



Cox Digital Telephone provides the same reliable telephone experience and features you've come to expect in phone service, at greater savings than other companies. Cox remains committed to providing its customers with high-quality, reliable entertainment and communications services. At the same time, new tools enable Cox to evolve the Cox Digital Telephone experience and bring the digital advantage to yet another aspect of our customers' lives.

Cox Digital Telephone Quick Facts:

- More than 2.3 million customers rely on Cox Digital Telephone.
- For the fifth consecutive year, Cox received J.D. Power and Associates highest honor in telephone customer satisfaction in the West.
- Cox received highest honors in J.D. Power and Associates' 2007 Residential Telephone Customer Satisfaction StudySM in the Northeast, Southwest and Western Regions.
- Cox Digital Telephone is not an Internet telephone service. In fact, it does not even require broadband Internet access. Cox always provides automatic access to the FCC-mandated E-911 system.
- Cox Unlimited Connection provides the most popular calling features and local and long-distance calling for one low price.
- 9 out of 10 Cox Digital Telephone customers would recommend the service to a friend.
- From the home and workplace, Cox connects more than 50 million phone calls per day on our network

With Cox Digital Telephone, customers can:

- **Benefit from the most reliable telephone solutions.** Because our customers' safety is important to us, Cox has always provided 911 service and is compatible with modern alarm monitoring equipment.
- **Save on telephone service.** Cox Digital Telephone provides the same high-quality telephone service at significant savings over traditional telephone providers. Cox customers save up to \$120 a year over their old phone company.
- **Enjoy the most popular calling features** in attractive calling plans or a-la-carte, including voice mail, caller ID, call waiting, call forwarding and other ancillary services.
- **Experience converged functionality.** Phone Tools, Cox's new converged telephone and Internet functionality, is a feature that is available free of charge to Cox customers that subscribe to Cox Digital Telephone and Cox High Speed Internet in most Cox markets.
- **Make local, long-distance and international calls** to friends and family around the world, with low rates, and domestic and international calling plans.
- **Receive additional savings** when they bundle with Cox Digital Cable and Cox High Speed Internet, plus the convenience of one bill and one company to call.

- **Exercise Choice.** Cox provides a high-quality alternative telephone service to traditional telephone providers at greater savings.

Frequently Asked Questions:

How good is the voice quality with Cox Digital Telephone?

Cox provides voice quality that is just as good, if not better, than that of the incumbent telephone service providers such as AT&T, Qwest and Verizon.

Does Cox offer VoIP service?

No. Despite common misconceptions, Cox Digital Telephone is not an Internet telephone service. Rather, in some markets, it uses Internet Protocol (IP) technology to transport phone calls over its private, managed IP-based data network, never traversing the public Internet or even requiring a broadband connection. As a result, Cox's IP technology delivers the same high-quality user experience you've come to expect in phone service.

Does Cox Digital Telephone service require broadband Internet access?

No, a broadband connection at the home is not necessary. Cox does not transport phone calls through the public Internet.

How is the Cox Digital Telephone pricing structured?

Customers typically save up to \$120 a year with Cox Digital Telephone compared to services from companies such as AT&T, Qwest and Verizon. Cox customers can enjoy even more savings if they subscribe to two or more services from Cox (any combination of cable television, high-speed Internet and telephone service). In addition, Cox's convenient billing and payment options make our customers' lives easier. Cox Digital Telephone's rates include traditional telephone fees such as CALEA, USF and others.

Does Cox offer long distance service?

Yes, Cox offers the convenience and savings of receiving local, long distance and international calling from one company. Cox also provides popular calling plans, such as unlimited long distance, for additional savings.

Will Cox Digital Telephone work with my existing alarm system?

Yes, Cox is compatible with modern alarm monitoring equipment.

Does Cox Digital Telephone service have E-911?

Yes, Cox Digital Telephone provides automatic access to the FCC-mandated Enhanced 911 system.

Do I need to install Cox Digital Telephone myself?

No, Cox Digital Telephone is installed by Cox's local, professional and experienced phone technicians.