Roanoke
March 2022
Product and Pricing Guide

Create a great connection

For the latest rates and product information, please visit cox.com.
All products and services are subject to their terms of use and other policies, found at: cox.com/policies.
## Basic Packages - Monthly Rates
(include one Basic Box rental)
- Basic Starter ........................................... $53.00
- Basic Preferred ........................................ $92.00

## Cox TV Packages - Monthly Rates
(include one Cox TV Box rental)
- Cox TV Starter ........................................ $53.00
- Cox TV Preferred ...................................... $92.00
- Cox TV Ultimate .................................... $132.00

## Contour TV Packages - Monthly Rates
(include one Contour Box rental)
- Contour Starter ........................................ $53.00
- Contour Preferred .................................... $92.00
- Contour Ultimate .................................... $132.00

## Surcharges
(appplies to certain TV packages)
- Broadcast Surcharge ............................... $19.00
- Regional Sports Surcharge ................... $5.00

## TV PACKS - Monthly Rates
(with any Cox TV or Contour Package)
- Variety Pack ............................................. $12.00
- Movie Pack ............................................. $12.00
- Sports & Information Pack ................... $10.00
- Sports Pack 2 ....................................... $10.00
- Latino Pack ............................................. $10.00
- Bonus Pack ........................................ No Charge

## DVR SERVICE - Monthly Rates
(DVR-compatible equipment is required)
- Starter DVR Service .................................. $5.00
- Essential DVR Service ........................... $13.50
- Preferred DVR Service ......................... $20.00
- Ultimate DVR Service ........................... $30.00

## PREMIUM CHANNELS - Monthly Rates
(Minimum service tier required)
- HBO Max™ ............................................. $15.00
- CINEMAX® ............................................. $12.00
- SHOWTIME® .......................................... $11.00
- STARZ® ................................................. $9.00
- Epix ..................................................... $12.00
- Playboy TV ........................................... $15.99

## INTERNATIONAL CHANNELS - Monthly Rates
- Arab Radio and Television .................. $9.99
- CCTV4 ............................................... $11.99
- Channel One Russia ......................... $14.99

## Chinese Deluxe Pack ................................. $19.99
(includes Phoenix Info News, Phoenix North America and CTI Zhong Tian)
- Chinese Pack 2 ..................................... $11.99
(CTI Zhong Tian & CCTV4)
- Chinese Pack ....................................... $18.99
(CTI Zhong Tian & Phoenix North America)
- Aapka Colors ....................................... $14.99
- CTI Zhong Tian Channel ....................... $11.99
- DW ................................................. $9.99
(Deutscher)
- Filipino Pack ...................................... $17.99
(GMA Pinoy & TFC)
- GMA Pinoy .......................................... $9.99
- Phoenix Info News ................................. $9.99
- Phoenix North America ....................... $9.99
- RAI ................................................. $9.99
(Italian)
- RTN ................................................... $14.99
- Russian Pack ....................................... $22.99
(Chanbel One Russia and RTN)
- Saigon Broadcasting Television Network $12.99
(Vietnamese)
- SET Asia ............................................. $14.99
(Zee TV, SET Asia)
- South Asian Super Pack ..................... $31.99
(Zee TV, SET Asia, TV Asia)
- TFC ................................................ $10.99
(The Filipino Channel)

*See opposite page for details.*
### COX TV Price List

**Streaming Only Services - Equipment Monthly Rate**

(Requires Panoramic Wifi Gateway)

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contour Stream Player</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**SUBSCRIPTION ON DEMAND SERVICES - Monthly Rates**

<table>
<thead>
<tr>
<th>Package</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>A&amp;E Crime Central</td>
<td>$4.99</td>
</tr>
<tr>
<td>Acorn TV</td>
<td>$6.99</td>
</tr>
<tr>
<td>Anime</td>
<td>$6.99</td>
</tr>
<tr>
<td>Baby Genius</td>
<td>$4.99</td>
</tr>
<tr>
<td>CuriosityStream</td>
<td>$2.99</td>
</tr>
<tr>
<td>Daily Burn</td>
<td>$14.99</td>
</tr>
<tr>
<td>DOCTV</td>
<td>$4.99</td>
</tr>
<tr>
<td>Echo Boom</td>
<td>$5.99</td>
</tr>
<tr>
<td>EROS Now</td>
<td>$9.99</td>
</tr>
<tr>
<td>Gaiam TV Fit &amp; Yoga</td>
<td>$6.99</td>
</tr>
<tr>
<td>Hallmark Movies Now</td>
<td>$5.99</td>
</tr>
</tbody>
</table>

*Streaming Only Services available for $5.00 per month (requires Panoramic Wifi Gateway). Prices shown are retail rates for various standalone services. Available to residential customers in Cox service areas. The TV packages above include one Basic Box, Cox TV Box, Contour Box or CableCARD with service, depending on package, additional Contour Box, Cox TV Box, Basic Box or a Cox-provided CableCARD together with a certified compatible CableCARD retail device required for additional television hookups. For ICC disclosure purposes only, the fee reasonably allocable to the included CableCARD is $3, additional CableCARDS priced as shown. **See CableCARD FAQs on www.cox.com for CableCARD details. CableCARD is a registered trademark of Cable Television Laboratories, Inc. and is used with permission. An HDTV set with an HDMI connection is required for HD quality video. Channel availability may vary between Basic Box and other Cox equipment options. Contour Box and a television that supports composite video or s-video connections required for DVR service. Available DVR recording space varies by package. All prices and packages are subject to change. Pricing above excludes installation, taxes, franchise fees, surcharges, and other fees. Subject to credit approval. Other restrictions may apply. For certain TV packages, the Broadcast Surcharge or Regional Sports Surcharge are listed separately on your bill. *Sports package subscriptions are paid in advance for the season and auto-renews annually at the applicable season renewal rate unless canceled before start of next season by calling Cox. Purchase is non-refundable. †This service requires a subscription to the Sports and Info Pack. Pro-rata rates apply for packages added mid-season. ‡Contour Stream Player does not include any live TV channels. Contour Stream Player only allows the ability to access Contour Apps and On Demand content that can be subscribed to, purchased, or rented.

### COX TV EQUIPMENT - Monthly Rates

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cox TV Box</td>
<td>$8.50</td>
</tr>
<tr>
<td>Contour Box</td>
<td>$8.50</td>
</tr>
<tr>
<td>Wireless 4K Contour Box</td>
<td>$8.50</td>
</tr>
<tr>
<td>(Requires Panoramic Wifi Gateway)</td>
<td></td>
</tr>
<tr>
<td>CableCARD</td>
<td>$6.00</td>
</tr>
<tr>
<td>Basic Box</td>
<td>$6.00</td>
</tr>
</tbody>
</table>

*Includes remote control; access to Starter and Preferred channels only; no interactive TV features, like On Demand.*

<table>
<thead>
<tr>
<th>Specialty Services</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV5 Monde</td>
<td>$9.99</td>
</tr>
<tr>
<td>(French)</td>
<td></td>
</tr>
<tr>
<td>TV Asia</td>
<td>$11.99</td>
</tr>
<tr>
<td>TV Japan</td>
<td>$21.99</td>
</tr>
<tr>
<td>Zee TV</td>
<td>$14.99</td>
</tr>
</tbody>
</table>

### SEASONAL SPORTS PACKAGES

(Standalone annual subscriptions; seasonal rates vary*)

<table>
<thead>
<tr>
<th>Package</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>NFL RedZone</td>
<td>$44.99</td>
</tr>
<tr>
<td>NBA League Pass</td>
<td>$199.00</td>
</tr>
<tr>
<td>MLB Extra Innings</td>
<td>$139.99</td>
</tr>
<tr>
<td>NHL Center Ice</td>
<td>$59.99</td>
</tr>
<tr>
<td>MLS Direct Kick</td>
<td>$89.00</td>
</tr>
</tbody>
</table>

### SPECIALTY SERVICES - Monthly Rates

<table>
<thead>
<tr>
<th>Specialty Services</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fox Soccer Plus</td>
<td>$14.99</td>
</tr>
</tbody>
</table>

*Note: rates shown are retail rates for various standalone services. Available to residential customers in Cox service areas. The TV packages above include one Basic Box, Cox TV Box, Contour Box or CableCARD with service, depending on package, additional Contour Box, Cox TV Box, Basic Box or a Cox-provided CableCARD together with a certified compatible CableCARD retail device required for additional television hookups. For ICC disclosure purposes only, the fee reasonably allocable to the included CableCARD is $3, additional CableCARDS priced as shown. **See CableCARD FAQs on www.cox.com for CableCARD details. CableCARD is a registered trademark of Cable Television Laboratories, Inc. and is used with permission. An HDTV set with an HDMI connection is required for HD quality video. Channel availability may vary between Basic Box and other Cox equipment options. Contour Box and a television that supports composite video or s-video connections required for DVR service. Available DVR recording space varies by package. All prices and packages are subject to change. Pricing above excludes installation, taxes, franchise fees, surcharges, and other fees. Subject to credit approval. Other restrictions may apply. For certain TV packages, the Broadcast Surcharge or Regional Sports Surcharge are listed separately on your bill. *Sports package subscriptions are paid in advance for the season and auto-renews annually at the applicable season renewal rate unless canceled before start of next season by calling Cox. Purchase is non-refundable. †This service requires a subscription to the Sports and Info Pack. Pro-rata rates apply for packages added mid-season. ‡Contour Stream Player does not include any live TV channels. Contour Stream Player only allows the ability to access Contour Apps and On Demand content that can be subscribed to, purchased, or rented.*
COX INTERNET PACKAGES - Monthly Rates

- Starter* ........................................ $44.99
- Essential** ..................................... $65.99
- Preferred† ....................................... $83.99
- Ultimate** ....................................... $99.99
- Gigablast* ....................................... $119.99
- StraightUp Internet** ....................... $50.00

COX INTERNET EQUIPMENT - One Time Charges

- Panoramic Wifi Pods 1 pack ............... $129.99
- Additional Panoramic Wifi Pods ........ $99.99

OTHER INTERNET SERVICES - Monthly Rates

- Elite Gamer ....................................... $6.99
  (One connection included with Panoramic Wifi Gateway at no additional cost.)
- Additional Game Connections ............ $4.99
  (up to 3)

Panoramic Wifi Gateway ......................... $13.00
(Wireless Router for Optical Network
Customers) ........................................ $8.00

Download Speeds Up To / Upload Speeds Up To:
  * Starter Service: 25Mbps / 3Mbps,
  ** Essential Service: 50Mbps / 3Mbps,
  † Preferred Service: 250 Mbps / 10 Mbps,
  ‡ Ultimate Service: 500 Mbps / 10 Mbps (fiber to the premises areas: 500 Mbps / 500 Mbps),
  * Gigablast Service: 1 Gbps / 35 Mbps (fiber to the premises areas: 940 Mbps / 940 Mbps),
  ** StraightUp Internet Service: 50 Mbps / 3 Mbps

Prices include taxes. Initial prepaid monthly service fee includes one-time equipment Starter Kit (new or refurbished wifi modem, coaxial and ethernet cable, and instructions); subject to limited 90-day warranty; add'l equipment extra. Service/Starter Kit non-refundable, not eligible for Cox 30-Day Money Back Guarantee. Pricing and policies subject to change. Services subject to Cox StraightUp Internet Customer Agreement (including mandatory arbitration provisions) (cox.com/SUI-agreement), Acceptable Use Policy (cox.com/aup) (including Cox's right to terminate service for abuse of network), and other policies at: cox.com/policies. Other restrictions may apply. © 2022 Cox Communications, Inc. All rights reserved.
### COX Voice Price List

#### COX VOICE PACKAGE - Monthly Rate

**Preferred** .......................................................... $20.00

(Package includes: Unlimited Local Calling, Unlimited Long Distance Calling to the US, Canada and landlines in Mexico, Readable Voice Mail, Cox Voice Everywhere app, Simultaneous ring, NoMoRobo service provided by a third party, call waiting, caller ID and more)

#### COX LONG DISTANCE - Monthly Rates

**Simply Worldwide** ........................................... $2.99

(low rates to 230+ countries)

#### A LA CARTE VOICE OPTIONS - Monthly Rates

- Non-published Number .................. $2.29
- Non-directory Listing ................. $1.06
- Additional Listing ...................... $1.12
- Directory Assistance ................. $2.49

(“Simply Worldwide” rates found at: cox.com/phone. All rates are retail rates for various standalone services. Unlimited plan long distance minutes may be used only for residential, non-commercial voice calls and usage that is not consistent with such use may subject your account to review and/or suspension or termination of your service. Calls to Mexico that terminate on a cell phone or other wireless device will incur a $0.10 per minute charge. Telephone modem and other equipment (collectively “Customer Premise Equipment” or “CPE”) may be required and will be provided for the duration of phone service subscription. Upon disconnection of phone service, CPE must be returned within 30 days or a monthly rental fee or lost equipment charge will apply. CPE uses household electrical power to operate. Telephone service, including access to 911 service, will not be available during a power outage without battery backup or if the CPE is moved or inoperable. Service does not come with battery backup. You may purchase a backup battery from Cox. You must monitor and replace the battery as needed (see http://www.cox.com/battery). Pricing above excludes installation, taxes, surcharges, and other fees. All packages and prices are subject to change. Subject to credit approval. Other restrictions may apply. Telephone service provided by an affiliated Cox entity and may utilize third-party services and facilities. Service may not be available in all areas. Other restrictions may apply. You may purchase a backup battery from Cox. You must monitor and replace the battery as needed (see http://www.cox.com/battery). Pricing above excludes installation, taxes, surcharges, and other fees. All packages and prices are subject to change. Subject to credit approval. Other restrictions may apply. Telephone service provided by an affiliated Cox entity and may utilize third-party services and facilities. Service may not be available in all areas. **Simply Worldwide** rates found at: cox.com/phone.)
### COX Homelife Price List

#### HOMELIFE PACKAGES - Monthly Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automation</td>
<td>$20.00</td>
</tr>
<tr>
<td>(Home Control and Automation)</td>
<td></td>
</tr>
<tr>
<td>Security*</td>
<td>$40.00</td>
</tr>
<tr>
<td>(Professionally Monitored Security Plus Home Control and Automation, includes one touchscreen rental)</td>
<td></td>
</tr>
</tbody>
</table>

#### HOMELIFE SECURITY & AUTOMATION - One-Time Charges

<table>
<thead>
<tr>
<th>Service</th>
<th>One-Time Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Automation Installation</td>
<td>$25.00</td>
</tr>
<tr>
<td>Standard Security Installation</td>
<td>$100.00</td>
</tr>
<tr>
<td>Panel Upgrade Installation</td>
<td>$100.00</td>
</tr>
<tr>
<td>Pre-wired Home Installation</td>
<td>$250.00</td>
</tr>
<tr>
<td>Exterior Camera Installation</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

(Per camera)

#### Other Service Fees - Monthly Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment Service Plan</td>
<td>$4.99</td>
</tr>
<tr>
<td>24-HR Video Recording and 10-Day Storage</td>
<td>$24.99</td>
</tr>
<tr>
<td>(Up to 2 cameras)</td>
<td></td>
</tr>
<tr>
<td>24-HR Video Recording and 10-Day Storage*</td>
<td>$24.99</td>
</tr>
<tr>
<td>(Up to 4 cameras)</td>
<td></td>
</tr>
</tbody>
</table>

*Rates shown are retail rates for various standalone services. Cox Homelife® is available to residential customers in select Cox service areas. Cox Homelife Automation service plan is not a monitored home security system and includes home automation services only; Cox Homelife Security service plan required for professional monitoring services for intrusion, smoke/fire and related system components. 24-HR Video Recording requires eligible Homelife service tier (Automation or Security), additional monthly recording fee, and compatible iCam2 cameras. Additional Homelife cameras not included and are extra if not already owned. A high-speed Internet connection is required. Pricing above excludes installation, additional equipment, taxes, trip charges, surcharges, and other fees. All prices and packages are subject to change. Subject to credit approval. Other restrictions may apply. Touchscreen remains property of Cox and must be returned to Cox upon termination of service to avoid additional charges. Local ordinances may require an alarm user permit or external lock box. Las Vegas customers will incur an additional monthly verified response fee (currently $4.00/mo.). Cox Homelife Service provided by Cox Advanced Services: Arizona, LLC - Alarm Lic. #18141, ROC Lic. #310876; Arkansas, LLC – Lic. #E 2014 0026/CMPY.0002278; California, LLC – Alarm Lic. #7196 & Contractor’s Lic. #992992; Connecticut, LLC; Florida, LLC – Lic. #E20001232; Georgia, LLC – Lic. Bryan David Melancon #SYAG06595; Idaho, LLC – Lic. #024933; Iowa, LLC – Lic. #121664 & AC268; Kansas, LLC – Topeka Lic. #109 & Wichita Lic. #2015–36492; Louisiana, LLC – Lic. #F 2006; Nebraska, LLC – Lic. #221672; Nevada, LLC dba Cox Homelife – Lic. #81333; Ohio, LLC – Lic. #53–18–1671; Oklahoma, LLC – Lic. #2002; Rhode Island, LLC – Lic. #9314; Virginia, LLC – DCJS Lic. #17–7778, DPOR Lic. #201564725.
COX Other Services

OTHER SERVICE FEES - One-Time Charges

- Returned Check Fee: $50.00
- Returned Check Fee (phone only): $30.00
- Field Collection Fee: $25.00
- Electronic Reactivation Fee: $20.00
- Electronic Reactivation Fee (phone): $25.00
- Late Payment Fee (Homelife, TV, Internet): $8.35
- Late Payment Fee (Phone Percent of balance): 1.50%
- TV Pro Connect: $100.00
- TV Pro Connect Conversion: $100.00
- Internet Pro Connect Conversion: $100.00
- Voice Pro Connect Conversion: $100.00
- Panoramic Wifi Pods Assisted Install: $30.00
- Internet Pro Connect: $100.00
- Internet Panoramic Wifi Pro Connect: $100.00
- Voice Pro Connect: $100.00

Easy Connect Activation: No Charge (TV, Internet, Voice)
TV Pro Connect Conversion: $100.00
Internet Pro Connect Conversion: $100.00
Voice Pro Connect Conversion: $100.00
Trouble Call Truck Roll: $75.00 (per visit)

Premium Support - Monthly Rates
- Cox Complete Care: $10.00 (TV, Internet, Telephone)