

## **Non-Exhaustive List of Certain Taxes, Fees, and Surcharges**

A non-exhaustive list of certain taxes, fees, and surcharges which may apply to the Services provided by Cox to Customer are described below and incorporated into the Customer's Agreement. Other taxes, fees, and surcharges not listed below may apply as determined by Cox and may also be described at <https://www.cox.com/business/support/taxes-fees-and-surcharges-for-cox-services.html>. All fees and surcharges are subject to change at any time with or without notice.

### **I. Applicable to All Services**

Cancelled Appointment. The cancellation fee is currently a one-time charge of \$100, but such fee is subject to change from time to time upon notice to Customer.

Reconnection of Service. If Customer's services are electronically disabled due to non-payment, Customer's account may be subject to a reactivation fee. For cable or internet, the fee is \$30.00 respectively per service and voice reactivation fee is \$30.00 per line.

### **II. Applicable to Internet Service**

Modem Activation Fee. For a Cox Provided Modem, the one-time modem activation fee is currently \$25.00.

Modem Rental Fee. The monthly rental fee for a Cox Provided Modem is currently \$4.99.

### **III. Applicable to Video Services**

Broadcast Surcharge Fee / Regional Sports Surcharge. The Broadcast Surcharge and Regional Sports Surcharge Fees are each a separate monthly charge in the amount described below based on the market where services are provided. The 2022 surcharges below are effective beginning January 1, 2022.

Market	Site	Site ID	2021 Broadcast Surcharge	2022 Broadcast Surcharge	2021 Regional Sports Surcharge	2022 Regional Sports Surcharge
New England	Connecticut	216	\$16.00	\$19.00	\$11.00	\$12.50
	Rhode Island	238	\$16.00	\$19.00	\$8.50	\$9.50
	Cleveland	609	\$16.00	\$19.00	\$8.50	\$9.00
Virginia	Northern Virginia	477	\$16.00	\$19.00	\$10.00	\$10.00
	Roanoke	239	\$16.00	\$19.00	\$5.00	\$5.00
	Hampton Roads	215	\$16.00	\$19.00	\$5.00	\$5.00
Florida	Gulf Coast	135	\$16.00	\$19.00	\$8.50	\$8.50

	Gainesville	214	\$16.00	\$19.00	\$10.00	\$10.00
	Middle Georgia	1	\$16.00	\$19.00	\$8.50	\$8.50
<b>Oklahoma</b>	Oklahoma City	131	\$16.00	\$19.00	\$3.50	\$3.50
	Tulsa	186	\$16.00	\$19.00	\$3.50	\$3.50
<b>Central Region</b>	Kansas/NW Arkansas	580	\$16.00	\$19.00	\$3.00	\$3.00
	Omaha	132	\$16.00	\$19.00	\$4.00	\$4.25
	Sun Valley	132	\$16.00	\$19.00	\$0.00	\$0.00
<b>Louisiana</b>	New Orleans	126	\$16.00	\$19.00	\$6.50	\$6.50
	Greater Louisiana	182	\$16.00	\$19.00	\$6.50	\$6.50
<b>Arizona</b>	Phoenix	436	\$16.00	\$19.00	\$9.00	\$9.50
<b>California</b>	Orange County	333	\$16.00	\$19.00	\$11.00	\$12.00
	Palos Verdes	334	\$16.00	\$19.00	\$11.00	\$12.00
	Santa Barbara	342	\$16.00	\$19.00	\$11.00	\$12.00
	San Diego	541	\$16.00	\$19.00	\$9.00	\$9.00
<b>Las Vegas</b>	Las Vegas	476	\$16.00	\$19.00	\$9.00	\$9.00

#### **IV. Applicable to Voice Services**

Access Recovery Fee ("ARF"). The current monthly charges for the ARF per account is as follows and applies to any of the below referenced Services:

<b>Access Recovery Fee (ARF) – Monthly Charges Per Account</b>							
<b>Voice Manager and POTS Lines</b>		<b>Centrex Legacy Trunks</b>		<b>IP Centrex and SIP Trunks</b>		<b>ISDN PRI and T1</b>	
<b>Single Line</b> per line or trunk	<b>Multi-line</b> per line or trunk (capped at <b>\$10.00</b> )	<b>First 1-24 talk paths</b> (capped at \$10.00)	<b>Subsequent 24 talk path increments</b> or subset thereof (no cap)	<b>First 1-24 talk paths or trunks</b> (capped at \$5.00)	<b>Subsequent 24 talk path or trunk increments</b> or subset thereof (no cap)	<b>Per facility</b> per month (no cap)	
All States	\$1.00	\$2.00	\$2.00	\$10.00	\$1.00	\$5.00	\$5.00

**Fee Schedule Application - Based On Active Voice Services**

***VoiceManager Or POTS Lines***

1 Line Requires Single Line Rate, Per Account  
2 or more Lines Requires Multi-Line Rate, \$ 2 Per Account

***IP Centrex & SIP Trunking***

1 to 4 Call Path Requires Multi-Line Rate, \$ 1 Per Account  
5 to 24 Call Paths Requires Bulk Rate, \$ 5 Per Account  
An Additional Bulk Rate Applies to Each Add'l 24 Call Paths

***Centrex (Legacy)***

1 to 4 Call Path Requires Multi-Line Rate, \$ 2 Per Account  
5 to 24 Call Paths Requires Bulk Rate, \$ 10 Per Account  
An Additional Bulk Rate Applies to Each Add'l 24 Call Paths

***PRI***

1 Trunk Facility (can include 1 to 23/24 call/trunk paths) Requires Bulk Rate, \$ 5 Per Account

Regulatory Cost Recovery Fee ("RCRF"). The RCRF is currently 2.8% of the Customers' interstate/international charges.

Network Interface Fee ("NIF"). The NIF is an interstate fee that Cox assesses its iVoIP customers that helps defer some of the cost associated with carrier network interconnection services and the interface with the Public Switched Telephone Network ("PSTN"). The fee is a monthly, flat-rated charge assessed to iVoIP customers for each line, voice path or trunk that is active on the account. Cox may change the NIF rate from time to time by providing notice to the Customer.

<b>Network Interface Fee</b>
------------------------------

<b>Local Market</b>	<b>Monthly Rates</b>		
	<b>Single Line</b>	<b>Multi-Line</b>	<b>Bulk</b>
<b>Arkansas</b>	<b>\$7.67</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Arizona</b>	<b>\$7.98</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>California</b>			
<b>-San Diego</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>-Orange Co.-AT&amp;T</b>	<b>\$8.26</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>-Orange Co.-VZ</b>	<b>\$8.26</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>-Santa Barbara</b>	<b>\$7.50</b>	<b>\$9.60</b>	<b>\$48.00</b>
<b>Connecticut</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Florida</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Georgia</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Idaho</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Iowa</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Kansas</b>	<b>\$7.67</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Louisiana</b>			
<b>- New Orleans</b>	<b>\$8.00</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>- Greater LA</b>	<b>\$8.00</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Nebraska</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Nevada</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Ohio</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Oklahoma</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Rhode Island</b>	<b>\$7.50</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>Virginia</b>			
<b>-Hampton Roads</b>	<b>\$9.25</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>-Northern VA</b>	<b>\$9.25</b>	<b>\$9.25</b>	<b>\$46.25</b>
<b>-Roanoke</b>	<b>\$9.25</b>	<b>\$9.25</b>	<b>\$46.25</b>

<b>SIP Trunking NIF Fee Schedule</b>	
1-14 Voice Paths	Multi-Line Rate per Path
15-24 Voice Paths	Bulk Rate Charge; inclusive of first 14 paths
25-48 Voice Paths	1 Additional Bulk Rate Charge
49-72 Voice Paths	1 Additional Bulk Rate Charge
73-98 Voice Paths	1 Additional Bulk Rate Charge
Each additional 24 Paths	1 Additional Bulk Rate Charge

Bursting Feature for SIP Trunking Service. If Customer purchases the SIP Trunking Service from Cox, Customer may purchase a Bursting feature from Cox during the term of its Agreement for an additional charge. The Bursting feature enables a SIP trunk group to expand in response to increased call volume. Provided that Customer has purchased the Bursting feature in advance from Cox, Customer shall not incur a monthly recurring charge for the Bursting feature, but shall be assessed a charge for the Bursting feature on a per minute or per call basis (as selected by Customer in advance) for all inbound and outbound calls, and such charges shall be in addition to any charges assessed to Customer for long-distance toll call plans. Bursting usage shall be billed on a per minute basis at \$0.10 per minute in 60/60 increments or at \$0.35 per message.

Ancillary Services Charges. The following rates and charges will be assessed by Cox to its Customers for tangential services such as Operator Services, Directory Assistance, Directory Listings, Late Payment Fees and Non-Sufficient Funds charge. These charges will be assessed according to the State in which the service is provided as described below.



**ARIZONA:**

**Directory Assistance with Call Completion**

A Customer may obtain Directory Assistance with Call Completion in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

Each call to Directory Assistance will be charged as follows:

Per Call	\$2.49
----------	--------

Customer may request maximum of 3 telephone numbers per call.

**Operator Assisted Surcharges:**

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$4.00
Third Number Billing (Customer Dialed)	\$4.00
Calling Card (Operator Dialed)	\$3.00
Collect Calling (Operator Dialed)	\$4.00
Collect Calling (Customer Dialed)	\$4.00
Person to Person (Operator Dialed)	\$5.00
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.00

**Directory Listings Rates**



	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/A
Additional/Foreign Listing	\$3.50	\$20.00
Non-Published	\$2.00	\$20.00
Non-Directory Listed	\$2.00	\$20.00
Change Listing	N/A	\$20.00

**Non-Sufficient Funds/Late Payment Fee:**

Amounts not paid within 18 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 1.5% per month will be assessed on the unpaid balance.

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$25.00 returned item fee may be applied to the Customer's account.







## Directory Listings Rates, Residence

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A
Additional Listing	\$6.00	\$10.00
Non-Published	\$5.50	\$8.00
Non-Directory Listed	\$2.95	\$8.00
Directory Listing Change Charge	N/A	N/A
Directory Number Change Charge	N/A	N/A

## Billing and Late Payment Charges

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$30.00 returned item fee may be applied to the Customer's account.

Amounts not paid within 14 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by 22 days after the invoice date, Cox may impose late payment charges on the overdue balance of the bill. A late payment charge not to exceed 10% of the first \$30.00 of the Customer's bill and 2% of the remainder may be assessed on the outstanding balance.



**CALIFORNIA:**

**Directory Assistance Charge**

Cox will enhance its Directory Assistance Service with the added benefit of Call Completion. The Customer will be allowed one number call completion per each DA call.

	<b>San Diego</b>	<b>Orange County</b>
	<b><u>Charge</u></b>	<b>Santa Barbara</b>
		<b><u>Charge</u></b>
Directory Assistance is		
charged on a per call basis	\$2.49	\$2.49

Customer may request maximum of 1 telephone number per call.

**Operator Services:**

Local exchange and IntraLATA toll calls may be placed on an Operator Assisted basis. Usage charges for Operator Handled local calls are the same as those set forth below.

In addition, to the usage charges identified above, the following operator-assisted charges will apply:

	<b><u>Charge</u></b>
Person-to-Person	\$5.00
Station-to-Station (Third Party, Alternate Billed, Collect Calls)	\$3.00
Third Party Calling	\$4.00



Operator Handled Calls ("0+" and "0-") (per minute) \$ .35  
(applies in addition to other operator charges)

### Telephone Directory Service

	<u>Monthly Rate</u>		
	<b>Orange</b>	<b>San</b>	<b>Santa</b>
	<b><u>County</u></b>	<b><u>Diego</u></b>	<b><u>Barbara</u></b>
Primary Service Listing	N/C	N/C	N/C
Name and Number Only Listing	N/C	N/C	N/C
Additional Listing	\$1.66	\$1.66	\$1.75
Directory Assistance Listing Service	\$.14	\$.14	\$1.15
Non-Published Service	\$.28	\$0.00	\$1.50

### Non-Sufficient Funds/Late Payment Fee:

Checks, or other negotiable instruments, presented in payment for services and subsequently returned to Cox by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a nonrecurring charge of \$25.00 per item.

A late payment charge of 1.50 percent or, if lower, the legal limit applicable to such charges applies to each Customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The late payment charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.



**CONNECTICUT:**

**Directory Assistance**

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

**Rates and Charges**

Per Call	\$2.49
----------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

**RATE**

Third Number Billing	\$4.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling	\$4.00
Person to Person	\$5.00
Station to Station (Operator Dialed)	\$3.00
General Assistance	N/C

**Operator Assisted Calls, per Minute:** \$0.35

**Directory Listings Rates**

**MRC**

**NRC**



Primary Listing	N/C	N/C
Additional Listing	\$2.00	\$10.00
Foreign Listing	\$2.00	N/A
Non-Published	\$3.50	\$15.00
Non-Directory Listed	\$2.00	\$15.00
Name Change	N/A	\$10.00

**Non-Sufficient Funds/Late Payment Fee:**

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.

A \$30.00 fee will be assessed on Customer Accounts that are referred to a collection agency in connection with past due amounts that are not in dispute.

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 \$10.00 will apply per transaction.



**FLORIDA:**

**Directory Assistance**

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

Charges for Directory Assistance Calls:

Business: \$2.49 per call

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges**

The following surcharges will be applied on a per call basis plus any applicable per minute-of-use charges.

**Rate**

Calling Card, Operator dialed	\$2.00
Collect Calling, Customer dialed	\$4.00
Collect Calling, Operator dialed	\$4.00
Person-to-Person, Customer dialed	\$5.00
Person-to-Person, Operator dialed	\$5.00
Station-to-Station, Operator dialed	\$3.00
Third Number Billing, Customer dialed	\$4.00
Third Number Billing, Operator dialed	\$4.00
General Assistance	N/C

**Operator Assisted Calls, per Minute** \$0.35



## Directory Listings Rates and Charges

Monthly rates and non-recurring charges will be assessed as follows:

	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/A
Additional Listing	\$2.10	\$10.00
Foreign Listing	\$2.10	\$10.00
Non-Published	\$3.50	\$10.00
Non-Directory Listed	\$1.15	\$10.00
Premium Listing	\$4.00	\$10.00
Telephone Number Change Charge	N/A	\$35.00
Directory Listing Change Charge	N/A	\$10.00

### **Non-Sufficient Funds/Late Payment Fee:**

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid due to insufficient funds or rejection of charges on the Customer's credit card, a \$25.00 returned item fee may be applied to the Customer's account.

**Gulf Coast:** If a Customer's account is carrying an overdue balance and payment is not applied within 6 days after the due date, the Customer's account will be assessed a \$3.50 late fee. If the account remains past due 25 days past the original due date, a \$4.50 charge will be applied until the balance is paid in full.

**Central Florida:** If a Customer's account is carrying an overdue balance and payment is not applied within 10 days after the due date, the Customer's account will be assessed a \$3.99 late fee. If the account remains past due 25 days past the original due date, a \$4.99 charge will be applied until the balance is paid in full.







**GEORGIA:**

**Directory Assistance**

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

Charges for Directory Assistance Calls:

Business	\$2.49 per call
----------	-----------------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges**

The following surcharges will be applied on a per call basis.

	<b>Business</b>
Calling Card (Customer Dialed)	N/C
Collect Calling (Customer Dialed)	\$2.50
Collect Calling (Operator Dialed)	\$3.75
Person-to-Person (Customer Dialed)	\$5.00
Person-to-Person (Operator Dialed)	\$6.25
Station-to-Station (Operator Dialed)	\$3.75
Third Number Billing (Customer Dialed)	\$2.50
Third Number Billing (Operator Dialed)	\$3.75
General Assistance	N/C



**Operator Assisted Calls, per Minute**

\$0.25

**Directory Listings Rates**

	<b>Monthly</b>	<b>NRC</b>
Primary Listing	N/C	N/A
Additional Listing	2.10	N/A
Foreign Listings	2.10	N/A
Non-Published Listing	0.00	N/A
Non-Pub Additional Listing	N/C	N/A
Non-Directory Listed	N/C	N/A
Non-Listing Additional Listing	N/C	N/A
Premium Listing	3.50	N/A

**Non-Sufficient Funds/Late Payment Fee:**

Amounts not paid within 30 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of \$3.99 on day 30 and \$4.99 on day 45 for residential and **\$25.00** for business may be assessed on a balance not previously assessed.

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$30.00 returned item fee may be applied to the Customer's account.



## **IDAHO**

### **Directory Assistance**

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

Charges for Directory Assistance Calls:

\$2.49 per call for Business Service

Customer may request maximum of 2 telephone numbers per call.

### **Operator Assisted Surcharges**

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	4.00
Third Number Billing (Customer Dialed)	\$4.00
Calling Card (Customer Dialed)	N/C
Collect Calling (Operator Dialed)	\$4.00
Collect Calling (Customer Dialed)	\$4.00
Person-to-Person (Operator Dialed)	\$5.00
Person-to-Person (Customer Dialed)	\$5.00
Station-to-Station (Operator Dialed)	\$3.00
General Assistance	N/C

### **Directory Listings Rates - Business**



	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/A
Additional/Alpha Listing	\$5.00	\$10.00
Non-Published	N/C	\$15.00
Non-Directory Listed	\$2.50	\$15.00
Premium Listing	\$5.00	\$15.00
Change Listing	N/A	\$10.00

### **Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

- 1.** Amounts not paid within 30 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of \$6.00 may be assessed on a balance not previously assessed.
- 2.** If Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, Cox may assess a \$30.00 returned item fee to Customer's account.



**IOWA:**

**Directory Assistance**

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

Charges for Directory Assistance Calls:

\$2.49 per call

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$3.00
Third Number Billing (Customer Dialed)	\$3.00
Calling Card (Operator Dialed)	\$3.00
Collect Calling (Operator Dialed)	\$3.00
Collect Calling (Customer Dialed)	\$3.00
Person to Person (Operator Dialed)	\$5.00
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.00

**Directory Listings Rates**

**Monthly**

**NRC**



Primary Listing	N/C	N/C
Additional Listing	\$5.00	\$10.00
Non-Published	\$0.00	\$15.00
Non-Directory Listed	\$2.50	\$15.00
Premium Listing	\$5.00	\$15.00
Change Listing	N/A	\$10.00

**Non-Sufficient Funds/Late Payment Fee:**

Amounts not paid within 20 days after the date of invoice are considered past due. A late payment charge of 1.5% will be assessed on any outstanding balance, which is not paid before the following billing date.

A \$25.00 charge will be assessed for negotiable instruments returned for insufficient funds or non-existing accounts.



**KANSAS:**

**Directory Assistance**

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

Each call to Directory Assistance will be charged as follows:

Per Call Charge	\$2.49
-----------------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$4.00
Third Number Billing (Customer Dialed)	\$4.00
Calling Card (Operator Dialed)	\$4.00
Collect Calling (Operator Dialed)	\$4.00
Collect Calling (Customer Dialed)	\$4.00
Person-to-Person (Operator Dialed)	\$5.00
Person-to-Person (Customer Dialed)	\$5.00
Station-to-Station (Operator Dialed)	\$3.00

**Directory Listings Rates**

**Monthly**

**NRC**



Primary Listing	N/C	N/A
Additional Listing	\$1.75	\$19.00
Non-Published	\$3.75	\$19.00
Non-Directory Listed	\$2.50	\$19.00
Premium Listing	\$1.75	\$19.00
Change Listing	N/A	\$19.00
Change Number	N/A	\$25.00

**Non-Sufficient Funds/Late Payment Fee:**

Amounts not paid within 15 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of 2% may be assessed on a balance not previously assessed.

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$30.00 returned item fee may be applied to the Customer's account.





**LOUISIANA:**

**Directory Assistance**

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

Each call to Directory Assistance will be charged as follows:

Per Call	\$2.49
----------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:**

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$1.83
Third Number Billing (Customer Dialed)	\$1.83
Calling Card (Operator Dialed)	\$1.83
Collect Calling (Operator Dialed)	\$1.83
Collect Calling (Customer Dialed)	\$1.83
Person to Person (Operator Dialed)	\$3.13
Person to Person (Customer Dialed)	\$3.13
Station to Station (Operator Dialed)	\$1.83
General Assistance	N/C

<b>Operator Assisted Calls, per Minute</b>	<b>\$0.25</b>
--	---------------



### Directory Listings Rates

	NoLA		BTR/LAF	
	MRC	NRC	MRC	NRC
<u>Primary Listing</u>	<u>N/C</u>	<u>N/C</u>	<u>N/C</u>	<u>N/C</u>
<u>Premium Listing</u>	<u>N/A</u>	<u>N/A</u>	<u>\$1.40</u>	<u>N/A</u>
<u>Additional Listing</u>	<u>\$2.50</u>	<u>\$26.00</u>	<u>\$1.46</u>	<u>\$18.50</u>
<u>Non-Published</u>	<u>\$5.50</u>	<u>\$26.00</u>	<u>\$5.50</u>	<u>\$26.00</u>
<u>Non-Directory Listed</u>	<u>\$3.50</u>	<u>N/A</u>	<u>\$3.50</u>	<u>N/A</u>
<u>Directory Listing Change</u>	<u>N/A</u>	<u>\$35.00</u>	<u>N/A</u>	<u>\$35.00</u>
<u>Non-Pub Listed<sup>1</sup></u>	<u>\$1.76</u>	<u>\$26.00</u>	<u>N/A</u>	<u>N/A</u>
<u>Foreign Listing</u>	<u>N/A</u>	<u>N/A</u>	<u>\$1.40</u>	<u>\$18.50</u>

### Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 5% will be assessed on any outstanding balance, which is not paid before the following billing date.

A \$20.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

---

<sup>1</sup> Distinctive Ring Customers will not be assessed this charge.



**NEBRASKA:**

**Directory Assistance**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Additionally, Cox will offer Call Completion for one number at no additional charge to the Customer.

Each call to Directory Assistance will be charged as follows:

Per Call	\$2.49
----------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$4.00
Third Number Billing (Customer Dialed)	\$4.00
Calling Card (Operator Dialed)	\$4.00
Collect Calling (Operator Dialed)	\$4.00
Collect Calling (Customer Dialed)	\$4.00
Person to Person (Operator Dialed)	\$5.00
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.00

**Directory Listings Rates**

**Monthly**

**NRC**



Primary Listing	N/C	N/C
Additional listing	\$5.00	\$10.00
Non-Published	N/C	\$15.00
Non-Directory Listed	\$2.50	\$15.00
Premium Listing	\$5.00	\$15.00
Change Listing	N/A	\$10.00

**Non-Sufficient Funds/Late Payment Fee:**

Cox 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 upon receipt and considered past due if not paid within 15 days after the invoice date.

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.

Amounts not paid within 5 days after the billing due date will be assessed a late payment charge of 1.5% per month on the unpaid balance.

A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.



**NEVADA:**

**Directory Assistance**

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

Each call to Directory Assistance will be charged as follows:

Per Call	\$2.49
----------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:**

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$4.00
Third Number Billing (Customer Dialed)	\$3.00
Calling Card (Operator Dialed)	\$3.00
Collect Calling (Operator Dialed)	\$3.00
Collect Calling (Customer Dialed)	\$3.00
Person to Person (Operator Dialed)	\$5.00
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.00

**Directory Listings Rates**



	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/C
Additional Listing	\$	\$2.00
Non-Published	\$	\$2.50
Non-Directory Listed	\$	\$2.00

**Non-Sufficient Funds/Late Payment Fee:**

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.

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.

Amounts not paid by the due date are considered past due. However, payment of a bill by first-class mail is timely if the payment is received by Cox not more than 3 days after the past due date. If Cox does not receive the entire amount billed by the due date, as described above, Cox may impose late payment charges on the overdue balance of the bill.

Cox shall not assess any fee, penalty, interest or other charge to the State, including any service to an agency in any branch of government, for the delinquent payment of a bill.

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a returned item fee may be applied to the Customer's account.



## **OHIO**

### **Directory Assistance**

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

Business, per call: \$2.49

The Customer may request a maximum of 2 telephone numbers per call.

### **Operator Assisted Surcharges**

The following surcharges will be applied on a per call basis plus any applicable per minute-of-use charges.

Alternate Billed (Collect, 3rd Party, Operator Dialed)	
General Assistance	N/C
Collect Call	4.00
Person-to-Person	5.00
Station-to-Station	3.00
Third Number Billed	4.00

**Operator Assisted Calls, per Minute:** \$0.35

### **Directory Listing Service:**

**MRC**

**NRC**



		<b>Initial</b>	<b>Subsequent</b>
Primary Number	N/C	N/C	N/C
Additional Numbers	\$2.00	N/C	9.99
Name/Number Only	N/C	N/C	N/C
Non-Directory Listed	\$2.20	N/C	\$9.99
Non-Published	\$2.20	N/C	\$9.99
Directory Listing Change	N/A	\$10.00	\$9.99
Directory Number Change	N/A	N/C	\$29.99

**Non-Sufficient Funds/Late Payment Fee:**

Amounts not paid within 30 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of \$6 may be assessed.

If Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, Cox may assess a \$30.00 returned item fee Customer's account.





**OKLAHOMA:**

**Directory Assistance**

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

Per Call	\$2.49
----------	--------

Customer may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$4.00
Third Number Billing (Customer Dialed)	\$4.00
Calling Card (Operator Dialed)	\$4.00
Collect Calling (Operator Dialed)	\$1.65
Collect Calling (Customer Dialed)	\$4.00
Person to Person (Operator Dialed)	\$5.00
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.00

**Directory Listings Rates**

	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/A
Additional Listing	\$6.00	\$18.00
Foreign Listing	\$6.00	\$18.00



Non-Published	\$1.75	\$18.00
Non-Directory Listed	\$1.75	\$18.00
Change Listing	N/A	\$18.00
Change Number	N/A	\$22.50

**Non-Sufficient Funds/Late Payment Fee:**

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.

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.

Amounts not paid within 15 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of 1.5% may be assessed on the unpaid balance.

When a Customer makes a payment to Cox in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$25.00 returned item fee may be applied to the Customer's account.



**RHODE ISLAND:**

**Directory Assistance (DA)**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Each call to Directory Assistance will be charged as follows:

per call	\$2.49
----------	--------

Customers may request maximum of 2 telephone numbers per call.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

Third Number Billing	\$4.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling	\$4.00
Person to Person	\$5.00
Station to Station	\$3.00
General Assistance	N/C

<b>Operator Assisted Calls, per Minute:</b>	\$0.35
---	--------

**Directory Listings Rates**

	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/A
Additional Listing	\$3.50	\$10.00



Foreign Listing	\$3.50	\$10.00
Non-Published	\$3.50	\$10.00
Non-Directory Listed	\$2.20	\$10.00
Change Listing	N/A	\$10.00
Change Number Charge	N/A	N/A

**Non-Sufficient Funds/Late Payment Fee:**

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.

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.

Accounts not paid within 30 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of 1.5% may be assessed on the unpaid balance.

Additionally, a \$30.00 fee will be assessed on Accounts that are referred to a collection agency in connection with past due amounts.

A \$25.00 charge will be assessed for negotiable instruments that are returned for insufficient funds or non-existing accounts.



**VIRGINIA:**

**Directory Assistance (DA)**

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Each call to Directory Assistance will be charged as follows:

<b>Directory Assistance <sup>1, 2</sup></b>	<b>Monthly, per call</b>	
	<u>Hampton Roads and Northern VA</u>	<u>Roanoke</u>
DA with Call Completion	\$ 2.49	N/A
DA – Basic <sup>1</sup>		\$2.49

<sup>1</sup> Customer may request a maximum of 2 numbers per call

<sup>2</sup> Customer may make 1 call to DA per month at no charge.

**Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis plus any applicable per minute charges.

**Local**

Other than payphones on a per local call basis:

Alternate Billed: \$1.65

Person-to-Person: \$3.25

From a payphone using Cox Local Exchange Service, per call:

Calling Card \$0.60

Alternate Billed \$1.65



Person-to-Person \$3.25

**Toll**

	<b><u>Toll</u></b>
Third Number Billing	\$4.00
Calling Card (Operator Dialed)	\$1.95
Collect Calling	\$4.00
Person to Person	\$5.00
Station to Station	\$3.00
General Assistance	N/C

**Operator Assisted Calls, per Minute:** \$0.35

**Directory Listings Rates**

	<b><u>Monthly</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/C
Additional Listing or Foreign Listing	\$1.40	\$18.50
Non-Published	\$1.70	\$18.50
Non-Directory Listed	\$1.05	\$18.50
Change Listing	N/A	\$18.50
Name and Number Only	\$1.40	\$18.50

**Non-Sufficient Funds/Late Payment Fee:**

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Usage charges based on measured or message service will be assessed on the next invoice rendered following the end of the billing period in which the usage occurs or as soon as practical, and will be due and payable within 20 days after the invoice is mailed.



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.

Amounts not paid within 20 days after the mail date of an invoice are considered past due.

A \$30 charge will be assessed for negotiable instruments returned for insufficient funds or non-existing accounts or for rejection of charges to the Customer's credit card.

The late payment fee shall be that portion of the payment not received by the following month's bill date, multiplied by 1.5 percent.



**BUSINESS ACCESS-LINE, RESALE-LINE, TRUNK AND CENTREX MEASURED SERVICES (CALIFORNIA)**

**Zones 1 and 2 (San Diego Market only)**

Day – Initial minute .049  
– Each additional minute .049

Evening – Initial minute .049  
– Each additional minute .049

Night – Initial minute .049  
– Each additional minute .049

**Zones 1 and 2 (Orange County/PV Market only)**

– Initial minute .049  
– Each additional minute .049

**Zones 1 and 2 (Santa Barbara Market only)**

– Initial minute .049  
– Each additional minute .049

**Zone 3 ((San Diego Market only)**

Day – Initial minute .049





- Initial minute .0500<sup>†</sup>
- Initial minute .0400<sup>△</sup>
- Initial minute .0380<sup>▽</sup>
- Each additional minute .049

- Evening
- Initial minute .049
  - Initial minute .0400<sup>△</sup>
  - Initial minute .0380<sup>▽</sup>
  - Each additional minute .049

- Night
- Initial minute .049
  - Each additional minute .049

**Zones 3 (Orange County/PV Market only)**

- Initial minute .049
- Each additional minute .049

---

<sup>†</sup> Rate applicable only to Customers who also subscribe to the California Nickel Plan.  
<sup>△</sup> Rate applicable only to Customers who also subscribe to the California Four-Cent Plan.  
<sup>▽</sup> Rate applicable to Customers who subscribe to the Measured Rate 3.8 Cent Plan.



**Monthly Recurring Charges (MRC)—Business Lines<sup>2</sup>**

**Measured Service (Rhode Island)**

<b>Month-to-Month</b>	<b>1-Year</b>	<b>2-Year</b>	<b>3-Years</b>	<b>5-Years</b>
<b>\$24.00</b>	<b>\$20.00</b>	\$17.00	\$16.50	\$15.50
<b>Rate per MOU</b>				
\$0.039				
<b>Message Rate, per Call<sup>3</sup></b>				
\$0.0125				

<sup>2</sup> ISDN=BRI service is available where facilities exist and operating conditions permit.

<sup>3</sup> The charge will be waived for Customers who subscribe to the Cox Unlimited call plan.