling line features can be added to the last directory number in the series to increase call completion probability. Series Completion redirects a call only once to any given line.
- iii. Enhancement - redirects a call from a busy DN to another DN giving greater flexibility by providing circular Call-Forward, Busy-type chaining.
- iv. Distributed Line Hunting - starts the hunting at the first idle line after the previous hunt and continues until the starting point is reached.

Multi Line Hunt Group (MLHG) a group of lines with common terminating (incoming call) features that are grouped together to share translation data. Hunting is provided by a common program (shared translations) for the group of lines. Each line is identified by a multi-line terminal number, not a Centrex number.

(M)

- i. Enhancement - allows the assignment of Multiple Pilot Directory Numbers to a MLHG. Hunting can therefore begin at different points in the group depending on the number dialed.
- ii. Non-Hunt Telephone Number - a MLHG can contain station lines which have associated non-hunt directory numbers. If the station line is busy on a call, another call to the non-hunt number will receive busy treatment. These non-hunt numbers are not in the MLHG and do not have access to the MLHG or MPH features.
- iii. Preferential Hunt - permits a pre-hunt over a preferential list of station lines before hunting the entire MLHG. Each station can be associated with a particular preferential list within a MLHG.
- iv. Secretarial - allows more than one Centrex line to hunt to the same line in a linear pattern.

(M) Certain material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 151.

(M)

(M) Certain material appearing on this page previously appeared on Original Page 149.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(T)

8.2.3 FITS II

(M)(T)

2. Standard Features Definitions

(T)

Last Number Redial - Allows a designation of a station feature button to initiate redial of the last number called.

Conference Calling - up to 6-Way - Allows a Customer to add up to 6 additional parties to an existing call.

(M)

8.2.4 Rates and Charges

(T)

Digital Centrex FITS I and II rates and charges apply for a fixed period of time from 12 months to 60 months (service period plan) and are guaranteed against Company initiated change for the duration of the plan.

Upon the expiration of the original service period plan a Customer must select a new service period plan or the rates applicable will be those offered under the 12 month service period plan. The Company reserves the right to change the Digital Centrex I rates, as described in the Flexible Pricing Plan which follows:

1. Flexible Pricing Plan

- a. Digital Centrex I and II service equivalent link and equivalent port rates may be decreased selectively and in varying amounts, so long as the rates cover their relevant costs.
- b. Digital Centrex I and II service equivalent line and equivalent port rates may be increased selectively and in varying amounts not to exceed 25% per year.
- c. The Company reserves the right to change the rates as described in (a) and (b) preceding at any time upon 10 days notice to the Department by providing a revised Rate Schedule and appropriate cost support information.
- d. Changes in Digital Centrex I rates will apply as of the effective date of the change.
- e. A rate will not be changed unless it has been in effect for at least 30 days.
- f. Appropriate Customer notification of rate changes will be made.
- g. Digital Centrex I rates may be changed in accordance with the provisions of (a) through (f) preceding, on a wire center by wire center basis.

(M) Certain material appearing on this page previously appeared on Original Page 150.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service

(T)

8.2.4 Rates and Charges

(T)

2. Customer Specific Pricing Arrangements

Prices for Digital Centrex FITS I and II equivalent links and equivalent ports may be determined on a customer specific basis using relevant costs. Customer specific prices will be made available to similarly situated Customers on a non-discriminatory basis. Customer specific prices for a group of Digital Centrex Customers can be developed by the Company.

3. Change of Customer Digital Centrex I and II

With the written permission of the Company, the obligation to pay the remaining monthly rates of the selected service period may be assigned to another Customer at the same location.

In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected service period, the new Customer assumes the conditions applicable to Digital Centrex FITS at the time of the assignment.

A request for a transfer of service between the Customers at the same time as a request for a relocation of service is permitted.

4. Relocation of Service Digital Centrex FITS I and II

A Customer, except those under a Customer Specific Pricing, will be permitted to relocate all or part of his lines to another location served by the Company, subject to the availability of facilities, without incurring termination charges. The number of lines in service at the new location must be greater than or equal to the number of lines in service at the former location. The service period plan will be moved with the service. Service period plan billing must continue unchanged or a new plan equal to or greater than both remaining lines in service and months in the service period plan may be elected. In addition, a service charge, a new line installation charge or line conversion charge will apply.

5. Conversions of Service - Digital Centrex FITS I and II

(M)

An existing Centrex service Customer with less than 101 lines served from a digital switch may convert to Digital Centrex service with no termination liability provided that the new Digital Centrex service must be equal to or greater than the current lines in service and the new service period be a minimum of 12 months plus the remaining months in the current Centrex service agreement.

(M)

(M) Certain material appearing on this page previously appeared on Original Page 153.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.2 Digital Centrex FITS I & II Service (T)

8.2.4 Rates and Charges (T)

6. Digital Centrex FITS I and II Service Guarantee

A new Centrex Customer may remove their Digital Centrex system, upon written notification to the Company within 90 days of the original service period, without termination liability. Such guarantee provides for a refund of any initial non-recurring charges incurred by the Customer.

7. Non-Recurring Charges - Digital Centrex FITS I and II

The following non-recurring charges apply for the connection of Digital Centrex Service. Such charges may be amortized into the line rate over a period of six months:

- a. New Installation - consistent with relevant non-recurring charges applicable to 1MB/1FB.
- b. Conversion - consistent with relevant non-recurring charges applicable to change of telephone number.
- c. Optional Feature Activation - consistent with activation of custom calling features on 1MB/1FB.

8. Waiver of Non-Recurring Charges - Digital Centrex FITS I and II

The Company will waive certain non-recurring charges for the connection of Digital Centrex Service and/or Digital Centrex Port Only Service.

(M) Certain material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 152. (M)

## LOCAL EXCHANGE SERVICE

### SECTION 8 - Obsolete Service Offering

#### 8.2 Digital Centrex FITS I & II Service

(T)

##### 8.2.4 Rates and Charges

(T)

9. For Centrex FITS I & II service, an additive equivalent to the Interstate Business End Customer Common Line Charge will apply on a PBX trunk equivalency basis according to the following table:

<u>Total Unrestricted Line</u>	<u>PBX Trunk Equivalency</u>
1	1
2	3
3	4
4 to 6	5
7 to 10	5
11 to 15	6
16 to 21	7
22 to 28	8
29 to 36	9
37 to 45	10
46 to 54	11
55 to 64	12
65 to 75	13
76 to 86	14
87 to 100	15
Each Additional 15 lines	1

#### 10. Payment Plans

(M)

FITS I & II Service offers the Customer a fixed monthly rate plan for a specific contract term. The Customer may select from 1-, 2-, 3- or 5-year contract terms.

	MRC			NRC		
FITS I	Current	MIN	MAX	Current	MIN	MAX
YR 1	\$21	\$17	\$25	\$100	\$0	\$200
YR 2	\$20	\$16	\$24	\$100	\$0	\$200
YR 3	\$19	\$15	\$23	\$100	\$0	\$200
YR 5	\$17	\$13	\$21	\$100	\$0	\$200
FITS II						
YR 1	\$25	\$20	\$30	\$250	\$0	\$300
YR 2	\$24	\$19	\$29	\$250	\$0	\$300
YR 3	\$23	\$18	\$28	\$250	\$0	\$300
YR 5	\$21	\$16	\$26	\$250	\$0	\$300

(M)

(M) Certain material appearing on this page previously appeared on Original Page 155.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

8.3.1 Optional Calling Plans – Residence

1. Cox U.S. 250 Savings Plan

This optional Residential long distance calling plan provides Cox Customers a competitively price alternative for moderate users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. The plan has a monthly recurring charge of \$15.00, which includes up to 250 minutes of intrastate and interstate usage. Additional minutes over the included 250 will be assessed \$0.07 per minute all day, every day, on direct dialed calls.

2. Cox U.S. 500 Savings Plan

This optional Residential long distance calling plan provides Cox Customers a competitively price alternative for substantial users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and CNMI. The plan has a monthly recurring charge of \$25.00, which includes up to 500 minutes of intrastate and interstate usage. Additional minutes over the included 500 will be assessed \$0.05 per minute all day, every day on direct dialed calls.

3. Cox U.S. Savings Plan\*

This optional calling plan will provide Cox Residential Customer's account a **competitively price** alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, Puerto Rico, the U.S. Virgin Islands, Guam, and CNMI. The plan is a flat \$0.07 per minute all day, every day on direct dialed calls with a monthly recurring fee of \$3.95.

4. Connecticut One Rate Plan

This optional intrastate Calling Plan will be available to new and existing Residential Customers who select Cox as their intrastate long distance service provider. The Calling Plan has a monthly recurring charge of \$4.00 and permits a subscriber unlimited calls that originate and terminate within the State of Connecticut.

(M)  
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(\*) Effective April 1, 2011 this service will no longer be available to new customers.

(M) Material formerly located on page 103.0.1.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(T)

8.3.1 Optional Calling Plans – Residence

(M)(T)

5. Cox Unlimited Connection Call Plan

(T)

a. General

(T)

Where facilities exist and operating conditions permit, the Cox Unlimited Connection Call Plan offers Residential Customers in **company's service area with unlimited intrastate** and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

(T)

Residential Customers in Company's service area who subscribe to:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance for both the intra- and inter-LATA toll services on that same line; and
- iii. Either the Control Plus or the Solutions feature package on that same line.
- iv. Basic Voice Mail (optional)

c. Terms and Conditions

(T)

- i. The applicable monthly recurring charge for the Cox Unlimited Connection<sup>(sm)</sup> Plan will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- iii. The unlimited toll calls under this plan are directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within Connecticut, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- v. The Company may monitor the **Customer's toll usage subject to this plan**. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

(T)

(M) Material previously appearing on this page has been moved to 2<sup>nd</sup> Revised Page 163.

(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 103.0.3 and 1<sup>st</sup> Revised 103.0.4 and effective April 1, 2011 will no longer be available to new customers.

(M)

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

8.3.1 Optional Calling Plans – Residence

5. Cox Unlimited Connection Call Plan

c. Terms and Conditions, cont'd.

- vi. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel **the Customer's access to toll service; or may move the Customer's toll** service to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).
- vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

d. Monthly Recurring Charges

Plan with Cox Residential Control Plus Feature Package	\$12.06	(R)
Plan with Cox Residential Solutions Feature Package	\$7.06	(R)



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(T)

8.3.1 Optional Calling Plans – Residence

(M)(T)

5. Cox Unlimited Value Plan

(T)

a. General

(T)

Where facilities exist and operating conditions permit, the Cox Unlimited Value Plan offers Residential **Customers in the Company's service** area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

(T)

Residential **Customers in the Company's service area** who subscribe to:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance<sup>1</sup> for both the intra- and inter-LATA toll services on that same line.

c. Terms and Conditions

(T)

- i. The applicable monthly recurring charge for the Cox Unlimited Value Plan will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- iii. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- v. The **Company may monitor the Customer's toll usage** subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the **Customer's toll minutes of use in any month exceed 5,000 minutes**, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

(T)

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(M) Material previously appearing on this page has been moved to 2<sup>nd</sup> Revised Page 165.

(M)

(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised pages 103.0.5.1 and 103.0.5.2 and effective April 1, 2011 will no longer be available to new customers.

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<sup>1</sup> Call detail will not be provided on bill. A nonrecurring charge as set forth in 3.1.2.2.A preceding will apply for requests for call detail.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(T)

8.3.1 Optional Calling Plans – Residence

(M)(T)

5. Cox Unlimited Value Plan

(T)

c. Terms and Conditions

(T)

vi. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; **or may move the Customer's toll service to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).**

(T)

vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

(T)

viii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

(T)

d. Rates and Charges

(T)

Monthly Recurring Charge: \$29.95

(M)

(M) Material previously appearing on this page has been moved to 4<sup>th</sup> Revised Page 166.

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 103.0.5.2 and effective April 1, 2011 will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(T)

8.3.1 Optional Calling Plans – Residence

(M)(T)

6. Cox Unlimited Solutions Plan

(T)

a. General

(T)

Where facilities exist and operating conditions permit, the Cox Unlimited Solutions Plan offers Residential Customers in **Company's** service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

(T)

Residential Customers in **Company's service area who subscribe to:**

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance<sup>1</sup> for both the intra- and inter-LATA toll services on that same line; and
- iii. Cox Solutions Feature Package; and
- iv. Basic Voice mail (optional)

(T)

(T)

(T)

(T)

c. Terms and Conditions

(T)

- i. The applicable monthly recurring charge for the Cox Unlimited Solutions Plan will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- iii. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

(T)

(T)

(T)

(T)

(M)

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 167.

(M)

(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 103.0.5.3 and effective April 1, 2011 will no longer be available to new customers.

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<sup>1</sup> Call detail will not be provided on bill. A nonrecurring charge as set forth in 3.1.2.2.1 preceding will apply for requests for call detail.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

- 8.3 Message Telecommunications Services (MTS) (T)
- 8.3.1 Optional Calling Plans – Residence (M)(T)
6. Cox Unlimited Solutions Plan (T)
- c. Terms and Conditions (T)
- v. The Company may monitor the **Customer's** toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or **if the Customer's toll** minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein. (T)
- vi. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the **Customer's toll** service to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans). (T)
- vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>. (T)
- viii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers. (T)
- d. Rates and Charges
- Monthly Recurring Charge: \$39.95 with/without Voice Mail (M)
- (M)
- (M) Material previously appearing on this page has been moved to Original Page 168.
- (M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 103.0.5.4 and effective April 1, 2011 will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3	Message Telecommunications Services (MTS)	(T)
8.3.1	Optional Calling Plans – Residence	(M)(T)
7.	Nationwide 1,000 Minute Call Plan	(T)
a.	General	(T)
	Where facilities exist and operating conditions permit, the Cox Nationwide 1,000 Minute Call Plan offers Residential Customers in Company's service area a 1,000 minute pack of intrastate and interstate direct-dialed toll minutes subject to the conditions below.	
b.	Eligibility	(T)
	Residential Customers in Company's service area who subscribe to:	
	i. One flat-rated Residential Access Line,	
	ii. Solutions Package,	
	iii. Cox Long Distance for both the intra- and inter-LATA toll services, and	
	iv. Voice Mail.	
c.	<u>Terms and Conditions</u>	(T)
	i. The applicable monthly recurring charge for the Cox Nationwide 1,000 Minute Call Plan will be billed in advance in accordance with this tariff as applicable to the payment of recurring charges for local exchange service.	(T)
	ii. A Customer will automatically be enrolled in the Cox Simply Five Call Plan for any minutes over the 1,000 minute threshold. Minutes under this plan will be billed at 5 cents per minute and partial minutes will be rounded up to the next whole minute.	(T)
	iii. The toll calls under this plan are direct-dialed from the customer's designated line to any destination within the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, and American Samoa.	(T)
	iv. The intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply to operator-assisted, collect calls, calls billed to a third party or credit cards, calls to directory assistance, or calls made through per-use feature activation.	(T)
	v. For additional rates, terms, and conditions specific to interstate interLATA toll usage, refer to the Customer Services Agreement at <a href="http://www.cox.com/telephone/customerservicesagreement.asp">http://www.cox.com/telephone/customerservicesagreement.asp</a> .	(T)
D.	<u>Rates and Charges</u>	
	Monthly Recurring charge: \$18.73	(M)
		(M)

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 155.

(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 103.0.6 and effective April 1, 2011 will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

8.3.1 Optional Calling Plans – Residence

7. Nationwide 1,000 Minute Call Plan

Residential Calling Plans, cont'd.

Nationwide 1,000 Minute Call Plan (w/Premier Feature Pak)

1. General

Where facilities exist and operating conditions permit, the Cox Nationwide 1,000 Minute Call Plan offers **Residential Customers in Company's service area a 1,000 minute pack of** intrastate and interstate direct-dialed toll minutes subject to the conditions below.

2. Eligibility

Residential Customers in **Company's service** area who subscribe to:

- a. One flat-rated Residential Access Line,
- b. Premier Feature Pak,
- c. Cox Long Distance for both the intra- and inter-LATA toll services, and
- d. Voice Mail.

3. Terms and Conditions

- a. The applicable monthly recurring charge for the Cox Nationwide 1,000 Minute Call Plan will be billed in advance in accordance with this tariff as applicable to the payment of recurring charges for local exchange service.
- b. A Customer will automatically be enrolled in the Cox Simply Five Call Plan for any minutes over the 1,000 minute threshold. Minutes under this plan will be billed at 5 cents per minute and partial minutes will be rounded up to the next whole minute.
- c. The toll calls under this plan are direct-dialed from the **customer's designated** line to any destination within the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, and American Samoa.
- d. The intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply to operator-assisted, collect calls, calls billed to a third party or credit cards, calls to directory assistance, or calls made through per-use feature activation.
- e. For additional rates, terms, and conditions specific to interstate interLATA toll usage, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp>.

4. Rates and Charges

Monthly Recurring charge: \$18.73

(M)

(M)

(M) Material formerly located on page 103.0.6

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(M)(T)

8.3.2 Optional Calling Plans – Business

(T)

1. Cox LD Solutions

(T)

Cox LD Solutions, the one-, two- or three-year term long distance call plan, provides Business Customers a competitively priced long distance product. The call plan is available to new and existing customers that choose Cox Local and Long Distance, both PIC and LPIC. The plan covers the 48 contiguous states. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls terminating in the 50 states and the District of Columbia will be billed in 6-second increments and rounded up to the next highest increment. All calls terminating in Puerto Rico and US Virgin Islands will be billed in 6-second increments with a 30-second minimum.

If this plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate **Customer's usage** during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10/minute will be used to re-rate all usage charges up to the termination date.

Calls that originate and terminate in the State of Connecticut will be assessed the following per-minute rate based on cumulative MOU's and term selected:

Minutes-Of-Use (MOU)	1 Year	2 Year	3 Year
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001+	\$0.065	\$0.0585	\$0.0553

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(M) Material previously appearing on this page has been moved to Original Page 169.

(M)

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 156.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(M)(T)

8.3.2 Optional Calling Plans – Business

(T)

2. Cox LD Enterprise

Cox LD Enterprise, the one-, two- or three-year term long distance call plan, provides an eligible Business Customer with a competitively priced long distance product. The call plan is available to new and existing customers that select Cox Local, Cox Long Distance (both PIC and LPIC) and Cox high-speed internet service. The plan covers the 48 contiguous states. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per minute. All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls terminating in the United States are billed in 6-second increments and rounded up to the next highest increment. All calls terminating in Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

If this plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10 per minute will be used to re-rate all usage charges up to the termination date.

Calls that originate and terminate in the State of Connecticut will be assessed the following per-minute rate based on cumulative MOU's and term selected:

Minutes-Of-Use (MOU)	1 Year	2 Year	3 Year
0-10,000	\$0.070	\$0.0630	\$0.0595
10,001-20,000	\$0.065	\$0.0585	\$0.0553
20,001+	\$0.060	\$0.0540	\$0.0510

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(M) Material previously appearing on this page has been moved to Original Page 170.

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 157.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(M)(T)

8.3.2 Optional Calling Plans – Business

(T)

3. Cox Toll-Free Solutions

The Domestic Toll-Free Term Call Plan provides Business Customers with a reduced rate for toll free calls originated in the continental United States. Business Customers may select from a one-, two- or three-year term call plan. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

Calls that originate and terminate in the State of Connecticut will be assessed the following per-minute rate based on **cumulative MOU's** and term selected:

Minutes-Of-Use (MOU)	1 Year	2 Year	3 Year
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001+	\$0.065	\$0.0585	\$0.0553

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(M) Material previously appearing on this page has been moved to Original Page 171.

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 158.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(M)(T)

8.3.2 Optional Calling Plans – Business

(T)

4. Cox Dedicated LD Solutions

Cox Dedicated LD Solutions, a one, two or three-year term dedicated long distance call plan, provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing customers that choose Cox Local and Cox Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Calls that originate and terminate in Connecticut will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls originating in Connecticut are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 Year
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001-40,000	\$0.065	\$0.0585	\$0.0553
40,001-80,000	\$0.055	\$0.0495	\$0.0468
80,001-160,000	\$0.050	\$0.0450	\$0.0425
160,000+	\$0.045	\$0.0405	\$0.0383

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 144.

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 159.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(M)(T)

8.3.2 Optional Calling Plans – Business

(T)

5. Cox Dedicated LD Enterprise

Cox Dedicated LD Enterprise, a one, two or three-year term dedicated long distance call plan, provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Calls that originate and terminate in Connecticut will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls originating in Connecticut are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 Year
0-10,000	\$0.070	\$0.0630	\$0.0595
10,001-20,000	\$0.065	\$0.0585	\$0.0553
20,001-40,000	\$0.060	\$0.0540	\$0.0510
40,001-80,000	\$0.050	\$0.0450	\$0.0425
80,001-160,000	\$0.045	\$0.0405	\$0.0383
160,000+	\$0.040	\$0.0360	\$0.0340

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 145.

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 160.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS)

(T)

8.3.2 Optional Calling Plans – Business

(M)(T)

6. Cox Dedicated TF Solutions

Cox Dedicated TF Solutions, a one, two or three-year term dedicated toll free call plan, provides eligible Business Customers a competitively priced toll free product for calls that originate in the continental United States. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use charges (MOU) will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Calls that originate and terminate in Connecticut will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 Year
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001-40,000	\$0.065	\$0.0585	\$0.0553
40,001-80,000	\$0.055	\$0.0495	\$0.0468
80,001-160,000	\$0.050	\$0.0450	\$0.0425
160,000+	\$0.045	\$0.0405	\$0.0383

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 158.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans (T)

In addition to the rates identified for each individual Business Optional Calling plan contained in this Section 3.1.5.5.B, a non-recurring change charge of \$25.00 will be assessed to Business Accounts to new/renewal Business Customers who elect to change/upgrade their existing Optional Calling Plan within sixty- (60) days of installation.

A. The Business Nickel Call Plan (T)

This Business Nickel Call Plan provides Cox Business Customers with a competitively priced alternative to the standard long distance plan. The Call Plan is available to new and existing customers who subscribe to one of the three term call plans (one-, three-, or five-year term commitment) and choose Cox Long Distance for both PIC and LPIC. The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly recurring charge and billed on six-second increments and rounded up to the next highest increment, with a minimum of 18-seconds. Additionally, there is a corresponding interstate call plan that includes state-to-state calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin islands, Guam and CNMI. As an added benefit to this plan, the Customer will receive free LD minutes each month depending on the number of lines associated with the account pursuant to the table below. The benefit is granted per account.

Number of Lines	Free Minutes
2 through 5	250
6 through 10	500
11+	1,000

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans, cont'd (T)

B. Cox Switched LD Solutions III

Cox Switched LD Solutions III is a one-, two-, three- or five-year term long distance direct dialed Business call plan. The call plan is available to new and existing Business Customers that choose Cox Local and Long Distance, both PIC and LPIC. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls will be billed in 6-second increments and rounded up to the next highest increment.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate **Customer's usage during** the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10/minute will be used to re-rate all usage charges up to the termination date.

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds at the following per-minute rate based on cumulative **MOU's and term selected**:

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.075	\$0.068	\$0.063
250-499	\$0.073	\$0.067	\$0.062
500-999	\$0.071	\$0.066	\$0.061
1,000-2,499	\$0.069	\$0.065	\$0.061
2,500-4,999	\$0.065	\$0.061	\$0.057
5,000-9,999	\$0.059	\$0.056	\$0.052
10,000-49,999	\$0.058	\$0.055	\$0.051
50,000-99,999	\$0.056	\$0.053	\$0.049
100,000+	\$0.054	\$0.051	\$0.047

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans, cont'd (T)

C. Cox Switched LD Enterprise III (T)

Cox Switched LD Enterprise III is a one-, two-, three- or five-year term direct dialed long distance Business call plan. The call plan is available to new and existing Business Customers that select **Cox Local, Cox Long Distance (both PIC and LPIC) and Cox Affiliated Company's** high-speed Internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls are billed in 6-second increments and rounded up to the next highest increment.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate **Customer's** usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10 per minute will be used to re-rate all usage charges up to the termination date.

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds at the following per-minute rate based on **cumulative MOU's and term selected**:

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.068	\$0.061	\$0.057
250-499	\$0.066	\$0.060	\$0.056
500-999	\$0.064	\$0.059	\$0.055
1,000-2,499	\$0.062	\$0.059	\$0.055
2,500-4,999	\$0.059	\$0.055	\$0.051
5,000-9,999	\$0.053	\$0.050	\$0.047
10,000-49,999	\$0.052	\$0.050	\$0.046
50,000-99,999	\$0.050	\$0.049	\$0.044
100,000+	\$0.049	\$0.046	\$0.042

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans, cont'd (T)

D. Cox Switched LD Enterprise V (T)

Cox Switched LD Enterprise V is a one-, three- or five-year term direct dialed long distance Business call plan. The call plan is available to new and existing Business Customers that select the following services and conditions: (1) Cox Local, (2) Cox Long Distance (both PIC and LPIC), (3) Cox **Affiliated Company's** high-speed Internet service, and (4) commits to spend twenty-five dollars (\$25) monthly. All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls are billed in 6-second increments and rounded up to the next highest increment. Direct dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate **Customer's** usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10 per minute will be used to re-rate all usage charges up to the termination date.

Calls will be assessed the following per-minute rate based on cumulative **MOU's and term** selected:

Minutes-Of-Use	1 Year	3 Year	5 Year
0-10,000	\$0.060	\$0.054	\$0.048
10,001-20,000	\$0.055	\$0.050	\$0.044
20,001-60,000	\$0.050	\$0.045	\$0.040
60,000 – 100,000	\$0.048	\$0.043	\$0.038
100,001 – 300,000	\$0.046	\$0.041	\$0.037
300,001 – 500,000	\$0.044	\$0.040	\$0.036
500,001 +	\$0.043	\$0.039	\$0.035



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans, cont'd (T)

E. LD Select Calling Plan (T)

The Cox LD Select Calling Plan is a one-, three- or five-year term optional calling plan with a minimum term of one-year. The call plan is available to new and existing Business Customers that choose Cox for their Local and Long Distance (both PIC and LPIC) service. This Plan is offered as a stand-alone optional calling plan or in conjunction with the Business Unlimited Calling Plan for those account lines that require an optional calling plan for non-qualifying Business Unlimited Service Plan subscribed lines.

All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of Interstate and Intrastate usage. All Domestic calls will be rated at the standard long distance rate of \$0.10 per minute first to determine the actual monthly volume of usage (MVU). Once the Customer's **MVU is determined, the calls** are then re-rated at the appropriate Interstate discounted rate.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this Tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$0.10/minute will apply to re-rate all usage charges up to the termination date.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans - Business - cont'd (T)

7. Business Calling Plans, cont'd (T)

F. LD Select Calling Plan (T)

Domestic Interstate<sup>1</sup> and Intrastate calls are billed in 6-second increments with a 6-second minimum. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.

DISCOUNT	1 Year	3 Year	5 Year
Monthly Volume Usage	Inter	Inter	Inter
\$0 - \$50	28%	36%	36%
\$51 - \$1,000	32%	40%	40%
\$1,001 - \$4,000	36%	44%	44%
\$4,001 - \$10,000	40%	46%	46%
\$10,001 +	42%	52%	52%

RATE AFTER DISCOUNT	1 Year	3 Year	5 Year
Monthly Volume Usage	Inter	Inter	Inter
\$0 - \$50	\$0.072	\$0.064	\$0.064
\$51 - \$1,000	\$0.068	\$0.060	\$0.060
\$1,001 - \$4,000	\$0.064	\$0.056	\$0.056
\$4,001 - \$10,000	\$0.060	\$0.052	\$0.052
\$10,001 +	\$0.056	\$0.048	\$0.048

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<sup>1</sup> Unregulated service under this Tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans – Business – cont'd (T)

7. Business Calling Plans, cont'd (T)

G. Cox Switched LD Advantage Plan (T)

Cox Switched LD Advantage is a one-, three-, or five-year term direct dialed Long distance Business call plan. The call plan is available to new and existing Business Customers that choose Cox for their Local and Long Distance (both PIC and LPIC) service.

All minutes of use (MOU) charges will be assessed based on minutes of interstate usage. Calls will be billed in 6-second increments with a 6-second minimum and rounded up to the next highest increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.

Pricing for this call plan starts at a \$0.09 per minute all day, every day on interstate<sup>1</sup> direct-dialed calls without any revenue commitments. The actual rate charged each month depends on (1) the length of the Term (1-Year, 3-Year, or 5-Year Terms) and (2) the monthly dollar volume. The monthly volume usage thresholds range from \$0.00 to \$10,001+ and are based on interstate and intrastate toll usage charges for long distance service. All calls will be rated at the standard long distance rate of \$0.10 per minute first to determine the actual monthly volume of usage (MVU). Once the **Customer's MVU** is determined, the calls are then re-rated at the appropriate interstate discounted rate.

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<sup>1</sup> Unregulated service under this Tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.2 Optional Calling Plans - Business - cont'd (T)

7. Business Calling Plans, cont'd (T)

H. Cox Switched LD Advantage Plan (T)

Long distance (interstate and intrastate) toll usage contributes toward monthly volume usage and is eligible for discount under this calling plan. Customer will be charged the applicable fixed rates below based on Customer's MVU on its Cox Long Distance Interstate usage:

Interstate Discount	1 Year	3 Year	5 Year
Monthly Volume Usage	Inter	Inter	Inter
\$0 - \$50	10%	20%	20%
\$51 - \$1,000	15%	25%	25%
\$1,001 - \$4,000	20%	30%	30%
\$4,001 - \$10,000	25%	35%	35%
\$10,001+	30%	40%	40%

Rate After Discount	1 Year	3 Year	5 Year
Monthly Volume Usage	Inter	Inter	Inter
\$0 - \$50	\$0.090	\$0.080	\$0.080
\$51 - \$1,000	\$0.085	\$0.075	\$0.075
\$1,001 - \$4,000	\$0.080	\$0.070	\$0.070
\$4,001 - \$10,000	\$0.075	\$0.065	\$0.065
\$10,001+	\$0.070	\$0.060	\$0.060

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate the Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by the Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$0.10 per minute will be used to re-rate all usage charges up to the termination date.

The plan is subject to the terms and conditions contained in the Customer Services Agreement, which may be found at <http://www.cox.com/telephone/customerservicesagreement.asp> ("Agreement").

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.3. Toll Free Service (T)

1. Toll Free Call Plans (T)

A Cox Toll Free Solutions III (T)

The Cox Toll-Free Solutions III call plan provides Business Customers with a switched inbound toll free call plan. Business Customers will select from a one-, two-, three- or five-year term call plan. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls are billed in 6-second increments and rounded up to the next highest increment.

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds and will be assessed the following per-minute rate based on cumulative **MOU's and term** selected:

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.075	\$0.068	\$0.063
250-499	\$0.073	\$0.067	\$0.062
500-999	\$0.071	\$0.066	\$0.061
1,000-2,499	\$0.069	\$0.065	\$0.061
2,500-4,999	\$0.065	\$0.061	\$0.057
5,000-9,999	\$0.059	\$0.056	\$0.052
10,000-49,999	\$0.058	\$0.055	\$0.051
50,000-99,999	\$0.056	\$0.053	\$0.049
100,000+	\$0.054	\$0.051	\$0.047

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.3 Message Telecommunications Services (MTS) (T)

8.3.3. Toll Free Service (T)

1. Toll Free Call Plans (T)

B. Cox Toll-Free Enterprise III (T)

The Cox Toll-Free Enterprise III call plan provides Business Customers with a switched inbound toll free call plan. Business Customers will select from a one-, two- or three/five-year term call plan. The call plan is available to new and existing customers that select Cox Local, Cox Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed Internet service. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls are billed in 6-second increments and rounded up to the next highest increment.

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-second and will be assessed the following per-minute **rate based on cumulative MOU's and term selected:**

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.068	\$0.061	\$0.057
250-499	\$0.066	\$0.060	\$0.056
500-999	\$0.064	\$0.059	\$0.055
1,000-2,499	\$0.062	\$0.059	\$0.055
2,500-4,999	\$0.059	\$0.055	\$0.051
5,000-9,999	\$0.053	\$0.050	\$0.047
10,000-49,999	\$0.052	\$0.050	\$0.046
50,000-99,999	\$0.050	\$0.049	\$0.044
100,000+	\$0.049	\$0.046	\$0.042

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.4. Dedicated Long Distance Service

(T/M)

A. General

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Dedicated outbound long distance service permits Business Customers, with substantial outbound call volumes, to complete calls to diverse service areas. Dedicated outbound service is distinguished from other services by the existence of a dedicated, special access connection from the Customer's premises to the Company's Point of Presence (POP). The dedicated facility would at a minimum be an Integrated DS-1 that provides a digital connection to the Customer. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

B. Terms and Conditions

Minimum Service Period:

The minimum service period for Dedicated LD service is one year except where special construction is requested and in which case the minimum period may be longer. Special construction agreements require minimum commitment periods and are defined via contractual agreements.

Minimum Facility Requirements:

The Dedicated LD minutes will be carried on an Integrated DS-1 facility. Integrated DS-1 facility allows a Customer to access multiple Company Services on the same facility. These facility arrangements are normally at minimum one-year commitments and are billed in advance of Service and reflect the rates in effect as of the date of the invoice. The non-recurring and monthly recurring charges for the dedicated access facility are in addition to the usage rates detailed below for the dedicated LD product.

Facility Ordering:

In order to prevent interference or impairment of this service and any other service provided on the facility, the Customer must order an adequate number of access paths to handle the expected demand. The Customer should consider the following items when ordering the facility: (1) total call volume, (2) average call duration, (3) time-of-day sensitivity, and (4) busy hour.

(M)

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 114.1.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.4. Dedicated Long Distance Service, cont'd

(T/M)

B. Terms and Conditions, cont'd

(M)

Early Termination Charges

If service is disconnected prior to the expiration of the term, early termination charges will apply for both the dedicated facility and dedicated LD usage.

1. Early Termination of the Dedicated Facility

Customers who terminate service prior to the end of the service term as selected will be liable for the cancellation charge associated with all costs, fees and expenses incurred in connection with the dedicated facility and shall be calculated as follows:

- a. all charges waived by the Company to establish the dedicated facility to Customer, plus
- b. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- c. all Monthly Recurring Charges associated with the dedicated facility for the unexpired balance of the current term.

2. Early Termination of Usage Charges

Customers who terminate service prior to the end of the service term as selected by Customer will be liable for a cancellation charge which shall be calculated as follows: Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the difference between the monthly rate for the service term selected by Customer and the rate for service applicable to the longest term plan for service the Customer could have satisfied prior to discontinuance and multiplying this difference by the number of minutes of service actually provided to Customer. All per-minute charges for each month shall be at the per-minute charge based on rate associated with **Customer's highest MOU for the month. Cox bills** Interstate calls in six-second increments and rounds up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Call Plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox will re-rate Customer's usage as provided in this Section.

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 114.2.



## SECTION 8 - Obsolete Service Offerings

#### 8.3.4. Dedicated Long Distance Service, cont'd

B. Terms and Conditions, cont'd

## Customer Requirements

### C. Rates and Charges

Monthly Recurring <u>Charge</u>	Non- Recurring <u>Charge</u>
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Dedicated DS-1 Facility Charge, per facility	\$300.00	\$250.00
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### Dedicated LD Usage Charges

Rate per minute	\$.10
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Effective: December 1, 2019

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.4. Dedicated Long Distance Service, cont'd

(T/M)

D. Optional Call Plans

(M)

Cox Dedicated LD Solutions III

Cox Dedicated LD Solutions III is a one-, two-, three- or five-year term dedicated direct dialed long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminating in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing customers that choose Cox Local and Cox Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Calls that originate and terminate in Connecticut will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.070	\$0.063	\$0.058
250-499	\$0.068	\$0.062	\$0.057
500-999	\$0.066	\$0.061	\$0.055
1,000-2,499	\$0.064	\$0.060	\$0.054
2,500-4,999	\$0.060	\$0.056	\$0.052
5,000-9,999	\$0.058	\$0.054	\$0.050
10,000-49,999	\$0.056	\$0.052	\$0.048
50,000-99,999	\$0.054	\$0.050	\$0.046
100,000+	\$0.052	\$0.048	\$0.044

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 114.4.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.4. Dedicated Long Distance Service, cont'd

(T/M)

D. Optional Call Plans, cont'd.

(M)

Cox Dedicated LD Enterprise III

Cox Dedicated LD Enterprise III is a one-, two-, three- or five-year term dedicated direct dialed long distance call plan. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Business Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds and will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls terminating in Connecticut are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.063	\$0.057	\$0.052
250-499	\$0.061	\$0.056	\$0.051
500-999	\$0.059	\$0.055	\$0.050
1,000-2,499	\$0.058	\$0.054	\$0.049
2,500-4,999	\$0.054	\$0.050	\$0.047
5,000-9,999	\$0.052	\$0.049	\$0.045
10,000-49,999	\$0.050	\$0.047	\$0.043
50,000-99,999	\$0.049	\$0.045	\$0.041
100,000+	\$0.047	\$0.043	\$0.040

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 114.5.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service

(T/M)

A. General

(M)

Dedicated toll free (TF) service permits Business Customers, with substantial toll free call volume, to receive inbound calls from diverse service areas. Dedicated toll free service is distinguished from other services by the existence of a dedicated, special access connection from **the Customer's premises to the Company's Point of Presents (POP)**. The dedicated facility would at a minimum be an Integrated DS-1 that provides a digital connection to the Customer. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

B. Terms and Conditions

Minimum Service Period:

The minimum service period for Dedicated TF service is one year except where special construction is requested and in which case the minimum period may be longer. Special construction agreements require minimum commitment periods and are defined via contractual agreements.

Minimum Facility Requirements:

The Dedicated TF minutes will be carried on an Integrated DS-1 facility. An Integrated DS-1 facility allows a Customer to access multiple Company Services on the same facility. These facility arrangements are normally at minimum one-year commitments and are billed in advance of service and reflect the rates in effect as of the date of the invoice. The non-recurring and monthly recurring charges for the dedicated access facility are in addition to the usage rates detailed below for the dedicated TF product.

Facility Ordering:

In order to prevent interference or impairment of this service and any other service provided on the facility, the Customer must order an adequate number of access paths to handle the expected demand. The Customer should consider the following items when ordering the facility: (1) total call volume, (2) average call duration, (3) time-of-day sensitivity, and (4) busy hour.

(M)

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 114.6.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service, cont'd

(T/M)

B. Terms and Conditions, cont'd.

(M)

Early Termination Charges

If service is disconnected prior to the expiration of the term, early termination charges will apply for both the dedicated facility and dedicated TF usage.

a. Early Termination of the Dedicated Facility

Customers who terminate service prior to the end of the service term as selected will be liable for the cancellation charge associated with all costs, fees and expenses incurred in connection with the dedicated facility and shall be calculated as follows:

- a. all charges waived by the Company to establish the dedicated facility to Customer, plus
- b. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- c. all Monthly Recurring Charges associated with the dedicated facility for the unexpired balance of the current term.

b. Early Termination of Usage Charges

Customers who terminate service prior to the end of the service term as selected by Customer will be liable for a cancellation charge which shall be calculated as follows: Cox shall re-rate **Customer's usage for services provided up to the date** of termination by charging Customer the difference between the monthly rate for the service term selected by Customer and the rate for service applicable to the longest term plan for service the Customer could have satisfied prior to discontinuance and multiplying this difference by the number of minutes of service actually provided to Customer. All per-minute charges for each month shall be at the per-minute charge based on rate associated with **Customer's highest MOU for the month**. Cox bills in six-second increments and rounds up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds. If this Call Plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage as provided in this Section or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, which ever is greater.

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 114.7.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service, cont'd

(T/M)

8. Reserved, cont'd

(M)

B. Terms and Conditions, cont'd.

Customer Requirements

The Business Customer must select Cox as its local and toll free service provider.

C. Rates and Charges

Dedicated DS-1 Facility Charges are billed monthly in advance. Term and volume discounts may apply.

	Monthly Recurring <u>Charge</u>	Non- Recurring <u>Charge</u>
Dedicated DS-1 Facility Charge, per facility	\$300.00	\$250.00

Dedicated TF Usage Charges

Usage charges are billed monthly in arrears. The usage rates charged to a Customer will be the rates in effect on the day the call was placed. Domestic calls are billed in 6-second increments with a 6-second minimum. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds.

Rate per minute                      \$.10

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 114.8.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service, cont'd

(T/M)

C. Rates and Charges, cont'd.

(M)

Charges for Dialed Number Identification Service (DNIS)

DNIS permits dedicated Customers with multiple toll-free numbers that terminate on the same facilities the ability to determine which toll-free number the caller dialed when receiving toll-free calls. Identification is achieved through out-pulsed digits from the Company network to the Customer's facilities. Customers will furnish the Company with the digits desired for each toll-free number. The Change Charge will apply to any reconfiguration of out-pulsed digits, to the cancellation of this feature, or to the cancellation of the toll-free service number with which the feature has been associated.

Non-Recurring Charge:	\$35.00 per toll free number
Monthly Recurring Charge:	\$ 0.00 per toll free number
Change Charge:	\$15.00 per change

Charge for Real Time ANI Delivery

This feature enables the Customer to have calls to a Company toll-free service number forwarded to their location with the callers ANI (ten digit billing telephone number) as part of the call setup. Customers must have their own equipment for reading ANI digits passed on from the Company network. Full 10-digit ANI is provided whenever passed on from the originating Local Exchange Carrier. ANI is sent via in-band signaling.

Non-Recurring Charge:	\$35.00 per toll free number
Monthly Recurring Charge:	\$ 0.00 per toll free number
Change Charge:	\$15.00 per change

(M)

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 114.9.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service, cont'd

(T/M)

D. Optional Call Plan

(M)

Cox Dedicated Toll Free Solutions III

Cox Dedicated TF Solutions III is a one-, two-, three- or five-year term dedicated toll free call plan. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing Business Customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds and will be assessed a per-minute rate as detailed below. All minutes-of-use charges are assessed based on **the cumulative MOU's of** interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.070	\$0.063	\$0.058
250-499	\$0.068	\$0.062	\$0.057
500-999	\$0.066	\$0.061	\$0.055
1,000-2,499	\$0.064	\$0.060	\$0.054
2,500-4,999	\$0.060	\$0.056	\$0.052
5,000-9,999	\$0.058	\$0.054	\$0.050
10,000-49,999	\$0.056	\$0.052	\$0.048
50,000-99,999	\$0.054	\$0.050	\$0.046
100,000+	\$0.052	\$0.048	\$0.044

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 114.10.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.5. Dedicated Toll Free Service, cont'd

(T/M)

D. Optional Call Plan, cont'd.

(M)

Cox Dedicated TF Enterprise III

Cox Dedicated TF Enterprise III is a one-, two-, three- or five-year term dedicated toll free call plan. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing Business Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and Cox **Affiliated Company's** high-speed internet service. The plan covers the 48 contiguous states. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the month-to-month rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next highest increment with a minimum of 18-seconds and will be assessed a per-minute rate as detailed below. All minutes-of-use charges are assessed based on the cumulative MOU's of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year
0-249	\$0.063	\$0.057	\$0.052
250-499	\$0.061	\$0.056	\$0.051
500-999	\$0.059	\$0.055	\$0.050
1,000-2,499	\$0.058	\$0.054	\$0.049
2,500-4,999	\$0.054	\$0.050	\$0.047
5,000-9,999	\$0.052	\$0.049	\$0.045
10,000-49,999	\$0.050	\$0.047	\$0.043
50,000-99,999	\$0.049	\$0.045	\$0.041
100,000+	\$0.047	\$0.043	\$0.040

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 114.11.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.6. Cox Office Solutions Pak

(T/M)

a. General

(M)

Cox Office Solutions Pak ("Pak") offers business Customers a bundled package term plan of one, three and five year commitment. The package combines telephony services and the Cox-Affiliated Company's service for high speed internet access. The services provided with this plan are:

- two (2) flat-rate business access lines,
- eight (8) custom calling features as defined in Section 2 following,
- a block of 200 minutes of interstate and intrastate long distance calls, and
- the Cox-Affiliated Company's high-speed internet access service.

b. Regulations

i. Business Access Lines

Business Customers that subscribe to the Cox Office Solutions Pak will receive two flat-rate business access lines. Additional lines requested by the Customer will be billed at the normal tariffed rate for business service.

ii. Custom Calling Features

Business Customers that subscribe to the Pak will be offered a total of eight (8) services from the list below. The features may be provisioned in any manner on the two lines at the Customer's request. However, the offered is limited to a total of eight features provisioned on the two lines.

Call Forward	Three-Way Calling
Call Forward – Busy	Call Transfer
Call Forward – No Answer	Caller ID
Call Waiting	Voice Mail

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 139.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.6. Cox Office Solutions Pak, cont'd

(T/M)

b. Regulations, cont'd.

(M)

iii. 200 Minutes of Long Distance

The Pak includes a block of 200 minutes of interstate long distance. The block of 200 minutes is associated with the two lines. Any remaining minutes in a billing cycle will not be carried forward to the next billing cycle. No credits will be issued for any unused minutes. Interstate calls in excess of the 200-minute block will be billed at 7 cents per minute. Intrastate calls in excess of the 200-minute block will be billed at 10 cents per minute.

iv. High-Speed Internet Access

The package also includes one or three end-user terminals for high-speed internet access from the Cox-Affiliated Company.

c. Rates and Charges

The table below defines the telephony charges associated with Cox Office Solutions Pak service in the State of Connecticut.

	Year 1	Year 3	Year 5
Business Access Lines	45.00	40.00	40.00
Custom Calling Features	23.00	14.00	14.00
Long Distance	15.00	15.00	15.00
Bundled Package MRC	83.00	69.00	69.00
Installation Charge <sup>32</sup>	295.00	99.00	0.00

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 140.

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<sup>32</sup> If a high-speed internet customer is adding telephony service under this package, the installation charges would apply as defined in section 3 of this tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.7. Cox Office Solutions Flex

(T/M)

a. General

(M)

The Cox Office Solutions Flex, COSF, offers business Customers a bundled package term plan of one, two, three and five year commitment. The package combines telephony services and the Cox-Affiliated **Company's** service for high speed internet access. The services provided with this package are:

- from 5 to 22 measured business access lines,
- a block of minutes (pooled among all the business access lines in the bundle) of interstate and intrastate long distance calls, and
- the Cox-Affiliated **Company's** high-speed internet access service.

b. Regulations

i. Business Access Lines

Business Customers that subscribe to COSF can select from 5 to 22 measured business access lines. Additional lines requested by the Customer will be billed at the regular subscription rates.

ii. Shared Minutes of Long Distance

The Cox Office Solutions Flex (COSF) includes a block of shared minutes of interstate and intrastate long distance. The block of minutes is pooled among all lines. Any unused minutes remaining at the end of the billing period will not carry over to the next billing period. Interstate calls in excess of the pooled block will be billed at six (6) cents per minute per the **Company's FFC Domestic tariff**. Intrastate calls will be billed at six (6) cents per minute per the **Company's Local** and Intrastate tariffs.

Business Access Lines	Standard Block of LD Minutes	Rate per Block of Minutes
5-8 Lines	600 Minutes#	\$30.00
9-12 Lines	800 Minutes#	\$40.00
13-22 Lines	1000 Minutes	\$50.00

# Customer may upgrade Long Distance minutes to next block of minutes for an additional \$10.00 per month.

(M)

(M) Material appearing on this page was formerly found on 4<sup>th</sup> Revised Page No. 141.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.3 Message Telecommunications Services (MTS)

8.3.7. Cox Office Solutions Flex, cont'd

(T/M)

b. Regulations, cont'd.

(M)

iii. High-Speed Internet Access

The COSF also includes options for high-speed Internet access from the Cox-Affiliated Company. The customer must purchase this Internet access to receive the pricing below for telephone service.

c. Rates and Charges

The table below defines the telephony charges associated with the COSF offering in the State of Connecticut.

Business Access Lines	Pooled Long Distance Minutes	1 Year Term (per line)	2 Year Term (per line)	3 Year Term (per line)	5 Year Term (per line)
5-8 Lines	\$30.00	\$22.50	\$20.25	\$19.13	\$18.00
9-12 Lines	\$40.00	\$22.50	\$20.25	\$19.13	\$18.00
13-22 Lines	\$50.00	\$22.50	\$20.25	\$19.13	\$18.00
Installation Charge <sup>33</sup>		\$499.00	\$374.25	\$0.00	\$0.00

(M)

(M) Material appearing on this page was formerly found on 5<sup>th</sup> Revised Page No. 142.

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<sup>33</sup> If a high-speed internet customer is adding telephony service under this package, the installation charges would apply as defined in section 3 of this tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

1. Cox Unlimited Connection<sup>(sm)</sup> Package<sup>□</sup>

General<sup>3</sup>

Where facilities exist and operating conditions permit, the Cox Unlimited Connection<sup>(sm)</sup> Package will be offered to Residential Customers. The Cox Unlimited Connection<sup>(sm)</sup> Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Control Plus feature package, unlimited residential minutes of direct-dial intrastate and interstate long distance service and Voice Mail. An eligibility condition of the package requires that the Customer select Cox long distance for both PIC and LPIC elections. The following services are included in the package:

- A local access line,
- The Control Plus Feature Package,
- Unlimited residential minutes of direct dialed intrastate and interstate long distance service, and
- Voice Mail, at the **Customer's option**.

Terms and Conditions

- a. The Cox Unlimited Connection<sup>(sm)</sup> Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
- b. Cox Unlimited Connection<sup>(sm)</sup> Package does not permit the Customer to place business calls.
- c. International toll calls are not included with this package.
- d. The Company may monitor the **Customer's usage** to ensure that the Customer's use is consistent with the applicable restrictions and limitations, i.e., the **Customer's usage is** not a data application and is consistent with residential voice usage patterns (local calls to ISPs would be consistent with residential usage patterns). If the Company has any reason to believe that **the Customer's usage** is not consistent with the applicable restrictions, the Company may terminate the Cox Unlimited Connection<sup>(sm)</sup> Package immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the **Customer's choice**.
- e. If the Residential Customer's usage exceeds 5,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not a violation of any of the restrictions.

Rates and Charges

Monthly Recurring Charge      \$49.95  
Non-Recurring Charge<sup>□</sup>

(M)

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 163.

(M)

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<sup>□</sup> Service is limited to one (1) Connection Package per account.

<sup>□</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

2. Connection-90<sup>(sm)</sup> Package<sup>1</sup>

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection-90 Package is a bundled package of local and long distance telephone services. The package includes two local access line, the Solutions feature package on the primary line, 90 minutes of long distance service on the primary line, and the U.S. Saving Plan on both lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-90 Package:

- a. One (1) Primary Local Access Line with the Solutions feature package,
- b. An additional Non-Primary Local Access Line, and
- c. U.S. Savings Plan, seven cents per minute long-distance calling plan on both Connection-90 Local Access Lines. However, the first 90 minutes of long distance charges on the Local Access Line with the Solutions Package are included with the Connection-90 Plan (no carryover of unused minutes from month to month). All toll calls placed on the additional access line will be billed at seven (7) cents per minute.

Monthly Recurring Charge: \$44.15  
Non-Recurring Charge

(M)

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 164.

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<sup>1</sup> Service is limited to one (1) Connection Package per account.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

3. Cox Connection 200

General

The Cox Connection 200 Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Control Plus feature package, 200 minutes of long distance service, and the U.S. Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the Cox Connection 200 Package:

- A local access lines,
- The Control Plus Feature Package,
- 200 minutes of long distance service, and
- **The U.S. Saving Plan's monthly recurring charge is waived.**

Rates and Charges

Monthly Recurring Charge: \$37.90

4. Cox Connection 300

General

The Cox Connection 300 Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Solutions feature package, 300 minutes of long distance service, and the U.S. Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the Cox Connection 300 Package:

- A local access lines,
- The Solutions Feature Package,
- 300 minutes of long distance service, and
- **The U.S. Saving Plan's monthly recurring charge is waived.**

Rates and Charges

Monthly Recurring Charge: \$48.90

(M)

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 165.

(M)



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

5. Residential Bundled Services Package

(T)

a. General

The Bundled Services Package offers certain discounted or free services for eligible Residential Customers who subscribe to following services provided by Cox or a Cox-Affiliated Company: local and long distance telephone service, cable TV, and high speed internet access.

b. Regulations

Customers that subscribe to the specific services detailed below will be eligible to receive certain discounted or free services as defined in Section 3, following. The Customer must subscribe to the following services:

- a residential telephone access line with any Custom Calling Feature Package, (i.e., Active Lifestyle, Control Plus, and/or Solutions Package)
- intrastate and interstate long distance service,
- Cox-Affiliated Company's **cable television** service, and
- Cox-Affiliated **Company's** high-speed internet access service.

Eligibility requires no term commitments to receive the discounts and/or free services offered under the Bundled Services Package, however, the Customer must continue the subscription to the services listed above and maintain the account in good standing.

c. Rates, Charges and Discounts

All telephony services offered under this package will be billed at the standard tariffed rate. Once eligibility is established, the Customer will be entitled to one of two free services every month the customer maintains the level of service defined above. The two offers are: (1) one-hundred (100) free minutes of intrastate and interstate long distance service or (2) a premium pay channel from the Cox-Affiliated Company.

Additionally, Customers, who select the 100 Free Minute option, will be automatically enrolled in **Cox's** U.S. Savings Plan. The \$3.95 monthly recurring charge will be waived and the Customer will be assessed 7 cents per minute for intrastate and interstate long distance after the initial 100-minute period.

(M)

(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 135 and effective April 1, 2011 will no longer be available to new customers.

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

6. Cox Connected Community

(T)

Residential Customers who subscribe to Cox Digital Telephone service and add either Cox Basic Line service, a Cox Connection package, the Cox Unlimited Solutions Plan; or the Cox Unlimited Value Plan will receive standard installation on up to two lines at no charge, as well as fifty (50%) percent off such service on the primary line only for six (6) consecutive months.

All other applicable taxes, fees, and surcharges apply and are not included in the above pricing. The one-time charge for directory listing set-up is not included.

7. Cox Bundle Service Packages (w/Call Manager, Control Plus, or Solutions)

(T)

The Cox Bundle Service packages offer certain discounted services for eligible Residential Customers who subscribe to specific 3-product combinations of Cox High Speed Internet and Cox Video services together with a specific level of Cox Digital Telephone Service.

Customers must continue the subscription to the services listed above and maintain the account in good standing.

New and existing residential Cox Customers who subscribe to the Cox Bundle in response to direct mail, a telemarketing call, published advertisements or other mass media tactics, a retain contact, a call into a Cox inbound sales channel or if they order on-line via Cox's website at [www.cox.com](http://www.cox.com) will receive professional installation on up to two lines installed on the same day for \$25.00. New and existing Cox customers who subscribe to the Cox Bundle through a door-to-door direct sales contact will receive professional installation on up to two lines installed on the same day at no cost. In addition, Cox Bundle customers are eligible to receive a \$.95 discount per month for twelve (12) months if they subscribe to a telephone feature package at the same time of sale on the following feature packages: Call Manager, Control Plus or the Solutions packages

(M)

(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 136 and effective April 1, 2011 will no longer be available to new customers.

(M)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

8.4.1 Residential

8. Cox Connection-60<sup>(sm)</sup> Package<sup>1</sup>

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection 60-Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Solutions feature package, 60 minutes of long distance service, and the U.S. Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the Cox Connection-60 Package:

- One (1) Local Access Line,
- Solutions feature package, and
- U.S. Savings Plan, seven cents per minute long distance calling plan, where the first 60 minutes are bundled with the Connection-60 Package (no carryover of unused minutes from month to month).

Monthly Recurring Charge: \$32.10  
Non-Recurring Charge<sup>2</sup>

9. *Reserved*

(D, T)

10. Cox Digital Telephone Preferred Package

The Cox Preferred Package is an optional offering for Residential Customers that includes a Residential Basic Line, the Solutions Feature Package, Simply 5, and Voice Mail<sup>3</sup>. The eligibility condition of the Simply Five Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

Monthly Recurring Rate: \$26.00  
Nonrecurring Charges<sup>2</sup>

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<sup>1</sup> Service is limited to one (1) Connection Package per account.

<sup>2</sup> Non-recurring Line Connection Charges as specified in Section 3.1.2.2.(a) apply for initial service establishment, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 3.1.2.2(a) apply to Customers upgrading to the Cox Connection-60 Package on existing Local Access Lines.

<sup>3</sup> Not regulated under this tariff.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

8.4.1 Residential

11. Cox Digital Telephone Premier Package I

a. General

Where facilities exist and operating conditions permit, the Cox Premier Package offers Residential Customers in Company's service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

Residential Customers in Company's **service area** who subscribe to:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long Distance<sup>1</sup> for both the intra- and inter-LATA toll services on that same line; and Cox Solutions Feature Package; and
- iii. Basic Voice Mail

c. Terms and Conditions

- i. The applicable monthly recurring charge for the Cox Premier Package will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection 2 above.
- iii. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection 2 above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

(M) Material appearing on this page previously appeared on 4<sup>th</sup> Revised Page 138 and effective April 1, 2011 will no longer be available to new customers.

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<sup>1</sup> Call detail will not be provided on the bill. A nonrecurring charge as set forth in 3.1.2.2.1 preceding applies for requests for call detail.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

(M)(T)

8.4.1 Residential

(T)

11. Cox Digital Telephone Premier Package I

(T)

c. Terms and Conditions, cont'd.

(T)

- v. **The Company may monitor the Customer's toll** usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if **the Customer's toll minutes** of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

(T)

- vi. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's **toll service** to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).

(T)

- vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

(T)

- viii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

(T)

d. Rates and Charges

(T)

Monthly Recurring Charge:

- Ordered via tariff: \$39.95
- Ordered via web or with a Cox Bundle: \$30.00

(M)

(M) Material appearing on this page previously appeared on 5<sup>th</sup> Revised Page 138.1 and effective April 1, 2011 will no longer be available to new customers.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering, Cont'd

8.4 Bundled Service Packages, Cont'd

8.4.1 Residential, Cont'd

12. Cox Voice<sup>[1]</sup> Economy

(T/M)

Cox also offers to existing Residential Customers currently subscribing to Cox telephone service who express a desire to disconnect phone service, the Cox Voice Economy package. Cox Voice Economy is offered as a retention only service for Residential Customers that includes a Residential Primary Line provisioned with Caller ID and Cox Long-Distance for intra- and inter-LATA service.

(M)

Monthly Recurring Rate: \$18.40

(M)

13. Cox Voice<sup>[1]</sup> Premier Package

(T/M)

a. General

(M)

Where facilities exist and operating conditions permit, the Cox Premier Package offers Residential Customers in **Company's service area** with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

Residential Customers in **Company's service area** who subscribe to:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long-Distance for both the intra- and inter-LATA toll services on that same line; and the Premier Feature Pak; and
- iii. Basic Voice Mail

c. Terms and Conditions

i. The applicable monthly recurring charge for the Cox Premier Package will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.

ii. Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection 2 above.

iii. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection 2 above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.

iv. The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

(M) Material appearing on this page was formerly found on 8<sup>th</sup> Revised Page No. 135 and 6<sup>th</sup> Revised Page No. 138.

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<sup>[1]</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

<sup>[1]</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering, Cont'd

8.4 Bundled Service Packages, Cont'd

8.4.1 Residential, Cont'd

13. Cox Voice<sup>[1]</sup> Premier Package , Cont'd

(T/M)

c. Terms and Conditions, cont'd.

(M)

v. The **Company may monitor the Customer's toll usage subject to this plan**. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the **Customer's toll minutes of use in any** month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

vi.x If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the **Customer's toll service to a plan** specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).

vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

viii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

d. Rates and Charges

Monthly Recurring Charge: \$30.00

(M)

(M) Material appearing on this page was formerly found on and 9<sup>th</sup> Revised Page No. 138.1.

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<sup>[1]</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.4 Bundled Service Packages

8.4.1 Residential

12. Residential Measured Rate Options

Cox also offers to existing Residential Customers who currently subscribe to Cox Digital Telephone service who call in to disconnect their phone service citing the desire to use wireless telephone service only, a Measured Rate option. This option includes a basic line with 30 minutes of local calling for \$9.99 per month. Additional local minutes over the 30-minute monthly allowance will be charged at \$0.50 per minute and will be capped at \$20.00 per month which includes the \$9.99 per month line charge. The following restrictions apply to this offer: (1) available only on the primary line; (2) customer must select Cox for long distance services; (3) customers are not eligible for domestic or international calling plans that incur a monthly charge; (4) customers have the option of selecting, at current standard rates, the Voice Mail Calling Feature; (5) this offer is not eligible for bundle discounts, and (6) this offer is not available to customers already receiving reduced rate service.

13. Monthly Recurring Charges - Residential

The table below reflects the Company's Access line charges for all rate classes offered throughout the State of Connecticut.

Cox Voice Service Options<sup>1</sup>

		All Lines <sup>2</sup>
Cox Voice Service Option		
Flat Rate Option 4 (Cox Voice Starter)		20.00
Min/Max		8.00/24.00
Cox Voice Service Option		
Flat Rate Option 3 (Cox Voice Starter)		20.00
Min/Max		6.00/24.00

(M) Material appearing on this page was formerly found on 14<sup>th</sup> Revised Page No. 59.

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<sup>1</sup> CDT/Cox Digital Telephone rebranded as Cox Voice. All lines are provisioned with Cox Long Distance Service.

<sup>2</sup> A twelve-month \$5 senior citizen discount plus free installation is available to new Residential Customers fifty-five years of age and older following the establishment of service when sold through a direct sales representative.



LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offering

8.5 Residential Services

1. Feature Rates

	Monthly Recurring <sup>1</sup> (\$)			Per Use <sup>2</sup> (\$)			Nonrecurring <sup>3</sup> (\$)		
	Current	Min	Max	Current	Min	Max	Current	Min	Max
A la carte, per line equipped									
Anonymous Call Rejection <sup>4</sup>	5.00	0.00	5.00				3.00	0.00	15.00
ACR with Caller ID	0.99						3.00	0.00	15.00
Eleven-Digit Toll Control	N/C						N/C		
Call Forwarding <sup>5*</sup>	0.00	0.00	3.50				0.00	0.00	15.00
- Remote Access	0.95	0.50	1.00				3.00	0.00	15.00
- On Call Waiting*	2.00	2.00	3.50				3.00	0.00	15.00
Call Number Block, per call	N/C			N/C			N/C		
Call Return <sup>*, 4</sup>	4.50	2.00	5.00	1.00	0.50	2.00	3.00	0.00	15.00
Call Trace – per use	N/A	N/A	N/A	4.75	2.75	5.00	N/C		
Call Transfer	3.25	2.00	3.50				3.00	0.00	15.00
Call Waiting*	5.50	2.00	6.00				3.00	0.00	15.00
Distinctive Ring, <sup>2</sup> numbers	6.00	2.00	10.00				3.00	0.00	15.00
Line Number Block, per line	N/C	N/C	N/C				N/C		
Remote Call Forwarding <sup>4</sup>	16.00	10.00	18.00				34.00	0.00	15.00

\* Denotes features included with the Solutions Package.

(M) Material formerly located on page 65.

<sup>1</sup> Multiple features (priced at the \$3.25 level) on the same line will receive a \$1.25 discount per additional feature, except for the Selective Call features: Selective Call Acceptance, Selective Call Forwarding and Selective Call Rejection.

<sup>2</sup> Per Use Charges will not exceed the charges for seven uses per billing period, except for Call Trace.

<sup>3</sup> Only one Non-recurring charge will apply when a Customer purchases more than one feature in a single order. For Custom Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

<sup>4</sup> Customer will receive a discount of \$4.01 when feature is paired with Caller ID.

<sup>5</sup> Toll charges apply if calls are completed outside of the local calling area.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offering

8.5 Residential Services

1. Feature Rates, cont'd.

Rates and Charges - Residential, cont'd.

	Monthly Recurring <sup>1</sup> (\$)			Per Use <sup>2</sup> (\$)			Nonrecurring <sup>3</sup> (\$)		
	Current	Min	Max	Current	Min	Max	Current	Min	Max
A la carte, per line equipped									
Calling Packages									
Premier Feature Pak <sup>4</sup>	15.99	13.99	17.99				3.00	0.00	15.00

\* Denotes features included with the Solutions Package.

2. Custom Calling Feature Packages

Solutions Package: Provides a residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding on Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert. This feature package requires specialized Customer Premises Equipment.

Cox Voice<sup>[1]</sup> Premier Pak: Provides a Residential Customer with the following features: Anonymous Call Rejection, Busy Line Redial, Call Blocking, Caller ID Per Call Blocking, Call Return, Call Forwarding, Call Waiting, Call Waiting ID, Caller ID with Calling Name, HD Voice, Selective Call Forwarding, Selective Call Rejection, Speed Dial 8 & 30, Simultaneous Ringing and Three-Way Calling. This feature package requires specialized Customer Premises Equipment and is only available to Customers who subscribe to the Cox Voice Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

(M) Material appearing on this page was formerly found on 9<sup>th</sup> Revised Page No. 64.

<sup>1</sup> Multiple features (priced at the \$3.25 level) on the same line will receive a \$1.25 discount per additional feature, except for the Selective Call features: Selective Call Acceptance, Selective Call Forwarding and Selective Call Rejection.

<sup>2</sup> Per Use Charges will not exceed the charges for seven uses per billing period, except for Call Trace.

<sup>3</sup> Only one Non-recurring charge will apply when a Customer purchases more than one feature in a single order. For Custom Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

<sup>4</sup> Available only with certain bundled services.

<sup>[1]</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

2. Customer Incentive Offers

1 New Subscriber Incentive Offer

At the time of installation, a Cox field technician will offer a new customer a choice between one of two free services (1) one-month's **free service** for an additional line (access line charge only) or (2) any feature free for one (1) month. The total value of this offer will not exceed twenty dollars (\$20). This offer is specific to new residential subscribers of Cox Digital Telephone service. Caller ID and Call Waiting ID features require Customer Premises Equipment.

2 Share the Happiness Referral Program

Share the Happiness will provide existing Residential Customers a credit for the Monthly Recurring Charge (MRC) associated with a flat rate local exchange service primary line. Additionally, a credit applies for MRC if the Customer subscribes to custom calling features on the primary phone line for **each friend ("Referral") that subscribes to and** is installed with Cox Digital Telephone on their residential line. This offer is not available if the Referral has subscribed to Cox Digital Telephone service within 30 days of the date of **the Referral's** new installation of such service or if another Cox Customer has received credit for the Referral. To qualify for the credit, a Share the Happiness Coupon must be submitted by the Customer within thirty (30) days of **the Referral's Cox Digital Telephone** actual installation date. The coupon must be submitted: (1) to the Cox installer at the time the **Referral's Cox Digital Telephone** service is installed, (2) submitted online via [www.cox.com](http://www.cox.com). The Share the Happiness coupon must include (i) **the Cox Customer's first and last** name, home address, city, state and zip code, contact phone and email address, and (ii) **the Referral's** first and last name, home address, city, state and zip code, contact phone and email address

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(M)

(M) Material formerly located on page 134.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

3. Cox Connected Community and Affinity Partners (w/CDT Essential or CDT Premier)

(M)

Residential Customers who subscribe to Cox Digital Telephone service through Connected Community or Affinity channels and add either Cox Basic Line service, CDT Essential Package, or CDT Premier Package will receive standard installation on up to two lines at no charge, as well as fifty (50%) percent off such service on the primary line only for six (6) consecutive months.

All other applicable taxes, fees, and surcharges apply and are not included in the above pricing. The one-time charge for directory listing set-up is not included.

Residential Customers who subscribe to Cox Digital Telephone service and who subscribe to specific 3-product combinations of Cox High Speed Internet and Cox Video services that include either the CDT Essential Package or the CDT Premier Package will receive standard installation on up to two lines at no charge.

All other applicable taxes, fees, and surcharges apply and are not included in the above pricing. The one-time charge for directory listing set-up is not included.

4. Cox Bundle Service Packages

The Cox Bundle Service packages offer certain discounted services for eligible Residential Customers who subscribe to specific 3-product combinations of Cox High Speed Internet and Cox Video services together with a specific level of Cox Digital Telephone Service.

Customers must continue the subscription to the services listed above and maintain the account in good standing.

New and existing residential Cox Customers who subscribe to the Cox Bundle in response to direct mail, a telemarketing call, published advertisements or other mass media tactics, a retain contact, a call into a Cox inbound sales channel or if they order on-line via Cox's website at [www.cox.com](http://www.cox.com) will receive professional installation on up to two lines installed on the same day for \$25.00. New and existing Cox customers who subscribe to the Cox Bundle through Connected Community or Affinity channels or a door-to-door direct sales contact will receive professional installation on up to two lines installed on the same day at no cost.

(M)

(M) Material formerly located on page 136.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

5. Cox Digital Telephone Essential Package

Where facilities exist and operating conditions permit, the Cox Digital Telephone (CDT) Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line, and the CDT Essential Feature Pak which includes the following four (4) features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID. The CDT Essential Package is available on up to two (2) lines at the same Customer location for Residential Customers in the Company's service area who subscribe to:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long Distance<sup>1</sup> for both the intra- and inter-LATA toll services on that same line; and the CDT Essential Feature Pak

The following rates and charge will apply:

Monthly Recurring Rate: \$25.00  
Nonrecurring Charges<sup>2</sup>

(I)

If the Customer requests Toll Restriction then the Primary Interexchange Carrier (PIC) and IntraLATA Interexchange Carrier (LPIC) will be removed from the **Customer's record**. Charges and terms associated with Toll Restriction are as set forth in Section 3.1.8 preceding.

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<sup>1</sup> Call detail will not be provided on bill. A nonrecurring charge as set forth in 4.1.1 preceding applies for requests for call detail.

<sup>2</sup> Nonrecurring charges as reflected in Section 3.1.2.1 apply

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

6. Price Lock Guarantee (PLG) and \$100 Cash Back with a 24 Month Service Agreement

(M)

a. Description

Under this promotion, new and existing Residential Customers who agree to a 24 Month Service Agreement and meet the eligibility criteria set-forth below, will receive a price lock guarantee for the twenty-four month term of the agreement and \$100 Cash Back in the form of a check.

b. Eligibility

To be eligible, Customer must be a new or existing Residential Customer of Cox or its affiliate in good standing (no outstanding balance over 30 days) and receive a verbal or written offer from Cox to subscribe to a 24-month term commitment ("**Subscription Term**") for at least one line of Residential flat rate service and select Cox as the provider for local toll and long distance telephone service for this line and subscribe to the Cox Affiliated Company's video and high-speed Internet services.

c. Terms and Conditions

- i. If during the Subscription Term (i) Customer disconnects any of the services described in b. above, or (ii) Customer's Service is disconnected for non-payment, fraud or violation of applicable tariffs or terms and conditions, Customer will be billed, and Customer shall pay, an early **termination fee ("ETF") of \$120.00. The ETF will be reduced by \$5.00 for each** full month of the Subscription Term that the Customer completes. For example, if Customer terminates CDT Service during month 18 of the Subscription Term, Customer shall pay Cox a \$35 ETF [\$120.00 minus \$85 (\$5.00 x 17 full months)]. If Services are suspended, restricted, or cancelled, charges will accrue through the date that Cox fully processes the suspension, restriction or cancellation.
- ii. Customer may cancel their Subscription Term and service under this promotion within 30 days of the installation date of all eligible services ("**Cancel Date**") without incurring an ETF. To do so, Customer must notify Cox by calling Cox's Customer Care Center no later than the Cancel Date.
- iii. Except as noted in ii above, Customer must pay to Cox all outstanding charges for Services, including payment of any bills that remain due after the date of cancellation (including, any ETF).
- iv. Customer's 24-month term commitment will begin on the date all eligible services, as defined in b. above, are installed.
- v. **At the end of Customer's Subscription Term**, pricing for CDT Services will revert to the tariff pricing in effect at that time.
- vi. Except as otherwise prohibited by law, the Customer agrees to arbitrate any dispute. Notwithstanding the arbitration agreement, the Customer may bring appropriate claims to the small claims court, if the claims fall within the small **claims court's jurisdiction**, or before the Federal Communications Commission or a state public utilities commission.
- vii. This offer may not be combined with any other discount offer under this tariff.

(M)

(M) Material formerly located on page 138.2.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

6. Price Lock Guarantee (PLG) with a 24 Month Service Agreement

(M)

a. Description

Under this promotion, new and existing Residential Customers who agree to a 24 Month Service Agreement and meet the eligibility criteria set forth below, will receive a price lock guarantee for the 24-month term of the agreement.

b. Eligibility

To be eligible, Customer must be a new or existing Residential Customer of Cox or its affiliate in good standing (no outstanding balance over 30 days) and subscribe to a 24-month term commitment ("**Subscription Term**") for at least one line of Residential flat rate service and select Cox as the provider for local toll and long distance telephone service for this line.

c. Terms and Conditions

- i. If during the Subscription Term (i) Customer disconnects any of the services described in b. above, or (ii) **Customer's Service** is disconnected for non-payment, fraud or violation of applicable tariffs or terms and conditions, Customer will be billed, and Customer shall pay, an early termination fee ("**ETF**") of \$48.00. The ETF will be reduced by \$2.00 for each full month of the Subscription Term that the Customer completes. For example, if Customer terminates CDT Service during month 18 of the Subscription Term, Customer shall pay Cox a \$14 ETF [\$48.00 minus \$34 (\$2.00 x 17 full months)]. If Services are suspended, restricted, or cancelled, charges will accrue through the date that Cox fully processes the suspension, restriction or cancellation.
- ii. Customer may cancel their Subscription Term and service under this promotion within 30 days of the installation date of all eligible services ("**Cancel Date**") **without incurring an ETF**. To do so, Customer must notify Cox **by calling Cox's Customer Care Center no later than the Cancel Date**.
- iii. Except as noted in b. above, Customer must pay to Cox all outstanding charges for Services, including payment of any bills that remain due after the date of cancellation (including, any ETF).
- iv. **Customer's 24-month term commitment** will begin on the date all eligible services, as defined in b. above, are installed.
- v. **At the end of Customer's Subscription Term**, pricing for CDT Services will revert to the tariff pricing in effect at that time.
- vi. Except as otherwise prohibited by law, the Customer agrees to arbitrate any dispute. Notwithstanding the arbitration agreement, the Customer may bring appropriate claims to the small claims court, if the claims fall within the small claims **court's jurisdiction**, or before the Federal Communications Commission or a state public utilities commission.
- vii. This offer may not be combined with any other discount offer under this tariff.

(M)

(M) Material formerly located on page 138.3

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

7. Custom Calling Feature Packages

Call Manager Package: Provides a Residential Customer with the following custom calling features: Call Waiting, Call Waiting ID, Caller ID, and Voice Mail. This feature package requires specialized Customer Premises Equipment (CPE).

Control Plus Package: Provides a residential Customer with the following features: Call Waiting ID, Call Return, Priority Ringing, and Long Distance Alert. This feature package requires specialized Customer Premises Equipment.

Premier Feature Pack: Provides the Residential Customer with the following features: Busy Line Redial, Call Forwarding, Call Forwarding-Busy, Call Forwarding-No Answer, Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection and Three-Way Calling. This feature package requires specialized Customer Premises Equipment and is only available to customers who subscribe to CDT Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

(M)

(M)

(M) Material formerly located on page 64.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

8. Cox Digital Telephone Premier Package

(M)

a. General

Where facilities exist and operating conditions permit, the Cox Premier Package offers Residential Customers in Company's service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

b. Eligibility

Residential Customers in Company's service area who subscribe to:

- ii. One flat-rated Residential Access Line; and
- iii. Cox Long Distance Cox Long Distance<sup>1</sup> for both the intra- and inter-LATA toll services on that same line; and the Premier Feature Pak; and
- iv. Basic Voice Mail

c. Terms and Conditions

- i. The applicable monthly recurring charge for the Cox Premier Package will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection 2 above.
- iii. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection 2 above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

(M)

(M) Material formerly located on page 138.

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<sup>1</sup> Call detail will not be provided on the bill. A nonrecurring charge as set forth in 3.1.2.2.1 preceding applies for requests for call detail.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offering

8.5 Residential Services

8. Cox Digital Telephone Premier Package

c. Terms and Conditions, cont'd.

v. The Company may **monitor the Customer's** toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or **if the Customer's toll** minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

vi. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll **service; or may move the Customer's toll service to a plan** specified in this tariff section, and in the Customer Services Agreement.

vii. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

viii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

d. Rates and Charges

Monthly Recurring Charge: **\$30.00**

(I)

9. CDT Economy Package

Cox also offers to (1) Lifeline Customers or (2) existing Residential Customers currently subscribing to Cox Digital Telephone service who express a desire to disconnect phone service, a package known as CDT Economy. CDT Economy is offered to Lifeline Eligible Customers or as a retention only service for Residential Customers that includes a Residential Primary Line provisioned with Caller ID and Cox Long Distance for intra- and inter-LATA service.

Monthly Recurring Rate: **\$18.40**

(I)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

(T)

8.5 Residential Services

(T)

10 Residential Flat Rate Service Options

	1 <sup>st</sup> Line <sup>1</sup>	2 <sup>nd</sup> Line	3 <sup>rd</sup> Line & Above
Cox Standard Service Option			
Flat Rate Option 4	19.99	19.99	19.99
Min/Max	8.00/24.00	8.00/24.00	8.00/24.00
Cox Combination Service Option			
Flat Rate Option 3	19.99	19.99	19.99
Min/Max	6.00/24.00	6.00/24.00	6.00/24.00

11 Lifeline Assistance

(M)

1. General

(T)

The Connecticut Lifeline Program (Lifeline) assists low income households/applicants by reducing their monthly costs for one telephone line per household at the principle place of residence. The Lifeline Program provides for a reduction in the monthly rate for local exchange service for eligible residential customers, subject to the following criteria. Such reduction in rate will be based on the procedures mandated in the FCC Lifeline rules at Section 54.403.

2. Eligibility

(T)

- A. Applies only to a single telephone for the principal residence of eligible households;
- B. Applicant must meet the requirements as detailed in section 8.5.11.3, below; and
- C. Applicant must not be a dependent for federal income tax purposes, unless applicant is more than 60 years of age.
- D. Households at or below 135% of the Federal Poverty Guidelines are eligible to receive the Lifeline credits.

(T)

(M)

(M) Material relocated from P. 128.

(T)

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<sup>1</sup> A twelve-month \$5 senior citizen discount plus free installation is available to new Residential Customers fifty-five years of age and older following the establishment of service when sold through a direct sales representative.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.5 Residential Services, **Cont'd**

(T)

8.5.11 Lifeline **Assistance, Cont'd**

(M)

3. Regulations

(T)

Applicant must be eligible for or receiving assistance from a low income assistance or energy assistance program. The list of qualifying programs is:

- \* Reserved
- \* Title 19 - Medicaid
- \* Reserved
- \* Food Stamp Program (SNAP)
- \* Reserved
- \* Reserved
- \* Reserved
- \* Reserved
- \* Reserved
- \* Reserved
- \* Reserved
- \* Section 8 Housing
- \* Reserved
- \* Supplemental Security Income (SSI)
- \* The National School Lunch – Free Lunch Program
- \* Veterans Pension Benefits

Proof of income, or proof of eligibility in any of the qualifying low income assistance programs listed above, should be provided to Cox at the time of application for service and annually thereafter upon request for re-certification of eligibility. Lifeline Customers have 60 days to provide such proof of eligibility. If the customer requests installation prior to **Cox's receipt** of such proof, the service requested will be provided, but without the Lifeline discount. Whenever eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going-forward basis.

4. Charge

(T)

Service Connection charges will not apply to change existing service to or from Lifeline service. For connection of new service, service connection charges will apply. The Company will apply toll control, where technically feasible, or a toll cap in the amount of \$50.00.

(M)

(M) Material relocated from PP. 128-129.

(T)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.6 Cox Business – Transparent LAN Service

(T/M)

8.6.1 General

(T/M)

The Cox Transparent LAN (Local Area Network) Service offers Business Customers two data transport products: DataLink Service (Section 2) and VAN Service (Section 3), below.

(M)

8.6.2 DataLink Product Description

(T)

Cox DataLink service is a business product that provides channels for transport of data signals. The service provides a Layer 2 service between two or more Customer sites. The service provides for the transmission of data at a standard bit rate and committed bit rate from 1 Mbps up to 1 Gigabit. The service is available in point-to-point and multipoint configurations.

1. DataLink Rates and Charges

Cox reserves the right to deny this service to Customer locations that are not accessible to the network. Off-network locations will be handled through an Individual Case Basis. Installation charges will be dependent upon availability of network facilities, construction and equipment charges associated with delivering such services and/or the term of contract. Term, service level and volume of purchasing discounts can apply.

Name	Month to Month
TLS 1 MBPS INTRASTATE	\$800.00
TLS 1.5 MBPS INTRASTATE	\$850.00
TLS 2 MBPS INTRASTATE	\$1,450.00
TLS 3 MBPS INTRASTATE	\$2,100.00
TLS 4 MBPS INTRASTATE	\$2,650.00
TLS 5 MBPS INTRASTATE	\$2,800.00
TLS 6 MBPS INTRASTATE	\$3,000.00
TLS 7 MBPS INTRASTATE	\$3,100.00
TLS 8 MBPS INTRASTATE	\$3,200.00
TLS 9 MBPS INTRASTATE	\$3,300.00
TLS 10 MBPS INTRASTATE	\$3,400.00

(M)

(M) Material appearing on this page was formerly found on Original Page No. 142.6.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.6 Cox Business – Transparent LAN Service, cont'd

(T/M)

8.6.3 VAN Product Description

(T/M)

Cox VAN service is a product that provides channels for transport of data signals. The service provides a Layer service between two or more Customer sites. The service provides for the transmission of data at a symmetrical and asymmetrical bit rates. Transmission rates range from 128Kbps to 3.2 Mbps. The service is available in point-to-point and multipoint configurations.

(M)

1. VAN Rates and Charges

Cox reserves the right to deny this service to Customer locations that are not accessible to the network. Off-network locations will be handled through an Individual Case Basis. Installation charges will be dependent upon availability of network facilities, construction and equipment charges associated with delivering such services and/or the term of contract. Charges will be based upon term, service level, and volume of purchasing.

Name	Month to Month
128Kbps Symmetrical	\$70.80
256Kbps Symmetrical	\$106.80
384Kbps Symmetrical	\$166.80
512Kbps Symmetrical	\$214.80
768Kbps Symmetrical	\$262.80
1.0 Mbps Symmetrical	\$315.00
1.5 Mbps Symmetrical	\$375.00
2.0 Mbps Symmetrical	\$425.00
256Kbps/284Kbps Asymmetrical	\$142.80
384Kbps/512Kbps Asymmetrical	\$178.80
256Kbps/1.5Mbps Asymmetrical	\$286.80
384Kbps/1.5Mbps Asymmetrical	\$370.80

(M)

(M) Material appearing on this page was formerly found on Original Page No. 142.7.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.6 Cox Business – Transparent LAN Service, cont'd

(T/M)

8.6.4 Transparent LAN Early Termination Charges

(T/M)

Early Termination Charges apply when either the DataLink or VAN service is terminated or modified prior to the expiration of the term-of-service commitment as set forth in Section 2.7.2 of the Tariff, preceding.

(M)

8.6.5 Transparent LAN Regulations

(T)

Transparent LAN services are designed to meet the point-to-point data communications **requirements of Cox's Business Customers, (i.e., non-interexchange carriers)**. These services may not be resold or provided to any other without prior written consent of the Company.

8.6.6 Transparent LAN Provisioning

(T)

Customer interface and equipment **specifications must meet the Company's requirements** to provide the service. This service may require specific Customer Provided Equipment (CPE), facilities and space. Additional services may be provisioned from Cox over the basic Cox Transparent LAN Service. Cox Transparent LAN service provides the physical layer and basic transport only.

The Company assumes no responsibility for the through transmission of signals by CPE for the quality of or defects in such transmission, for the reception of signals by CPE, or address signaling to the extent addressing is performed by CPE. Error detection and correction of data generated by CPE is **the Customer's responsibility**. Where feasible, QOS (quality of service) may be provided by Cox as a separate non-tariffed rate information service on a case-by-case basis.

Cox Transparent LAN service is provisioned using Ethernet or ATM (Asynchronous Transfer Mode) protocol. Other protocols may **be provisioned at Cox's discretion** as separate non-tariffed information services. Service is delivered in a threaded network design as standard. Self-healing, redundant designed networks are available on an ICB basis.

Cox Transparent LAN service is provisioned at standard bandwidth intervals. Greater and lesser bit rate channel bandwidths may be available to Customers on a case-by-case basis at the sole discretion of Cox. Such bit rates are at the sole discretion of the Company and are priced and delivered on an ICB basis. Bit rate speeds are provided as best effort UBR (uncommitted band rates). CBR (committed band rates) may be available from Cox priced and delivered on an ICB basis.

(M)

(M) Material appearing on this page was formerly found on Original Page No. 142.8.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.7 Number Referral Service

(T/M)

The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.

(M)

7.4.1 Rates and Charges

1. Residence Service

Basic Referral Service

Charge

Primary Number

- first 3 month period

N/C

Additional Numbers

- first 3 month period

N/C

2. Business Service

a. Basic Referral Service

Charge

Primary Number

- first month
- each month up to 12 months or new directory issue date, whichever is longer
- each month beyond 12 months or new directory issue date, whichever is longer

N/C

N/C

\$15.00

Additional Numbers

- first and additional months, each

\$15.00

(M)

(M) Material appearing on this page was formerly found on 2<sup>nd</sup> Revised Page No. 132.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.7 Number Referral Service, cont'd (T/M)

8.7.1 **Rates and Charges, cont'd** (T/M)

2. **Business Service, cont'd** (M)

b. Centrex and Direct Inward Dial Service

Sequential Referral Service	<u>Charge</u>
-----------------------------	---------------

Primary Number

- |  |        |
|--|--------|
| • first month  | N/C    |
| • each month up to 12 months or new directory issue date, whichever is longer  | N/C    |
| • each month beyond 12 months or new directory issue date, whichever is longer | \$7.00 |

Additional Numbers

- |   |        |
|---|--------|
| • first and additional month, each sequential number referred | \$7.00 |
|---|--------|

c. Non-Sequential Referral Service

Primary Number

- |  |        |
|--|--------|
| • first month  | N/C    |
| • each month up to 12 months or new directory issue date, whichever is longer  | N/C    |
| • each month beyond 12 months or new directory issue date, whichever is longer | \$7.50 |

Additional Numbers

- |   |        |
|---|--------|
| • first and each additional month each non-sequential number referred | \$7.50 |
|---|--------|

3. Exceptions

Number Referral Service charges do not apply to:

- A disconnect or number change with no referral.
- The primary number of any Residence or Business Service account with the Basic Referral Service option (See Basic Referral Service – primary number, above.)
- Company initiated number change.
- Directory errors caused by the Company.

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 133.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

(T)

8.5 **Residential Service, Cont'd**

(T)

(D)

(D)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

(T)

8.5 Residential **Service, Cont'd**

(T)

(D)

(D)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

(T)

8.5 Residential Service, **Cont'd**

(T)

(D)

(D)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

(T)

8.5 Residential **Service, Cont'd**

(T)

(D)

(D)

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Service Offerings

8.5 Residential Service, **Cont'd**

(T)

(T)

(D)

(D)