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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**TARIFF**

**OF**

**COX ARKANSAS TELCOM, L.L.C.**

**REGULATIONS AND  
SCHEDULE OF CHARGES  
APPLYING TO  
LOCAL EXCHANGE  
AND  
INTEREXCHANGE SERVICES  
WITHIN THE STATE OF ARKANSAS**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**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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6205-B Peachtree Dunwoody Road,  
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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 a change in regulation.                              |
| (D) | To signify a discontinued rate or regulation.                   |
| (E) | To signify the correction of an error made in prior revision.   |
| (I) | To signify an increase in rate.                                 |
| (M) | To signify a moved text.  |
| (N) | To signify a new rate or regulation.                            |
| (R) | To signify a reduction in rate.                                 |
| (T) | To signify change in text, but no change in rate or regulation. |

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange communications services by Cox Arkansas Telcom, L.L.C., d/b/a Cox Communications, to Customers within the local exchange service area as defined below. Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

The provision of Cox Local Service is subject to existing regulations and terms and conditions specified in this Tariff as well as in the Company's other Tariffs or Customer Service Agreements, and may be revised, added to, or supplemented by superseding issues.

In addition to the regulations and charges herein, this Tariff is subject to specific regulations as may be prescribed by the Arkansas Public Service Commission.

**SERVICE AREA**

The Company will provide service to Customers within the service area, consistent with the other terms and conditions of this tariff. The local service area is defined as the exchange areas served as described in Section 3.1.1, Local Service Areas/Local Calling Area, of this Tariff.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 1 - Definitions**

Certain terms used generally throughout this tariff are defined below.

**Access Line:** An arrangement which connects the Customer's telephone to a Cox designated switching center or point of presence.

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

**Applicant:** Any person or entity requesting telecommunications 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 Customer:** A Customer receiving local exchange Business Service as defined herein.

**Business Telephone Service:** Telephone service provided to:

- a business location, or
- a Residential location, which is listed in the business section of the local telephone book, or
- a Residential location advertised or used as a place of business.

**Cable Service:** This service is defined, at a minimum, as the basic service tier (BST). BST includes the local broadcast stations and any public, educational, and government programming required by the franchise agreement.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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

**Calling Card:** A billing convenience whereby the End User may bill the charges for a call to an approved telephone company-issued calling card. The terms and conditions of the local telephone company will apply to payment arrangements.

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

**Calling Number Delivery Blocking:** Blocks the delivery of the number to the called party on a per call basis.

**Cancellation Charge or Cancellation 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 2.11 for details.) (T)  
(T)  
(T)

**Collect Billing:** A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

**Combination Service (Combo Svc. Or Cox Preferred):** is a Residential Customer, who qualifies 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.

**Commission:** The Arkansas Public Service Commission.

**Company:** Cox Arkansas Telcom, L.L.C.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**Cox:** Cox Arkansas Telcom, L.L.C. which is the issuer of this tariff.

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

**Customer or Subscriber:** The person, 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.

**Deposit:** An amount paid to a telecommunications provider by an Applicant or Customer to guarantee payment for telecommunications service.

**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 2.11 for details.)

**Elderly Person:** A Residential Customer who is at least 65 years old.

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

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

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

**Exchange Service Area:** A unit established by a telecommunications provider for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided. It may consist of one or more central offices together with associated plant facilities used in furnishing telecommunications service in that area.

**Extended Due Date:** Regular monthly extension or change of a bill's due date by a telecommunications provider.

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

**Hunting:** Routes a call to an idle station line.

**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.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**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.

**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 Calling Area:** The local calling areas for all Customers served by the Company shall include the exchange areas as defined in Section 3.1.1.

**Local Exchange Carrier ("LEC"):** A company which furnishes exchange telephone service.

**Message Waiting:** This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dial-tone).

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

**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 AND INTEREXCHANGE SERVICES**

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

**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.

**Operator-Station Call:** A service whereby an End User places a non-Person-to-Person call with the assistance of an operator.

**Person-to-Person Call:** A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

**Premises:** The physical space designated by the Customer for the termination of the Company's service.

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

**Residential Customer:** A Customer receiving Residential Service as defined herein.

**Residential Service:** Service to the following locations:

- Private residences which are not advertised or used as a place of business,
- Private apartments, rooming houses or boarding houses where service is confined to the Customer's use,
- Detached structures when strictly used as a part of the residence on the same premises and is not used as a place of business.
- University Dormitory Rooms

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**Residential Service:** Service to the following locations: cont'd.

In the event, a Customer's service is discovered to be in violation of the provisions above, the telephone company shall back bill to recover the under charge. To determine the amount of under charge the telephone company shall first review its' service records to determine the period of under charge. Should the Customer dispute the period determined by the telephone company, the Customer has the burden of demonstrating a shorter period of under charge. In cases where the telephone company service records do not indicate a probable period of under charge, a period of 12 months shall be used and the burden of demonstrating a shorter period shall be upon the Customer. The under charge shall be assessed based upon business rates less prior payments.

The Company, upon failure of the Customer to pay the amount back billed, shall suspend service to the Customer until such time as the back billed amount plus late payment penalty, if any, are paid in full.

A Residential Customer may not port a business telephone number to the Company as a residential telephone number.

**Resold Services:** Local exchange services provided by the incumbent local exchange carrier (N)  
and resold by the Company. (N)

**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.

**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 on the Company's network.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**Third Party Billing:** A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

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

**United States:** The forty-eight states contained within the mainland United States, the District of Columbia, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Marianas Islands (CNMI) and American Samoa.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 2 - Regulations**

**2.1 Undertaking of the Company**

**2.1.1 Scope**

1. The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Arkansas under the terms of this Tariff.
2. 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.

**2.1.2 Shortage of Equipment or Facilities**

1. The Company reserves the right to limit or allocate the use of existing facilities that it deems necessary to manage the lack of facilities or to manage a facility shortage due to some other cause beyond the Company's control. The Company will not provide additional service or connect new service to any Customer that would contribute to a shortage condition until the problem has been identified and rectified. The Company will incur no liability for call interruptions resulting from the Company's efforts to avoid 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 availability and capacity of the Company's fiber optic cable and other facilities as well as facilities the Company may, from time to time, obtain from other carriers 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 Arkansas.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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. 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.
3. At the expiration of the initial term of a month-to-month service, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 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. This tariff shall be interpreted and governed by the laws of the State of Arkansas without regard for the State's choice of laws provisions.
5. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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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. 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. 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 in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines. **Business Customers, who have fulfilled contract obligations and wish to transfer service type from Business to Residential, will be allowed to keep existing telephone number(s) and receive residential rates. Business Customers, who have not fulfilled contract obligations and switch service types from Business to Residential, will be issued new telephone number(s) when the service is transferred to a Residential Service type. Additionally, call intercept will not be deployed to inform the caller of the new Residential Service number(s).**
7. 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 following.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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.**

8. Service to certain Customers is provided via an Embedded Multimedia Terminal Adapter ("eMTA") and/or other voice telephone service devices ("Equipment"). If service is provided via Equipment, the Customer will receive Equipment provided by Cox during installation. The Equipment works on household power and requires a battery to operate during a power outage. The battery will operate up to 24 hours in case of a power outage depending on usage. While the Customer's telephone service will be available without a battery or a fully charged battery, services, including access to 9-1-1 services will not be available during outages 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.

(a)

- (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 Equipment. 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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(D)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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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 return to the Company all Company-provided equipment delivered to Customer within five (5) days of 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.

(M/T)

(M)

10. 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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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.1 Undertaking of the Company, cont'd.**

**2.1.4 Liability of the Company**

1. Delays or Interruption 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 noted in Section 2.10.1, Credit Allowance for Interruptions, following.
2. 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 Customers local exchange service and expanded local calling scope charges for a regular billing period with respect to such delayed, defective or interrupted local exchange service. No other liability shall in any way attach to the company in consideration of such delays or interruptions. The company will not be liable for any loss or damage, nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment.
3. 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 2.10, Allowances for Interruption of Service, the Company's liability, if any, shall be limited as provided herein.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.1 Undertaking of the Company, cont'd.**

**2.1.4 Liability of the Company**

4. Indemnification – The Customer indemnifies and saves harmless the company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence or removal of the company's equipment, facilities and associated wiring on the Customer's premises and further, the Customer indemnifies and saves harmless the company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the company or the use thereof by the Customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the company, and apparatus, equipment, and systems provided by the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the services or facilities provided by the Company.

The services furnished by the Company, in addition to the limitations set forth above, also are subject to the following limitation. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the company, either:

- a. caused by Customer-provided equipment, **including batteries** (except where a contributing cause is the malfunctioning of a company-provided connecting arrangement, in which event the liability of the company shall not exceed an amount equal to a proportional amount of the company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or
- b. not prevented by Customer provided equipment.

(N)



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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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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.

5. Defacement of Premises - No liability shall attach to the company by reason of any defacement or damage to the Customer's premises resulting from the existence of the company's equipment, facilities and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of the negligence of the company or its employees.
6. Errors - The company's liability for damages arising from its errors or omissions in the compilation or printing of its directories or for its error or omission on intercept service or in accepting listings as presented by Customers or prospective Customers shall be limited to the amount of actual impairment of the Customer's service, and in no event shall it exceed an amount equal to the Customer's local exchange service and expanded calling scope charges during the period covered by the directory in connection with 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.
7. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, 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, insurrections, riots, wars, unavailability of rights-of-way or materials, or strikes, lockouts, or work stoppages.
8. **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 service interruption due to power outages and failures of batteries, facilities or services which are interconnected with Company services.**

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(N)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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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. With respect to Emergency Number 911 Service: (T)
- a. Cox shall not be liable to the Customer, or to any other person, for any damages arising out of its errors, interruptions, defects, failures or malfunctions of 911 and/or E911 Service, including damages arising from errors or defects of associated equipment and data processing systems, except that the Customer shall be entitled to an allowance for interruptions as specified in this Tariff.
  - b. The Customer agrees to release, indemnify and hold Cox 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 or person, for any personal injury to or death of any person or persons, of for any loss, damage or destruction of any property, whether owned by the Customer or others.
  - c. **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.** (N)  
(N)
  - d. The 911 Customer also agrees to release, indemnify and hold Cox harmless 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, conditions, occasion or use of 911 service features and the equipment associated with it, or by an services furnished by Cox, 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 911 service, and which arise out of the negligence or other wrongful act of Cox, the 911 Customer, its users, agencies or municipalities, or the employees or agents of anyone of them. (T)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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

- e. 911 service is provided solely for the benefit of the 911 Customer. The provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- f. 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 be 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 commercial power is available and during outages for the period when the battery is in operation.
- g. **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.**

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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. With respect to Emergency Number 911 Service:

h. Emergency Locator Service

(T)

Business Customer acknowledges and understands 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 AND INTEREXCHANGE SERVICES**

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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.**

10. 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. (T)
11. 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. (T)
12. 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, facilities or services which are interconnected with Company services. (T)
13. 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. (T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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. 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, Provision of Equipment and Facilities, 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.

(T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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. (T)
16. In conjunction with a non-published telephone number, as described in Section 3.4.5.3, Non-Published Listings, following, 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. (T)
17. When a Customer with a non-published telephone number, as defined herein, 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. (T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.1 Undertaking of the Company, cont'd.**

**2.1.5 Notification of Service-Affecting Activities**

The Company may provide the Customer reasonable notification of service activities that occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. However, some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

**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.
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
  - c. network control signaling where such signaling is performed by Customer-provided network control signaling equipment



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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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.

**2.1.9 Residential Contracts**

Cox may from time to time offer its Residential Customers term pricing via a contract. Residential Customers by accepting the service, whether the contract

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

**2.3 Minimum Period**

The minimum period for which services are provided and for which rates and charges are applicable is one (1) month unless otherwise specified in this tariff or by mutually agreed upon contract. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.4 Obligations of the Customer**

**2.4.1 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;

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(D)

(D)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.4 Obligations of the Customer**

**2.4.1 General, cont'd.**

The Customer shall be responsible for, cont'd.:

5. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic 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 2.4.1.3, above. 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; (T)
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)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.4.1 General, cont'd.**

The Customer shall be responsible for, cont'd.:

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 2.4.1.4 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; (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 after the Customer has discontinued service; and, (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 a 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 AND INTEREXCHANGE SERVICES**

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

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

**2.4.2 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.

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

The F.C.C. requires 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 Business Customer's account. Cox Telephone Service is subject to the Cox privacy **policies** posted at <https://www.cox.com/aboutus/policies/annual-privacy-notice.html> **for Residential Customers** and <https://www.cox.com/aboutus/policies/business-annual-privacy-notice.html> **for Business Customers** .

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.5 Customer Equipment and Channels**

**2.5.1 General**

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

**2.5.2 Station Equipment**

1. The Customer is responsible for providing and maintaining any terminal equipment on the Customer'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 2.10, Allowance for Interruption of Service, 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.
3. **The Customer is responsible for ensuring that the Customer-provided equipment (CPE), such as a 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.**
4. **The Customer is responsible for 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.**

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Issue Date: April 24, 2009

Effective Date: May 1, 2009

Cox Communications, Inc.  
1400 Lake Hearn Drive,  
Atlanta, Georgia 30319

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.5.3 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.

**2.5.4 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 2.5.2.2, Station Equipment, 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 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 AND INTEREXCHANGE SERVICES

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SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements

2.6.1 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. 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.

2.6.2 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.
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. **For Customers provisioned under a term agreement and service is terminated prior to the expiration of the term commitment, Early Termination Charges will apply. Early Termination Charges are due and payable effective as of the termination date. For details, see Section 2.11.** (T)  
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5. Unless the Customer requests an extended due date as set forth in 2.6.3, Extended Due Date Policy, following, amounts not paid within 14 days after the date of invoice are considered past due. If the Company does not receive the entire amount billed by the due 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. If Cox imposes a late payment charge, the due date of the bill shall not be less than 22 calendar days after the date the bill is mailed. (T)
6. The Company 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. (T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.2 Billing and Collection of Charges, cont'd.**

7. Customers may pay bills in any reasonable manner, including cash or a check payable to the Company. Cox may refuse to accept payment by check if the Customer has given the Company two (2) checks which were returned unpaid for reasons other than bank error in the last 12 months. (T)
8. Cox may refuse to take a second check for the same bill if the first check was returned unpaid for reasons other than bank effort. (T)
9. When a Customer makes a payment to the Company 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. (T)

**2.6.3 Extended Due Date Policy**

Cox shall offer an extended due date to Customers qualifying under subsection 1 of this part.

1. The following Customers qualify for an Extended Due Date:

- A. Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD);
- B. Persons receiving Supplemental Security Income; or,
- C. Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

Cox may require verification of the above sources of income.

2. Cox may remove a Customer's extended due date because the Customer did not pay bills by the close-of-business on the date 2 times in a row or any 3 times in the last 12 months. Cox shall notify Customers in writing when the extended due date has been removed for late payment.
3. Cox may impose a late payment charge on plan participants who do not pay by the extended due date to the Commission Rules and as set forth in 2.6.2.4, above.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.4 Extended Absence Payment Procedures**

Cox shall offer payment options that will allow a Customer who is away for an extended period of time to avoid suspension of service.

**NOTE: This has not yet been developed.**

**2.6.5 Disputed Bills – Customer Service**

The Customer shall notify the Company of any disputed items on a bill so that the company may investigate the charges.

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.

**2.6.6 Disputed Charges – Applicants Service**

When Cox refuses to serve an Applicant for not paying a previous bill and the Applicant disputes the amount due, the Applicant may complain to the Arkansas Public Service Commission, 1000 Center Street, P.O. Box 400, Little Rock, AR 72203, (501) 682-1718, (800) 482-1164. If the previous bill is in dispute, Cox may require a deposit of the disputed amount before serving the Applicant. Once a deposit of the disputed amount is either posted or waived, Cox shall serve the Applicant, pending final disposition of the dispute. When the complaint is resolved, if resolved in the Customer's favor, Cox shall promptly refund any part of the deposit found to be due the Applicant with interest from the date of the deposit.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.7 Deposits**

**1. Deposits by Applicants**

A. Conditions

The Company may at the time of application for service require a deposit from any Applicant to guarantee payment for service, subject to the conditions contained in 1 and 2 following. The deposit requested 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.

1. Cox may not require a deposit or other guaranty based upon income, residential location, race, color, home ownership, creed, sex, marital status, age, or national origin.
2. Cox shall not demand a deposit as a condition of service from an Applicant for Residential Service unless one or more of the following criteria applies:
  - a. The Applicant cannot provide proof of a satisfactory payment history with the same kind of utility for the previous 12 months;
  - b. The Applicant has a past due, unpaid account for previous telecommunications service that is not in dispute;
  - c. The Applicant did not pay bills by the close-of-business on the due date on two (2) consecutive occasions, or any 3 times in the past 12 consecutive months,
  - d. The Applicant presented Cox with 2 or more dishonored checks in payment for services within the most recent 12 month period of service which were returned unpaid for reasons other than bank error;
  - e. The Applicant's service from Cox has been suspended during the last 24 months for one or more of the following reasons:
    - Nonpayment of any undisputed past due bill(s); or
    - Misrepresentation of the Applicant's identity for the purpose of obtaining telecommunications service; or,
    - Failure to reimburse Cox for damages due to negligent or intentional acts of the Customer; or,
    - Obtaining, diverting, or using service without the authorization or knowledge of Cox.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.7 Deposits**

**1. Deposits by Applicants, cont'd.**

A. Conditions, cont'd.

- f. Information provided by the Applicant upon application for service or within the previous 2-year period is materially false or materially misrepresentative of the Applicant's true status and the misrepresentation is relevant to the conditions under which the Applicant may obtain utility service.

B. Amounts

Cox shall determine the amount of a deposit for Applicant service as follows:

1. The total deposit shall not be more than two (2) average bills as defined in 2.6.8, Calculation of Average Bill, following, if payment for service is due after service begins, except that Cox may receive from a landlord a deposit that shall not exceed the estimated bill for 3 average billing periods.
2. The deposit shall not be more than 1 average bill as defined in 2.6.8, Calculation of Average Bill, following, if payment for service is due before service begins.
3. If Cox discovers that an Applicant has used it's service without authorization or tampered with it's equipment, it may charge that Applicant a total deposit of not more than 6 average bills, plus the potential damage to telecommunications equipment. Cox may not charge this deposit if the Customer has received more than 2-years cumulative service since Cox discovered the unauthorized use or tempering;
4. If Cox has proof of a misrepresentation to it by the Applicant relevant to the conditions under which the Applicant obtained service, it may charge that Applicant a total deposit of not more than twice the maximum bill. Cox may not charge this deposit of the Customer has received more than 2-years cumulative service since Cox discovered the misrepresentation.
5. For Residential Customers, the estimated annual billings will not include long distance charges from other non-affiliated service providers. The deposit related to basic local telecommunications service and long distance service shall be separately identified. The deposit amount related to basic local telephone service may be required as a condition for providing basic local telephone service.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.7 Deposits**

**1. Deposits by Applicants, cont'd.**

B. Amounts, cont'd.

6. In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, Cox may require an Applicant to furnish adequate assurance of payment in the form of a deposit or other security.
7. If the Applicant has previously left Cox's service owing a bill and that bill is unpaid at the time of application, Cox may require a deposit equal to twice the maximum billing.

C. Payment of Deposits

Except for deposits under 2.6.7.1.B.3 addressing unauthorized use or tampering with Company equipment, preceding, Applicants shall be allowed to pay the deposit in 2 installments, 1/2 of the deposit before receiving service and the remaining 1/2 with the first bill.

D. Receipts

Cox shall give Customers receipts for their deposits upon Customer request.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.7 Deposits**

**2. Deposits by Customers**

A. Conditions

Cox may only require a new deposit or an increase in the amount of a deposit from a Customer for the following reasons:

1. The Customer failed to pay a bill before the close of business on the shut-off date within the last 12-months;
2. The Customer gave Cox 2 or more checks that were returned unpaid for reasons other than bank error in the last 12-months;
3. The Customer did not pay bills by the close of business on the due date 2 times in a row or any 3 times in the last 12-months;
4. During the last 24 months, the Customer misrepresented his/her identity or other facts relevant to the conditions under which the Customer obtained or continued utility service;
5. The Customer used service without authorization, tampered with utility equipment, or inflicted damage to utility equipment during the last 2 years;
6. The Customer used more service than the estimate on which Cox based the deposit. Cox may charge any additional deposit under this subsection after the first 12 months of service unless the Customer moves the service to a new location or expands the business or scope of operation at the original location;
7. In accordance with the United States Bankruptcy Code, U.S.C.A. Title 11 § 366, Cox may require a Customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with Cox before the bankruptcy filing.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.7 Deposits**

**2. Deposits by Customers**

B. Amounts

When Cox charges a new or additional deposit, the total amount on deposit at any time shall not be more than the total of the Customer's 2 highest bills during the last 12 months.

Exceptions:

Deposit for Fraud or Tempering: If the reason for requiring a deposit is unauthorized use of service or tampering with equipment, the total amount on deposit with Cox shall not be more than the estimated bill for 6 average billing periods plus the cost of potential damage to the telecommunications equipment.

Bankruptcy: See 2.6.7.2.A.7, preceding.

C. Written Notice

Cox shall explain in writing the reason for charging any new or additional deposit, the amount of the deposit, when the deposit must be paid, and the consequences of failing to pay the additional deposit.

D. Payment Procedures

Except for deposits cited under 2.6.7.2.A.5, addressing unauthorized use or tampering with Company equipment, preceding, a Customer may pay 1/2 of any new or additional deposit in equal installments with the next 2 bills.

E. Receipts

Cox shall give Customers receipts for their deposits upon Customer request.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.8 Calculation of Average Bill**

1. For Adequate Billing History: the average bill is the total of the last four (4) months' bills divided by 4.
2. For Inadequate Billing History: If a Customer or Applicant for service has fewer than four (4) months' billing history with Cox, the average bill shall not be more than the anticipated amount of one month's bill.

**2.6.9 Guaranty in Place of a Deposit**

**1. Requirements**

A. Residential Customers

Instead of a deposit, Cox shall accept the written guaranty of a qualified third party to pay an amount equal to the deposit. If a third-party is a Residential Customer of Cox and meets the following conditions, he/she is qualified to act as a guarantor on one Residential account:

- a. the Customer presently has no deposit on file on his own account;
- b. the Customer has had service for at least 12 months;
- c. the Customer has not paid late more than 2 times in the last 12 months; and.
- d. the Customer has not had service suspended for failure to pay in the last 12 months.

B. Non-Residential Customers

Instead of a deposit, Cox shall accept the written guaranty of a qualified of another Customer to pay an amount equal to the deposit.

C. Residential and Non-Residential Customers

Cox may allow a Customer to guarantee more than one account.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.9 Guaranty in Place of a Deposit, cont'd.**

**2. Liability**

- A. The liability of a guarantor shall not be limited to the amount required for a deposit when the guaranty was made, or a revised amount allowed by Section 2.6.7.2, Deposits by Customers, preceding, and agreed to by the guarantor.
- B. The guaranty shall end when a deposit would be refunded as outlined in Section 2.6.11, Refunding Deposits, following, or when the guarantor's account is closed.
- C. Cox shall provide the guarantor a copy of the Guaranty Agreement Form which clearly states the amount of the guarantor's liability and which has been signed by the guarantor and Cox. The guarantor's agreement shall be in the form set out in the Commission's Telecommunications Provider Rules, Rule 4.04 D.

**3. Collection**

Cox may collect the guaranteed amount on the guarantor's account as if it were a charge for service.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.10 Interest Payment of Deposits**

1. Cox shall pay interest annually on deposits pursuant to Ark. Code Ann. § 23-4-206.
2. Interest shall not accrue on any deposit after the date that Cox has made and documented a good faith effort to return the deposit to the depositor.

**2.6.11 Refunding Deposits**

1. If a Residential Customer has paid all bills by the due date for the last 12 months, Cox must promptly refund the deposit. Cox is not required to refund deposits on business or commercial accounts until the account is closed. Refunds may be made through a credit on the next billing cycle.

Exceptions:

- a. Fraud or Tempering: If the reason for requiring a deposit is unauthorized use of service or tampering with equipment, Cox does not have to refund the deposit until after the account is closed.
  - b. Bankruptcy: If the deposit was subject to the jurisdiction of the United States Bankruptcy Courts, Cox shall comply with the United States Bankruptcy Code in refunding or retaining the deposit.
2. When an account is closed, Cox shall not apply any deposit and accrued interest to the amount due the Company. Cox shall promptly refund any balance due the depositor.

**2.6.12 Deposits and Customer Name Changes**

Cox may not require a Residential Customer to make or increase a deposit because of a name changes, unless one or more of the conditions set out in 2.6.7.2, Deposits by Customers, applies.

**2.6.13 Deposits and Changes in Service Locations**

Except as provided in 2.6.7.2, Deposits by Customers, preceding, Cox shall not charge an additional deposit if a Customer requests that his/her service end at one location and that the same kind and class of service from Cox begin at another location and the change takes 90 days or less.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.14 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.

**2.6.15 Fees, Surcharges and Taxes**

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.

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. 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.

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 AND INTEREXCHANGE SERVICES**

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

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

**Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company**

**1. Refusal to Applicant**

A. Reasons for Refusal

Cox may refuse service to an Applicant for the following reasons:

1. A bill from Cox for telecommunications service remains unpaid in the Applicants name;

Exception:

Cox may not refuse service to an Applicant because of unpaid bills for merchandise or non-telecommunications services purchased, rented, or leased from or through Cox.

2. Application for service following the relocation of Applicant and a former Customer to new premises from premises where a bill remains unpaid for service which was provided to the former Customer while the Applicant was a full-time occupant;
3. Application for service at premises where there is an unpaid telecommunications bill and where:
  - The former Customer who owed the bill remains at the premises;
  - A full-time occupant of the premises when the bill was incurred remains at the premises; or,
  - A full-time user of the service when the bill was incurred remains at the premises.
4. The Applicant is not in compliance with a Commission order, a delayed payment agreement, or an extension agreement with Cox as entered with respect to service previously rendered to the Applicant;

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company**

**1. Refusal to Applicant**

A. Reasons for Refusal, cont'd/

5. The Applicant has not paid an approved fee, charge, or deposit as provided for in this Tariff;
6. The Applicant has not furnished adequate assurance of payment in the form of a deposit or other security for service within 20 days of an order for relief under the United States Bankruptcy Code, U.S.C.A. title 11 § 366;
7. There is evidence that the Applicant is using service in an unauthorized manner or is tampering with the equipment furnished and owned by Cox;
8. A misrepresentation by the Applicant relevant to the conditions under which the Applicant may obtain telecommunications service;
9. The Applicant has not provided acceptable evidence of identity. Acceptable evidence includes the following:
  - a. driver's license or state ID card;
  - b. military ID;
  - c. ID from place of employment;
  - d. social security card;
  - e. current student ID;
  - f. passport;
  - g. birth certificate; and,
  - h. any other evidence which would establish identity.

If Cox reasonably believes that the evidence offered is unreliable, it may refuse to accept it and seek additional evidence from the Applicant.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company, cont'd.**

**1. Refusal to Applicant, cont'd.**

A. Reasons for Refusal, cont'd.

10. The Applicant is not in compliance with all state and/or municipal regulations governing the service applied for;
11. The Applicant is not in compliance with the currently effective Tariff;
12. The service applied for is of such character that it is likely to unfavorably affect the service to other Customers;
13. The connection of service to the Applicant's equipment would create a hazard;
14. The Applicant is causing or threatening injury to a Cox employee or an employee's family to retaliate for or prevent an act the Company performs in the course of doing business, or,
15. The Applicant is causing or threatening damage to Cox property.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company, cont'd.**

**1. Refusal to Applicant, cont'd.**

**B. Notice to Applicant**

If Cox refuses to service an Applicant, it shall give an explanation in writing to the Applicant within seven (7) business days. The explanation shall include the following:

1. The reason for refusing service, including the applicable Commission Rule;
2. The condition(s), if any, under which service would be provided; and,
3. The Applicant's right to complain to the Commission, including the local and toll free telephone numbers and mailing and street address of the Commission.

**2. Suspension, Termination and Reconnection of Service**

**A. Cox may suspend or terminate service for the following reasons:**

1. A bill for telecommunications service to the current Customer remains unpaid after the close of business on the last day to pay as printed on the most recent shut-off notice;
2. A former Customer remains at the premises who owes the Company an outstanding bill for service at the premises; a full-time occupant of the premises when the bill was incurred remains at the premises; or, a full-time user of the service when the bill was incurred remains at the premises;
3. A current Customer and a former Customer who lived together at another location now live together at another location and the former Customer owes a bill for service used during the time they lived together at a former location;
4. A Customer is not in compliance with a Commission order, delayed payment agreement, or extension agreement with the Company;

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company, cont'd.**

**2. Suspension, Termination and Reconnection of Service, cont'd.**

A. Cox may suspend or terminate service for the following reasons:, cont'd.

5. The Customer has not paid a deposit required for the service;
6. Unauthorized use of service or tampering with Cox equipment;
7. A misrepresentation of fact relevant to the conditions under which the Applicant or Customer obtained or continued service;
8. The Customer has not paid a billed charge associated with providing service;
9. The Customer refuses to grant the Company access to its equipment at the Customer's location at reasonable times;
10. The Customer violates the Company's rules designed to prevent interference with the use of service by other Customers, if the Customer was notified first and given a reasonable opportunity to comply with the rules;
11. The Customer violated the Company's rules regarding the operation of nonstandard equipment or unauthorized attachments, if the Customer was notified first and given a reasonable opportunity to comply with the rules;
12. The Customer violated federal, states, or local laws or regulations through the use of the service;
13. The Customer abandoned the premises served;
14. The Customer caused or threatened injury to a Company employee or an employee's family to prevent or to retaliate for an act the Company performs in the course of doing business;
15. The Customer causes or threatens to cause damage to the Company's property;
16. The Customer does not pay for damage to the Company's equipment at the service location; or,
17. A condition exists which poses a health or safety hazard.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal and Discontinuance of Service by the Company, cont'd.**

**2. Suspension, Termination and Reconnection of Service, cont'd.**

B. Cox shall not suspend or terminate service to an account for the following reasons:

1. non-payment for non-telecommunications merchandise or non-telecommunications services purchased, rented or leased from or through the Company.
2. non-payment for a different kind or different class of service;
3. if Cox is serving the Customer through a separate active account and the Customer does not pay for service to that account;
4. another telephone Customer has separate telephone service at the same location and does not pay for that service.
5. Cox may not suspend service pursuant to Commission's Telecommunications Providers Rule 6.03.

C. Notification of Suspension of Service

1. Cox shall notify a Customer in writing via First Class U.S. mail 5 days before it suspends service. Such notices shall be mailed to the Customer's last known address. Written correspondence shall be considered delivered three (3) business days after the correspondence has been mailed.
2. Cox may suspend service without prior written notice pursuant to Commission Rules and as set forth in section 2.6.16.2.A 4, 5, 6, 7, 14, 15 and 17 preceding. Cox shall notify the Customer of the reason for suspension by First Class U. S. Mail. If prior written notice of suspension has been given, then this subsection 2 does not apply.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal or Discontinuance of Service by the Company, cont'd.**

**2. Suspension, Termination and Reconnection of Service, cont'd.**

**D. Shut-Off Notice**

Each shut-off notice shall contain the following information:

1. The title "SHUT-OFF NOTICE", "CUT-OFF NOTICE", or "DISCONNECT NOTICE" in print type at least 1/4 " high;.
2. The name and address of the Customer and the telephone number to which the service is billed;
3. The reason for the suspension or disconnection of service and any overdue amount;
4. A clear statement of what to do to avoid suspension;
5. The date on or after which service will be suspended or disconnected unless appropriate action is taken;
6. A statement that "YOU MAY QUALIFY TO PAY YOUR BILL IN INSTALLMENTS AND AVOID SHUTT-OFF, BUT YOU MUST CONTACT THE LOCAL EXCHANGE CARRIER'S BUSINESS OFFICE BY THE CLOSE OF BUSINESS ON THE LAST DAY TO PAY PRINTED ON THIS NOTICE AND ASK FOR A DELAYED PAYMENT AGREEMENT";
7. A statement that a Residential Customer who has a serious medical condition, or is 65 or older, or is handicapped may contact Cox about qualifying for delaying suspension;
8. What it will cost and what the Customer will have to do to get service reconnected;
9. The telephone number or address of Cox's office where the Customer may pay the bill, make payment arrangements, or make a complaint; and,
10. A statement that any Customer with an unresolved complaint may contact the Arkansas Public Service Commission. The statements shall include the Commission's mailing and street address and local and toll-free numbers.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal or Discontinuance of Service by the Company, cont'd.**

**2. Suspension, Termination and Reconnection of Service, cont'd.**

**E. Payment Requirements to Prevent Suspension**

1. A Customer must pay Cox or its authorized agent before the Company's close-of-business on the last day to pay as printed on the most recent shut-off notice to prevent suspension or disconnection.
2. Cox may require the Customer to pay any applicable late charge to prevent suspension.
3. Cox shall not require a Customer to pay for usage which has not been billed, or which has been billed but is not yet overdue to prevent suspension or disconnection.
4. After Cox's close-of-business on the last day to pay printed on the most recent shut-off notice, payment made within 24 hours of a scheduled shut-off shall not affect the right of the LEC to suspend service and charge a reconnect fee if the service was suspended.
5. Cox shall not refuse to accept payment made on an account after the Company's close-of-business on the last day to pay printed on the most recent shut-off notice. However, Cox is not required to reconnect service if the payment made at that time is less than the amount required by Cox before reconnection.

**F. Early Termination Charges**

**Upon the Customer's request or the Company's discontinuance of service to the Customer under Section 2.6.16, 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.**

(T)

(T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.6.16 Refusal or Discontinuance of Service by the Company, cont'd.**

**3. 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 persuade 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, 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 AND INTEREXCHANGE SERVICES**

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

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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.7    Restoration of Service**

If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

**2.8    Toll Restriction**

If a Customer in any single month, accrues toll charges in excess of twice the average monthly toll charges of the Company's Customers in the same class of service (residential or business) or twice the actual monthly average of the individual Customer's charges, whichever is greater, the Company will review the Customer's previous billing, payment and credit history. If the Customer's account is deemed to be a credit risk, as described in Section 2.6.7.2, Deposits by Customers, preceding, the Company will attempt to contact the Customer to make inquiries concerning the abnormal usage and may require a security and/or payment of charges on the account to continue toll service. If the Customer does not respond, the Company may suspend toll service. The Company will notify the Customer within 24 hours of initiating the toll restriction.

A Customer who has had toll restriction placed on their account will not be able to dial or complete inter/intraLATA toll calls.

**2.9    Use of Recording Devices**

Customers and Authorized Users who use recording devices do so at their own risk. A Customer or Authorized User may only use a recording device if the Customer or Authorized User complies with the requirements of this section and only if the Customer or Authorized User is able to connect or disconnect the recording device, or turn the recording device on or off, at will.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.10 Allowances for Interruptions of Service**

**2.10.1 Credit Allowances for Interruptions:**

The Company shall make an adjustment or refund as required below if a Customer's service is interrupted otherwise than by negligence or willful act of the Customer. The adjustment or refund shall be a pro rata part of the monthly local service and miscellaneous equipment charges for the period of time during which service is interrupted: except an adjustment or refund is not required for the time when the company stands ready to repair or restore service and the Customer does not provide access necessary for the repair or restoration. The adjustment or refund may be accomplished by a credit on a subsequent bill for telephone service. An adjustment or refund shall be made:

Upon subscriber oral or written request, if the service interruption lasts twenty-four (24) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the Monthly Recurring Charges specified herein for Local Line or Cox Connect Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

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

**2.10.2 Limitations on Allowances**

No credit allowance will be made for:

- a. 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;
- b. 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;
- c. interruptions due to the failure or malfunction of non-Company equipment;
- d. 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,
- e. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- f. 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;
- g. interruption of service due to circumstances or causes beyond the control of the Company.

**2.10.3 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 AND INTEREXCHANGE SERVICES**

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

**2.11 Cancellation or Termination of Service and Automatic Renewal of Service** (T)

**2.11.1 Cancellation or Termination of Application for Service** (T)

1. The Company will provide all its Residential Customers the right of rescission in accordance with applicable state law. Post the Residential Customer's right of rescission period, **Business** Customers that cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except as specified below. (T)
2. Where, prior to cancellation by the **Business** 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. (T)
3. The special charges described in 1 and 2 of this sub-section will be calculated and applied on a case-by-case basis.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 2 - Regulations, cont'd.

2.11 Cancellation or *Termination* of Service and Automatic Renewal of Service, (T)  
cont'd.

2.11.2 Cancellation or *Termination* of Service by the Customer (T)

If a Customer cancels or terminates service before the completion of the term for any reason whatsoever, Customer agrees to pay to Company the following **Early Termination Charges**, which shall become due and **payable** as of the effective date of the cancellation or termination and payable within the period set forth in 2.6.2, Billing and Collection of Charges. **The Early Termination Charges includes** all costs, fees and expenses incurred **as detailed below:** (T)  
(T)

- a. all Non-Recurring Charges reasonably expended by Company to establish service 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 Recurring Charges specified in the applicable Commercial Services Agreement tariff for the balance of the then current term.

2.11.3 Termination of Service by the Company (C)

- a. Violation of any regulation contained in this tariff by the Customer may be sufficient cause for termination of the Customer's service.
- b. The Company may refuse to furnish or continue to furnish, if such service would be used or is used for a purpose other than that for which it is provisioned e.g., fraudulent use, or if its use interferes with or impairs, or would interfere with or impair, any other service rendered by the Company.
- c. When the service is terminated by the Company due to violations of the regulations by the Customer, the charges itemized in Section 2.11.2 above apply. (C)

2.11.4 Automatic Renewal of Term Agreements (T)

Upon expiration of the Customer's selected initial term, the Customer's Service Agreement shall automatically renew for one (1) year terms unless the Customer or Cox provides the other with written termination notice at least **thirty (30)** days prior to the expiration of the then existing term agreement. (T)

(M)

(M) Material formerly found on this page has been moved to following page.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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

**2.12 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.

**2.13 Notices and Communications**

**2.13.1** 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.

**2.13.2** 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.

**2.13.3** 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

**2.13.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

**2.14 Transfer of Credit Balances**

**For disconnected bundled service accounts consisting of regulated and non-regulated services, Cox may apply any/all remaining credit balances on any regulated services against any remaining outstanding debit balances on any non-regulated services on the same account.**

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service**

**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 which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service;
- 
- 
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 8XX, 700 and 900 telephone numbers;
- access Telephone Relay Service.
- touch tone;
- a white pages directory listing.

(C)

(C)

Customers wishing to block pay-per-call numbers (e.g. 900, 700) may request such blocking at no charge.

The following exchange access services are offered by Cox, where facilities and operating conditions permit:

- ❖ Basic Residential Service (Local Residential)  
(limited to two local access lines)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area**

1. Service Areas: Where facilities are available and operating conditions permit, the applicable Service Area is defined as the exchange areas served by Southwestern Bell Telephone, L. P. d/b/a SBC Arkansas Local Exchange Tariff, CenturyTel of Northwest Arkansas Tariffs, Prairie Grove Telephone Company, Windstream Arkansas, Inc., Decatur Telephone Company, Inc. Local Exchange Tariff **and Lavaca Telephone Company, Inc. d/b/a Pinnacle Communications** as detailed below.

(T)  
(N)  
(N)

Cox Arkansas Telcom’s Home Exchanges			
Alma	Eureka Springs	Hackett	Pea Ridge
Bentonville	Fayetteville	Harrison	Prairie Grove
Berryville	Farmington	<b>Lavaca (N)</b>	Rogers
Centerton	Fort Smith	Lincoln	Siloam Springs
Decatur	Gentry	Mansfield	Springdale
Elkins	Gravette	Midland	Van Buren
Elm & Cave Springs	Green Forest	Mountainburg	West Fork
	Greenwood	Mulberry	Winslow

(N)

2. Local Calling Area: The Company concurs in the exchange and local calling area designation specified in Southwestern Bell Telephone, L. P. d/b/a SBC Arkansas Local Exchange Tariff, including non-optional extended areas, if any. Cox also concurs in the local calling area of CenturyTel of Northwest Arkansas’ General Exchange Tariff, except for the home exchange of Elm Springs, where Cox has added Fayetteville to its local calling area, and Hackett to the Midland calling area, Prairie Grove Telephone Company, Windstream Arkansas’, Decatur Telephone Company **and Lavaca Telephone Company** Local Exchange Tariffs.

(T/N)  
(T/N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**1. Local Calling Areas, cont’d.**

**Reserved for Future Use**



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**1. Local Calling Areas, cont’d.**

**Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**1. Local Calling Areas, cont’d.**

**Reserved for Future use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, 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. Custom Calling Features**

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

(T)

a. Feature Descriptions

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

Busy Line Redial: Allows a Customer to program his or her telephone to automatically redial a busy number.

Block 900/Block 976: Allows Customer to block calls to 900 and 976 numbers from their home.

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

**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.**

(N)

**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.**

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Custom Calling Features, cont’d.**

a. Feature Descriptions, cont’d.

**Call Forwarding - Busy:** Automatically forwards all incoming calls to a Customer-defined alternate number when the Customer’s line is off hook.

**Call Forwarding - 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 Forwarding - Remote Access:** Allows the Customer to change the forwarding of a call (edit, activate, or deactivate) from a remote location by dialing in and pressing a series of codes.

**Call Forwarding – Busy, No Answer:** Automatically routes incoming calls to a designated answering point when the Business Customer’s line is off hook and/or the called line does not answer within a pre-specified number of rings.

**Call Forwarding of Call Waiting:** 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 - No 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 Call Forward - No Answer, the incoming call is given Call Forward - No Answer treatment and is forwarded to a subscriber designated number.

**Call Forwarding on Call Waiting:** 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 - No 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 Call Forward - No Answer, the incoming call is given Call Forward - No Answer treatment and is forwarded to a subscriber designated number.

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Custom Calling Features, cont’d.**

a. Feature Descriptions, cont’d.

Call Number Block (per call block): Allows the party placing an outgoing call to block the delivery, on a per call basis, of the caller’s identifying information, his or her name and telephone number (TN) from caller ID display devices. (Exceptions to call number block are E911 and Toll Free Service.)

Call Number Block (per line block): Allows the party placing an outgoing call to always block their name and telephone number (TN) from the party receiving the call. (Exceptions to call number block are E911 and Toll Free Service.)

Call Return: Provides the Customer an announcement of the last phone number that called them.

Call Trace: Allows a Customer who has been receiving harassing or annoying phone calls to have the number of the calling party recorded by the Company’s switch and kept by the Company. Customer must then file a complaint with appropriate law enforcement agency. The law enforcement agency will be permitted access to the recorded information, however, the calling party information will not be disclosed to the Customer. This feature is only available on a per use basis.

Call Waiting: The subscriber, 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 hook-switch and connect to the incoming call. This feature includes Cancel Call Waiting which allows the subscriber 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.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Custom Calling Features, cont’d.**

**a. Feature Descriptions, cont’d.**

**Call Waiting ID<sup>♦</sup>:** Allows the subscriber to receive calling party information during call waiting. Call Waiting ID presents the subscriber with a set of options to treat the incoming call. These options include forwarding the call, placing the call on hold, sending the call to treatment, placing the existing call on hold and answering the incoming call, or answering the call and dropping the existing call. This feature requires specialized Customer Premises Equipment.

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

**Distinctive Ring:** Where facilities and operating conditions permit, this feature allows up to four directory numbers to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence and is priced separately.

**Hunting Groups:** (Business Customers)

**Directory Hunt:** Routes a call to an idle station line. Calls to a member of a serial hunt group will search from that point to the end of the group and stop.

**Circular Hunt:** Calls to a member of a circular hunt group will make a complete search of all the numbers within the hunt group.

**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.

**Priority Ringing:** Allows up to 31 directory numbers to be automatically identified by distinctive ringing. If a subscriber is engaged in conversation and a call from one of the designated directory numbers arrives, a distinctive call waiting tone accompanies the incoming call. All other calls ring normally.

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<sup>♦</sup> Call Waiting ID was grandfathered as an a la carte residential service as of October 26, 2007.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Custom Calling Features, cont’d.**

a. Feature Descriptions, cont’d.

**Ring-Down Service:** Allows a Business Customer to establish a switched connection to a predetermined number when the customer’s telephone goes off-hook. No dialing is required and the call is processed automatically to the pre-programmed telephone number. (N)  
(N)  
(N)  
(N)

**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 are 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.

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

**Speed Calling – 30:** Allows a Business Customer to preprogram up to 30 telephone numbers, and then access these numbers with the simple touch of one digit or two digits on the telephone set.

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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Custom Calling Features, cont’d.**

a. Feature Descriptions, cont’d.

(M)

(M)

(M) Material moved to Page 201, Obsolete Services Section.



**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Local Line Rates and Charges**

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), and Monthly Recurring Charges as specified in (A.) and (B.) of this Section, respectively. Rates and Charges for Custom Calling Features are as specified in (C.) of this Section.

**A. Non-Recurring Charges.**

	Residential	Business
Line Activation Charge <sup>♦</sup> Professional, each line Self Install If Tech is dispatched* Express Install	<b>\$100.00 (I)</b> <b>\$0.00 (R)</b> <b>\$100.00 (I)</b> \$20.00	\$84.00
Account Changes - Billing Record -per billing record change	\$3.00	\$20.00
Line Restoration Charge, per line <sup>†</sup>	\$20.00	\$35.00

(I)  
(R)  
(I)

<sup>♦</sup> Activation Charges may be waived in competitive situations. Senior Citizens, defined as fifty years and older, will receive a \$9.99 discount off the Residential Activation Charge. Initial and subsequent Residential Line Activation Charges may be discounted if Customer subscribes to additional services provided by Cox or a Cox-Affiliated Company, such as cable TV and/or high speed internet access. Other charges may apply for inside wire repair. Charges will be waived for Business Customers for the initial establishment of service. Inside wire charges will apply.

\* Full or reduced Line Activation Charge may apply in addition to or in lieu of Self-Install Connection Charge if Cox Technician is dispatched to Customer’s premise as a result of failed Self-Install attempt that is determined to be customer related.

<sup>†</sup> If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, a Line Restoration Charge will apply. If service is disconnected and subsequently re-established (reconnected), Line Activation Charges apply.

Issue Date: March 31, 2020

Effective Date: March 31, 2020

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Local Line Rates and Charges**

**B.1 Cox Voice Preferred**

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.

**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 Arkansas, 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.

(M/N)

(M)

(N)

(M) Material moved to Page 202, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Local Line Rates and Charges**

**B.1 Cox Voice Preferred, cont’d.**

(N)

**Terms and Conditions**

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>‡</sup>**

(N)

(T)

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<sup>‡</sup> Monthly Recurring Rate includes local access, long distance, and select features.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Reserved**

(M/T)

(M) Material moved to Page 172, Obsolete Services Section.

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

C. Custom Calling Features, Residential

Features	Monthly Rate (\$)	PER USE (\$)	NRC (\$)	
Call Trace, per use	N/A	8.00	N/C	
Caller ID per Line Blocking	N/C	N/C	N/C	

(N)

(T)

**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

<b>(C) Business Custom Calling Features (per line equipped)</b>	<b>Monthly Rate<sup>φ</sup></b>	<b>Per Use<sup>θ</sup></b>	<b>NRC<sup>♦</sup></b>
Anonymous Call Rejection	2.40		16.00
Busy Line Redial	4.40	.95	16.00
Call Forwarding	5.60		16.00
Call Forwarding Busy	3.00		16.00
Call Forwarding No Answer	3.00		16.00
Call Forwarding Busy/No Answer	4.50		16.00 (N)
Call Forwarding - Remote Access	2.40		16.00
Call Forwarding of Call Waiting	3.00		16.00 (N)
Call Number Block (per call block)	N/C		16.00
Call Number Block (per line block)	N/C		16.00
Call Return	4.00	.95	16.00
Call Transfer	5.00		16.00
Call Trace - per trace	N/A	8.00	16.00
Call Waiting	5.40		16.00
Caller ID	7.00		16.00
Call Waiting ID	10.75		16.00 (N)
Distinctive Ringing (per number)	5.60		16.00
Hunting (circular)	1.70		16.00 (N)
Hunting (directory)	1.00		16.00 (N)
Long Distance Alert	4.50		16.00
Priority Ringing	4.50		16.00
Remote Call Forwarding (initial path)	16.00		25.00
RCF subsequent paths (per path)	9.50		N/C
Ring Down Service	3.00		16.00 (N)
Selective Call Acceptance	3.00		16.00
Selective Call Forwarding	4.40		16.00
Selective Call Rejection	4.40		16.00
Speed Calling – 30	5.40		16.00
Three-Way Calling	5.20	.95	16.00
Business ID Package <sup>ψ</sup>	19.95		N/C
Solution Package <sup>ψ</sup>	24.95		N/C

<sup>φ</sup> Business rates apply to Home Office Service offering.

<sup>θ</sup> Per Use charges will not exceed the charges for seven uses per billing period.

<sup>♦</sup> Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order.

<sup>ψ</sup> Term discounts apply, see section 3.1.2.2(B-2).

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**3. Service Appointment Charge**

(T)

A Service Appointment Charge will be assessed on Residential Customers when a Cox technician or a Cox agent visits a premises for the purpose of inside wire work requested by the Customer or Customer’s representative. Except for Cox Service Protection Plan (CSPP) subscribers, the charge defined below applies to Customers whenever a Customer Premises visit is required at the Customer’s request for regulated service or for educational visit to instruct the Customer on use of the service, or for when the Customer files a trouble ticket and it is determined that the source of the Customer’s trouble is located on the Customer’s side of the network demarcation point.

(T)

(T)

(T)

(T)

(T)

**Per-Visit**

Service Appointment Charge<sup>4</sup>

\$75.00

(T/I)

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<sup>4</sup> Other charges apply for inside wire repair and maintenance\*.

(D)

\* Unregulated service under this Tariff.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.3 Reserved**

(M/T)

(M)

(M) Material moved to Page 173, Obsolete Services Section.

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Cox Communications, Inc.  
6205-B Peachtree Dunwoody Road,  
Atlanta, Georgia 30328



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.3.1 Reserved**

(M/T)

(M)

(M) Material moved to Page 174, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.3(a) Reserved**

(M/T)

(M) Material moved to Page 175, Obsolete Services Section.

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.5 Reserved**

(M/T)

(M)

(M) Material moved to Page 176, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.1.5 Reserved**

(M/T)

(M)

(M) Material moved to Page 177, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.5 Reserved**

(M/T)

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

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.1.5 Reserved**

(M/T)

(M)

(M) Material moved to Page 179, Obsolete Service Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.1.5 Reserved**

(M/T)

(M)

(M) Material moved to Page 188, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.6 Reserved**

(M/T)

(M)

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



### SECTION 3 – Local Exchange Service, cont'd.

**3.2.5** Charges for Directory Assistance Service are not applicable to calls placed from Hospitals.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 3 – Local Exchange Service, 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 an operator.

(C)  
(C)

**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 AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.3 Operator Assistance, cont'd.**

**3.3.1 Operator Assisted Surcharges**

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

	(D)
Credit Card, Operator dialed	\$4.00
Collect Calling, Customer dialed	\$4.00
Collect Calling, Operator dialed	\$4.00
General Assistance	N/C
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

**3.3.2** Local Operator Assistance charges will not apply where a Company provided Operator is requested to establish Local calls from Customers whose physical or visual disabilities prevent them from completing the call direct.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.3 Operator Assistance, cont’d.**

**Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, 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 on or 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** 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.

**3.4.2** **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)  
(T)  
(T)

**3.4.3** The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, 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. (T)

**3.4.4** Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user 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 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. (T)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.4.5** 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. (T)

**3.4.6** Directory listings are provided in connection with each Customer service as specified herein. (T)

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 Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.6, Directory Listing Rates, Residential, following.
3. Non-published Listings: Listings that are not printed in directories nor available from Directory Assistance.

A Non-published 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 Customers telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4, Liability of the Company. Rates for Non-published Listings are as specified in Section 3.4.6, Directory Listing Rates, Residential, following. Additional Residential lines used for facsimile machines and computer modems will not be assessed this fee.

4. 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-listed Listings are specified in Section 3.4.6, Directory Listing Rates, Residential, following. Additional Residential lines used for facsimile machines and computer modems will not be assessed this fee.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 3 – Local Exchange Service, cont'd.

3.4 Directory Listings, cont'd.

3.4.7 Directory Listings Rates, Residence

	<b>RESIDENTIAL</b>		<b>BUSINESS</b>	
	<b><u>MRC</u></b>	<b><u>NRC</u></b>	<b><u>MRC</u></b>	<b><u>NRC</u></b>
Primary Listing	N/C	N/C	N/C	N/C
Additional Listing	\$2.49	\$5.00	6.00	10.00
Non-Published <sup>♦</sup>	\$3.99	\$0.00	5.50	8.00
Non-Directory Listed	\$2.95	\$0.00	2.95	8.00
Directory Listing Change Charge	N/A	<b>\$3.00</b> (R)	N/A	N/A
Directory Number Change Charge	N/A	<b>\$25.00</b> (I)	N/A	N/A

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<sup>♦</sup>A non published listing is available at no charge to suppress the address location of Residential Customers who work as, or in the department of, Police, Fire, Judge, Parole Officer, FBI and CIA employees and state or federal prosecutors.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.5 Emergency Services (Enhanced 911)**

E9-1-1 allows a Customer 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).



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.6 Hearing Impaired Equipment Distribution Program.**

The Arkansas Public Service Commission approved Order No. 2, issued August 23, 2006, granting the *Petition* of the Office of the Deaf and Hearing Impaired of Arkansas Rehabilitation Services (“Petitioner”) to reinstitute a monthly surcharge per access line for the equipment distribution program established by Act 501 of 1995. As of January 1, 2007, Cox will assess its Customers based on a per line surcharge as directed by the Commission. Cox will continue to assess its Customers the surcharge until otherwise directed by the Arkansas Public Service Commission.

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.7    Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.8 Employee Discounts**

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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.9 Reserved**

(M/T)

(M)

(M) Material move to Page 182, Obsolete Service Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1 Message Telecommunications Service (MTS)**

Message Telecommunications Service (MTS) applies to all toll calls made between two or more rate centers that are furnished or made available by the Company over facilities within the state. MTS provides telecommunications beyond the local serving area. MTS charges cover the service furnished between the calling and called stations. MTS Service is available to Customers located within the Company's service area who subscribe to Cox Local Exchange Service as described in this Tariff.

Charges for MTS calls are determined by the class of the call and the duration of the call. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge. Charges for MTS calls apply to all intrastate toll calls, all times of day, seven days a week.

**4.1.1 Description of Service**

MTS is the furnishing of facilities for telecommunications between station lines in different local service areas in accordance with the terms, conditions, and rates specified in the Tariff. The Company does not undertake to transmit messages but furnishes the use of its facilities to its Customers for communications.

**1. Class of Calls**

Charges apply according to the class of the call the calling party selects as defined below:

A. Station-to-Station

Station-to-Station charges will apply when the Customer dials the desired telephone number without the assistance of a Company Operator and the call is billed to the calling number. This includes calls forwarded by the call forwarding equipment.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1 Message Telecommunications Service (MTS)**

**4.1.1 Description of Service, cont'd.**

**1. Class of Calls, cont'd.**

A. Station-to-Station, cont'd.

The Station-to-Station class of service also applies when the Operator:

1. Records the calling telephone number for areas without automatic recording equipment.
2. Reaches the called telephone number because of trouble on the network or because dial completion is not available.
3. Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
4. Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

B. Operator Services

1. Operator Station

Operator Station rates apply when the Customer places a call with the assistance of a Company Operator or mechanized response system.

C. Person-to-Person

Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1 Message Telecommunications Service (MTS)**

**4.1.2 Timing of Messages**

- a. Unless otherwise indicated, all Residential calls are timed in one-minute increments. Business calls are timed in six-second increments. All calls are rounded up to the next higher minute or billing increment.
- 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.

**4.1.3 Time Periods Defined**

Peak: 8:00 a.m. to, but not including, 5:00 p.m. - M - F  
Off Peak: 5:00 p.m. to, but not including, 8:00 a.m. - M - F  
All day Saturday, Sunday and Holidays.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1 Message Telecommunications Service (MTS)**

**4.1.4 Rates and Charges**

**1. Direct Dialed Calls**

<u>Residential</u>	<u>Business</u>	
\$.18/minute (I)	\$.15/minute	(I)

Additional charges may apply as stated in Section 3.3.1, Operator Assisted Surcharges.

**2. Reserved**

**3. Rates—Operator Assisted Calls**

<u>Residential</u>	<u>Business</u>
\$.35/minute	\$.35/minute

Additional charges may apply as stated in Section 3.3.1, Operator Assisted Surcharges.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1 Message Telecommunications Service (MTS)**

**4.1.5 Optional Calling Plans**

(M)

(M)

(M) Material moved to Page 203, Obsolete Services section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Calling Plans**

**1. Residential Service**

**Reserved**

(M/T)

(M) Material relocated to Page 164, Obsolete Service section.

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Calling Plans**

**1. Residential Service**

**Reserved**

(M/T)

(M)

(M) Material relocated to Page 165, Obsolete Services section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Calling Plans**

**1 Residential Service**

(M)

(M)

(M) Material moved to Page 204, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Calling Plans**

**2. Residential Service**

**Reserved**

(M/T)

(M)

(M) Material relocated to Page 166, Obsolete Services section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Calling Plans**

**3. Residential Service**

**Reserved**

(M/T)

(M)

(M) Material relocated to Page 167, Obsolete Services section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**The Business Nickel Call Plan**

This Business Nickel call plan provides Cox Business Customers a competitively priced alternative to the standard long distance plan. The call plan is available to new and existing customers who choose Cox Long Distance for both PIC and LPIC and subscribe to at least a one-year term agreement. The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly fee and billed in six second increments. There is a complementary interstate Business Nickel 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. Additionally, as an added benefit, the Customer will receive free LD minutes each month depending on the number of lines associated with the account pursuant to the table below.

<b>Number of Lines</b>	<b>Free Minutes</b>
2 through 5	250
6 through 10	500
11+	1,000

(N)

(N)



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$7.50</b> (I)	<b>\$0.075</b> (I)
2 Year	<b>\$7.20</b> (I)	<b>\$0.072</b> (I)
3 Year	<b>\$7.00</b> (I)	<b>\$0.070</b> (I)
4 Year	<b>\$6.90</b> (I)	<b>\$0.069</b> (I)
5 Year	<b>\$6.80</b> (I)	<b>\$0.068</b> (I)

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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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$14.00</b> (I)	<b>\$0.056</b> (I)
2 Year	<b>\$13.00</b> (I)	<b>\$0.052</b> (I)
3 Year	<b>\$12.00</b> (I)	<b>\$0.048</b> (I)
4 Year	<b>\$11.75</b> (I)	<b>\$0.047</b> (I)
5 Year	<b>\$11.50</b> (I)	<b>\$0.046</b> (I)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd.**

**2. Optional Call Plans - Business Service**

**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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$26.00</b> (I)	<b>\$0.052</b> (I)
2 Year	<b>\$25.00</b> (I)	<b>\$0.050</b> (I)
3 Year	<b>\$23.00</b> (I)	<b>\$0.046</b> (I)
4 Year	<b>\$22.50</b> (I)	<b>\$0.045</b> (I)
5 Year	<b>\$22.00</b> (I)	<b>\$0.044</b> (I)

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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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$48.00</b> (I)	<b>\$0.048</b> (I)
2 Year	<b>\$47.00</b> (I)	<b>\$0.047</b> (I)
3 Year	<b>\$45.00</b> (I)	<b>\$0.045</b> (I)
4 Year	<b>\$44.00</b> (I)	<b>\$0.044</b> (I)
5 Year	<b>\$43.00</b> (I)	<b>\$0.043</b> (I)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd.**

**2. Optional Call Plans - Business Service**

**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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$109.00</b> (I)	<b>\$0.0436</b> (I)
2 Year	<b>\$105.00</b> (I)	<b>\$0.042</b> (I)
3 Year	<b>\$100.00</b> (I)	<b>\$0.040</b> (I)
4 Year	<b>\$97.50</b> (I)	<b>\$0.039</b> (I)
5 Year	<b>\$95.00</b> (I)	<b>\$0.038</b> (I)

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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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$200.00</b> (I)	<b>\$0.040</b> (I)
2 Year	<b>\$195.00</b> (I)	<b>\$0.039</b> (I)
3 Year	<b>\$190.00</b> (I)	<b>\$0.038</b> (I)
4 Year	<b>\$185.00</b> (I)	<b>\$0.037</b> (I)
5 Year	<b>\$180.00</b> (I)	<b>\$0.036</b> (I)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**CBS Minute Pack 7500**

This optional long distance call plan offers a Cox Business Customer a block of 7500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$280.00</b> (I)	<b>\$0.0373</b> (I)
2 Year	<b>\$275.00</b> (I)	<b>\$0.0367</b> (I)
3 Year	<b>\$270.00</b> (I)	<b>\$0.036</b> (I)
4 Year	<b>\$260.00</b> (I)	<b>\$0.0347</b> (I)
5 Year	<b>\$255.00</b> (I)	<b>\$0.034</b> (I)

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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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	<b>\$360.00</b> (I)	<b>\$0.036</b> (I)
2 Year	<b>\$335.00</b> (I)	<b>\$0.0335</b> (I)
3 Year	<b>\$310.00</b> (I)	<b>\$0.031</b> (I)
4 Year	<b>\$305.00</b> (I)	<b>\$0.0305</b> (I)
5 Year	<b>\$295.00</b> (I)	<b>\$0.0295</b> (I)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	\$600.00	\$0.03
2 Year	\$575.00	\$0.0288
3 Year	\$525.00	\$0.0263
4 Year	\$520.00	\$0.0260
5 Year	\$500.00	\$0.0250

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**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 a one-, two-, or three-year term commitment. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
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 AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**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. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	\$1400.00	\$0.028
2 Year	\$1300.00	\$0.026
3 Year	\$1200.00	\$0.024
4 Year	\$1200.00	\$0.024
5 Year	\$1150.00	\$0.023

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**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. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
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 AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**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. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
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. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	\$3000.00	\$0.024
2 Year	\$2875.00	\$0.023
3 Year	\$2750.00	\$0.022
4 Year	\$2750.00	\$0.022
5 Year	\$2625.00	\$0.021

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

**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. 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. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. 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.

<b>Term Options</b>	<b>MRC</b>	<b>Overage</b>
1 Year	\$3450.00	\$0.023
2 Year	\$3300.00	\$0.022
3 Year	\$3150.00	\$0.021
4 Year	\$3150.00	\$0.021
5 Year	\$3000.00	\$0.020

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

Cox Business Solutions Calling Plan

The Cox Business Solutions Calling Plan (the "Plan") enables Business Customers who subscribe to Cox Local Service to receive reduced rates on their domestic long distance and toll free service based on the monthly call volume and the term commitment of the plan selected. No minimum usage obligations are associated with the Plan. The Customer must select Cox as their PIC and LPIC.

The Plan is available in one-, two-, three-, four-, or five-year term commitments. The term of the selected commitment will commence on the first day of the next complete billing month following the execution of the Customer Service Agreement that references this Plan.

The Plan is shared among a Business Customer's access lines that are presubscribed to Cox LD. The Plan is billed in 6-second increments and rounds up to the next highest 6-second increment for partial increments.

If the Customer terminates their Plan prior to the expiration of the selected term, or the Customer fails to meet all of the conditions under this Plan, Cox may, at its option, (i) re-rate the Customer's usage to the nearest qualifying term plan; or (ii) if terminated in the first year, re-rate the Customer's usage at the Standard Service Plan rate of \$0.10 per minute.

The Plan is an intrastate service and does not apply to the following calls, services or applications and cannot be used in conjunction with: Collect Calls; Calling Card; Calls to 555, 700, 900, 976 Services; Third Number Billed; Directory Assistance and Directory Assistance Call Completion; Repeat Call; Return Calls (per activation); Person-to-Person Calls; Intercept Call Completion; Operator Handled Calls; Three-Way Calling (per activation); Call Centers; Automatic Dialing Equipment.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

Cox Business Solutions Calling Plan

Calls that originate and terminate in the State of Arkansas will be assessed the following per Minute-of-Use ("MOU") rates based on cumulative minutes-of-use and term selected:

Minutes-Of-Use	TERM COMMITMENT				
	1 Year	2 Year	3 Year	4 Year	5 Year
	Per MOU	Per MOU	Per MOU	Per MOU	Per MOU
0-249	\$0.056	\$0.054	\$0.052	\$0.050	\$0.048
250-499	\$0.050	\$0.048	\$0.046	\$0.044	\$0.042
500-999	\$0.048	\$0.046	\$0.044	\$0.042	\$0.040
1,000-2,499	\$0.046	\$0.044	\$0.042	\$0.040	\$0.038
2,500-4,999	\$0.044	\$0.042	\$0.040	\$0.038	\$0.036
5,000-9,999	\$0.042	\$0.040	\$0.038	\$0.036	\$0.034
10,000-49,999	\$0.040	\$0.038	\$0.036	\$0.034	\$0.032
50,000-99,999	\$0.037	\$0.035	\$0.033	\$0.031	\$0.029
100,000+	\$0.034	\$0.032	\$0.030	\$0.028	\$0.026

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**4. Optional Call Plans - Business Service**

Cox Business Enterprise Calling Plan

The Cox Business Enterprise Calling Plan (the "Plan") enables Business Customers to receive reduced rates on their domestic long distance and toll free service based on monthly call volume and the term commitment of the plan selected. No minimum usage obligations are associated with the Plan. The Plan is available to Cox Business Customers who (1) subscribe to Cox Local Service; (2) select Cox as their PIC and LPIC; and (3) subscribe to one of the following additional Cox Business Services:

Cox Business Internet Service	Cox Private Line Service
Cox Metro Ethernet Service	Cox Business Video Service

The Plan is available in one-, two-, three-, four-, or five-year term commitments. The term of the selected commitment will commence on the first day of the next complete billing month following the execution of the Customer Service Agreement that references this Plan.

The Minutes-of-Use ("MOUs") are cumulative across a Business Customer's access lines that are subscribed to the Plan. The Plan is billed in 6-second increments and rounds up to the next highest 6-second increment for partial increments.

If the Customer terminates their Plan prior to the expiration of the selected term, or the Customer fails to meet all of the conditions under this Plan, Cox may, at its option, (i) re-rate the Customer's usage to the nearest qualifying term plan; or (ii) if terminated in the first year, re-rate the Customer's usage at the Standard Service Plan rate of \$0.10 per minute.

The Plan is an intrastate service and does not apply to the following calls, services or applications and cannot be used in conjunction with: Collect Calls; Calling Card; Calls to 555, 700, 900, 976 Services; Third Number Billed; Directory Assistance and Directory Assistance Call Completion; Repeat Call; Return Calls (per activation); Person-to-Person Calls; Intercept Call Completion; Operator Handled Calls; Three-Way Calling (per activation); Call Centers; Automatic Dialing Equipment.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.5 Optional Call Plans, cont'd**

**2. Optional Call Plans - Business Service**

Cox Business Enterprise Calling Plan

Calls that originate and terminate in the State of Arkansas will be assessed the following per MOU rates based on cumulative minutes-of-use and term selected:

Minutes-Of-Use	TERM COMMITMENT				
	1 Year	2 Year	3 Year	4 Year	5 Year
	Per MOU	Per MOU	Per MOU	Per MOU	Per MOU
0-249	\$0.052	\$0.050	\$0.048	\$0.046	\$0.044
250-499	\$0.046	\$0.044	\$0.042	\$0.040	\$0.038
500-999	\$0.044	\$0.042	\$0.040	\$0.038	\$0.036
1,000-2,499	\$0.042	\$0.040	\$0.038	\$0.036	\$0.034
2,500-4,999	\$0.040	\$0.038	\$0.036	\$0.034	\$0.032
5,000-9,999	\$0.038	\$0.036	\$0.034	\$0.032	\$0.030
10,000-49,999	\$0.036	\$0.034	\$0.032	\$0.030	\$0.028
50,000-99,999	\$0.033	\$0.031	\$0.029	\$0.027	\$0.025
100,000+	\$0.030	\$0.028	\$0.026	\$0.024	\$0.022

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.6 Toll Free Service**

**1. Service Description**

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 **and is available only in conjunction with Cox Local Exchange Service.**

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- A) 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.
- B) 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.
- C) 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.
- D) 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.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

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

- E) 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.
- F) 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 (RespOrg). Upon subscription to the Company's Toll-Free Service, the Customer may execute a Letter of Authorization to transfer RespOrg responsibility of its toll-free number(s) to the Company's RespOrg. If the Customer elects to retain a non-Company RespOrg, the Customer must notify the Company of any changes in the Customer's RespOrg in writing within 48 hours of the change. The Customer is responsible for all outstanding indebtedness for services provided by a previous RespOrg 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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

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

- G) Subject to execution of a RespOrg Service Agreement between the Company and the Customer, the Company RespOrg will perform the function of RespOrg for all Company Toll-Free Service orders unless the Customer requests another RespOrg. The Company's RespOrg 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.
- (1) Where the Company serves as the RespOrg 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 RespOrg, 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 RespOrg. 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.

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(N)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 4 - Intrastate Toll Service

4.1.6 Toll Free Service, cont'd.

1. Service Description, cont'd.

- (2) Where the Company serves as the RespOrg 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.
- (3) In the event that a Customer cancels its Company Toll-Free Service, the Customer **will be required to select a new RespOrg. Such change shall become effective simultaneous with the change in the Customer Toll-Free Service provider.**
- (4) In the event that a Customer cancels its Company RespOrg 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.

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(D/N)  
(D/N)



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

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

H) 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.

I) 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.

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:

- performing the services or transactions that are subject of the originating subscriber's call;
- ensuring network performance security, and the effectiveness of call delivery;
- compiling, using and disclosing aggregate information; and
- complying with applicable laws.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

**2. Toll Free Service Termination**

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. 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.

Example: Customer signs a three-year term agreement. At the end of the eleventh month, the Customer terminates the agreement and transfers the toll-free service to another carrier. All usage to-date would be re-rated from the three-year term rate to the month-to-month rate.

Example: Customer signs three-year term agreement. At the end of the thirteenth month, the Customer terminates the agreement and transfers the toll-free service to another carrier. All usage to-date would be re-rated from the three-year rate and volume to the one-year rate and volume.

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

**3. 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 Monthly Recurring and Usage Charge**

The Toll-Free Number Charge applies to Basic Toll-Free Service. Domestic calls originating within the United States are billed in 6-second increments with a 6-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

Monthly Recurring Charge:	\$5.00
Change Charge: per change	\$4.50
Per-Minute Charge	\$0.15

**(2) Toll-Free Directory Listing**

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

Non-Recurring Charge: per number	\$35.00	
Expedite Request: per request	\$50.00	
Change Charge: per change	\$50.00	
Monthly Recurring Charge: per number	\$14.50	
Vanity Number Search Charge: per number	\$25.00 (N)	(N) (N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

**4. Toll Free Call Plans**

**Reserved for Future Use.**

(M)

(M)

(M) Material relocated to Obsolete Services, page 150.

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Cox Communications, Inc.  
1400 Lake Hearn Drive,  
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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

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

**4. Toll Free Call Plans**

**Reserved for Future Use.**

(M)

(M)

(M) Material relocated to Obsolete Services, page 151.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.7. Reserved**

(M/T)

(M)

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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.7. Reserved**

(M/T)

(M)

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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.7. Reserved**

(M/T)

(M)

(M) Material moved to Page 185, Obsolete Services Section.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.7. Dedicated Long Distance Service**

**4. Optional Call Plans**

**Reserved for Future Use.**

(M)

(M)

(M) Material relocated to Obsolete Services, page 152.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.7. Dedicated Long Distance Service**

**4. Optional Call Plans, cont'd.**

**Reserved for Future Use.**

(M)

(M)

(M) Material relocated to Obsolete Services, page 153

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Reserved**

(M/T)

(M)

(M) Material moved to Page 186, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Reserved**

(M/T)

(M)

(M) Material moved to Page 187, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Reserved**

(M/T)

(M)

(M) Material moved to Page 188, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Reserved**

(M/T)

(M)

(M) Material moved to Page 189, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Dedicated Toll Free Service.**

**4. Optional Call Plans**

**Reserved for Future Use**

(M)

(M)

(M) Material relocated to Obsolete Services, page 154

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.1.8. Dedicated Toll Free Service.**

**4. Optional Call Plans, cont'd.**

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(M)

(M) Material relocated to Obsolete Services, page 155.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 4 - Intrastate Toll Service**

**4.2 Reserved for Future Use**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 5 – Promotional Offerings and Service Guarantees**

**5.1 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 will be limited as to the duration, the date and times of the offerings and the locations where the offerings are made.

**5.2 Service Guarantees**

Satisfaction Guarantee

If a Residential Customer is not completely satisfied with Cox Digital Telephone Service within the first thirty-days of service, the Company will refund the first month's charges on the Primary Line, excluding local toll and long distance charges, features, taxes and fees.

On-Time Guarantee

The Company offers an On-Time Guarantee to its Customers. If a Cox technician, or agent, does not arrive at the Customer's premises within the prearranged service window, upon Customer's request, Cox will credit the Customer's account \$20 on the next bill cycle.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 6 - Special Service Arrangements

6.1 Special Service Arrangements

Arrangements may 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. Individual Case Basis (ICB) arrangements shall be available to all similarly situated Customers on a non-discriminatory basis. The requested service or arrangements are not offered under other sections of this tariff. The facilities utilized to provide the requested service or arrangements are of a type normally used by the Company in furnishing its other services. The requested service or arrangements are compatible with other Company services, facilities, and its engineering and maintenance practices. These offerings are subject to the availability of necessary Company personnel and capital resources.

**Pricing elements included 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, pricing will be developed on a case-by-case basis.**

(N)  
(N)  
(N)  
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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 AND INTEREXCHANGE SERVICES**

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**SECTION 7 – Residential Assistance Offerings**

(N)

**7.1 Lifeline Assistance Program**

In order to qualify for the federal Lifeline program, a Customer must meet the requirements of 47 CFR §54.409. When applying for the program, an eligible applicant must apply online through the Lifeline National Verifier at [Home - National Verifier \(servicenowservices.com\)](https://www.servicenowservices.com). Lifeline eligibility will be verified annually. If, after verification, a subscriber is identified as being ineligible, the Lifeline credit will be discontinued.

The federal Lifeline program provides for a waiver of the FCC Access Fee and a reduction of the monthly recurring rate for local exchange service for eligible Residential Customers. A consumer must not already receive a Lifeline service, and there must not be anyone else in the subscriber's household subscribed to a Lifeline service.

**7.1.1 Eligibility Requirements**

In order to qualify for the Lifeline Service Program, a Customer must meet the requirements of 47 CFR §54.409 and receive assistance or benefits under Income-based or Program-based participation that provides:

- Supplemental Nutrition Assistance Program (SNAP – Food Stamps)
- Federal Public Housing Assistance (Section 8)
- Medical Assistance (Medicaid)
- Supplemental Security Income (SSI)
- Veterans Pension & Survivors Pension benefit
- Must be at or below 135% of the Federal Poverty Guidelines to qualify.

Qualified applicants will receive a Lifeline discount of \$5.25 per month on Cox Voice Preferred. Contact Company Customer Service Representative for rate details.

When applying for the program, an eligible applicant must apply online through the Lifeline National Verifier at [Home - National Verifier \(servicenowservices.com\)](https://www.servicenowservices.com).

Lifeline eligibility will be verified annually. If, after verification, a subscriber is identified as being ineligible, the Lifeline credit will be discontinued.

Standard Line Connection (Activation) Charges apply to Lifeline Customers. Please see Section 3.1.2.2.a of this tariff.

No deposit will be required of a Lifeline Customer if the Customer voluntarily subscribes to Toll Restriction.

If a Customer does not elect Toll Restriction, regular deposit guidelines and regulations will apply.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – Residential Assistance Offerings**

**7.1 Lifeline Assistance Program (cont'd)**

**7.1.1 Eligibility Requirements (cont'd)**

Pursuant to Arkansas Public Service Commission Order No. 4 , dated April 26, 2021, in Docket No. 20-072-U, Lifeline service is only available to customers residing in the following census block groups:

050070208062
050070208063
050070210023
050070201014
050070213013
050070213053
050070213052
050070209024
050070213104
050330205012

Please go to [www.cox.com/residential/phone/lifeline.html](http://www.cox.com/residential/phone/lifeline.html) or contact Customer Service to determine eligibility.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – RESERVED FOR FUTURE USE**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – RESERVED FOR FUTURE USE**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – RESERVED FOR FUTURE USE**



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – RESERVED FOR FUTURE USE**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 7 – RESERVED FOR FUTURE USE**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.1 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.

**8.1.1 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.

**8.1.2 Rates and Charges**

	Non-Recurring	Monthly
Residence, per line	\$0.00	<b>\$1.60 (I)</b>
Business, per line or trunk	\$10.00	\$8.00

(I)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.2 Temporary Suspension of Service - Customer Initiated – Seasonal Saver Plan**

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

**8.2.1 Terms and Conditions**

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- The full service rate will apply, if service is restored within 30 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 the following Section 8.2.2 will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below.
- Customers may suspend service for a minimum of 30 days to a maximum of 9 months. Customers may go on seasonal status twice per calendar year with a minimum of 30 days between occurrences. After nine consecutive months, or after a total of nine months within a calendar year, services are subject to return to full billing as subscribed to prior to the seasonal saver suspension of service.
- Customers on Seasonal Service are unable to reach emergency services by dialing 911.

**8.2.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>	
Residential Request, per line	\$10.00	<b>\$13.00</b>	(I)
Business, per line or trunk	\$25.00	\$15.00	

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages**

**8.3.1 Reserved**

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(M) Material moved to Page 190, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**8.3.2 Reserved**

(M/T)

(M)

(M) Material moved to Page 191, Obsolete Services Section.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 8 - Miscellaneous Service Offerings

8.3 Bundled Services Packages, cont'd.

8.3.3. Cox Business Unlimited LD Call Plan

General

The Cox Business Services Unlimited Call Plan will be offered to Business Customers where facilities exist and operating conditions permit. The Cox Unlimited Package is a bundle of local exchange, local toll, and long distance telephone services. Each line will be provisioned with the following services:

- Up to 10 flat-rated Business Access Lines;
- Unlimited intraLATA toll minutes;
- Unlimited interLATA toll minutes.

Terms and Conditions

1. The Customer must select Company as the carrier of choice for toll services for each Business access line subscribed to under this plan.
2. The Customer may subscribe up to a maximum of ten (10) Unlimited Calling lines for a one-year minimum commitment. All lines in a common hunt group must be provisioned with the unlimited package. The Unlimited Calling is only available to Customers who subscribe to ten (10) or fewer access lines.
3. The Cox Unlimited Package's Monthly Recurring Charge will be billed in advance
4. 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 package, (2) have no cash value for refund purposes, (3) are not transferable or assignable, (4) shall not be applied to calls outside the United States, (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance, **and (6) shall only apply to calls that are two minutes or above in length..**

(T)  
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(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**8.3.3. Cox Business Unlimited LD Call Plan**

5. The Company may monitor the Customer's toll usage subject to this package. If the Customer uses the toll minutes under this package for 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 Package. 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:

- a. Auto dialers **or Power dialers**
- b. Long distance Internet access
- c. Call Center applications including but not limited to auto dialers
- d. Resale of unlimited minutes
- e. PBX trunks
- f. Ground start line or trunks
- g. ISDN services
- h. Foreign exchange services
- i. Public telephone services
- j. Public access smart-pay phones
- k. Analog to digital conversion digital PBX services
- l. WATS services
- m. PBX/PABX/EABX services
- n. Non-square electronic key telephone systems
- o. Predictive calling/dialing systems
- p. Automatic outbound dialing systems
- q. Any type of automatic call distribution system, or
- r. The functional equivalent of any system listed above

(N)

6. If the Company determines that a Customer has failed to demonstrate that the 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 another plan offered under this tariff.

Rates and Charges

	Monthly Recurring Charge
Unlimited Call Plan	\$20.00



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**8.3.4. Reserved**

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(M)

(M) Material moved to Page 192, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**8.3.4. Reserved**

(M/T)

(M)

(M) Material moved to Page 193, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**4. Reserved**

(M/T)

(M)

(M) Material moved to Page 194, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Bundled Services Packages, cont'd.**

**4. Reserved**

(M/T)

(M) Material moved to Page 195, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Reserved**

(M/T)

(M)

(M) Material moved to Page 196, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.5 24 Month Service Agreement**

**A. Description**

Under this promotion, new and existing Residential Customers in Cox's Arkansas Service Area, 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.

**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**

1. 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 \$240.00. The ETF will be reduced by \$10.00 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 \$70 ETF [\$240.00 minus \$170 (\$10.00 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.
2. 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.
3. Except as noted in 2 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).
4. Customer's 24-month term commitment will begin on the date all eligible services, as defined in B above, are installed.
5. At the end of Customer's Subscription Term, pricing for Telephone Services will revert to the tariff pricing in effect at that time. (C)
6. 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.
7. This offer may not be combined with any other discount offer under this tariff.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.6 Reserved**

(M/N)

(M) Material relocated to Page 160.

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.7    Reserved**

(M/T)

(M)

(M) Material moved to Page 197, Obsolete Services Section.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.8    Reserved**

(M/T)

(M)

(M) Material moved to Page 205, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.8 Reserved**

(M)

(M) Material moved to Page 156 (Obsolete Services)

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**Reserved**

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**Reserved**

(M)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.9     Reserved**

(M/T)

(M)

(M) Material moved to Page 198, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.10 Reserved**

(M/T)

(M)

(M) Material moved to Page 199, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.11 Reserved**

(M/T)

(M)

(M) Material moved to Page 200, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.13 Reserved**

(M/T)

(M)

(M) Material moved to Page 206, Obsolete Services Section.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.13 Reserved**

(M/T)

(M)

(M) Material moved to Page 207, Obsolete Services Section.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service**

(N)

**1. General**

At the request of the 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.

**2. Eligibility Requirements**

A Customer who desires to receive service shall satisfy the following obligations to Company:

- a. 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.
- b. 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.
- c. 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 guaranteed.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service, cont'd.**

**2. Eligibility Requirements (cont'd)**

- d. 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.
- e. 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.
- f. 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.
- g. 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.
- h. 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.
- i. 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.
- j. 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.

(N)

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service, cont'd.**

(N)

**2. Eligibility Requirements (cont'd)**

- k. 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
- l. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.
- m. 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. 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.
- n. 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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service, cont'd.**

**2. Eligibility Requirements (cont'd)**

- o. 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.
- p. 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.
- q. 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.
- r. 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.
- s. 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.
- t. 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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service, cont'd.**

(N)

**2. Eligibility Requirements (cont'd)**

- u. 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.
- v. 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.
- w. 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.
- x. 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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.14 Emergency Locator Service, cont'd.**

**2. Eligibility Requirements (cont'd)**

- y. 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.
- z. 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.

**3 Rates and Charges**

The monthly recurring and nonrecurring charges assessed by the Company are as follows:

<b>Monthly Recurring Charges</b>	
One-to-One Recurring Charge, per Number	\$0.15
Many-to-One Recurring Charge, per Occurrence	\$5.00
<b>Nonrecurring Charges</b>	
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 AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**9.15 Telecommunications Service Priority (TSP) System**

(N)

**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.

**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)

**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.

(N)



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.15 Telecommunications Service Priority (TSP) System, cont'd.**

(N)

**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.

**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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.15 Telecommunications Service Priority (TSP) System, cont'd.**

(N)

**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.

**1. 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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.15 Telecommunications Service Priority (TSP) System, cont'd.**

(N)

**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 this code must be provided to Cox with customer request for TSP.

**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.

(N)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.15 Telecommunications Service Priority (TSP) System, cont'd.**

**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.

	<b>Non-Recurring Charges</b>	<b>Monthly Recurring Charges</b>
Priority Provisioning Installation, per line or trunk, or per circuit	\$45.00	N/A
Priority Restoration Level Implementation, per line or trunk, or per circuit	\$45.00	N/A
Priority Level Change, per line or trunk, or per circuit	\$45.00	N/A
Administration and Maintenance of Priority Restoration, per line or trunk, or per circuit	N/A	\$4.00
Labor, construction, special equipment, additional facilities, and other resources related to delivery of services under TSP conditions.	ICB	ICB

**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

**SECTION 9 – OBSOLETE SERVICES**

Obsolete Services will continue to be furnished to the same Customer at the same address until such time as stated in the tariff.

Any requests for additions, disconnections, moves or changes by the Customer on a circuit that has a Grandfathered service will result in the complete disconnection of the Grandfathered service at the time of the addition, disconnection, move or change. Exceptions to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change, miscellaneous corrections, etc.

**9.1 A la carte Residential Call Waiting ID Feature**

<b>Feature</b>	<b>Monthly Rate (\$)</b>	<b>PER USE (\$)</b>	<b>NRC (\$)</b>	
Call Waiting ID	11.00		5.00	

**9.2 Cox Toll Free Solutions III**

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. 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 \$0.08 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 Arkansas will be assessed the following per-minute rate based on cumulative MOU's and term selected:

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.075</b>	<b>\$0.068</b>	<b>\$0.063</b>
<b>250-499</b>	<b>\$0.073</b>	<b>\$0.067</b>	<b>\$0.062</b>
<b>500-999</b>	<b>\$0.071</b>	<b>\$0.066</b>	<b>\$0.061</b>
<b>1,000-2,499</b>	<b>\$0.069</b>	<b>\$0.065</b>	<b>\$0.061</b>
<b>2,500-4,999</b>	<b>\$0.065</b>	<b>\$0.061</b>	<b>\$0.057</b>
<b>5,000-9,999</b>	<b>\$0.059</b>	<b>\$0.056</b>	<b>\$0.052</b>
<b>10,000-49,999</b>	<b>\$0.058</b>	<b>\$0.055</b>	<b>\$0.051</b>
<b>50,000-99,999</b>	<b>\$0.056</b>	<b>\$0.053</b>	<b>\$0.049</b>
<b>100,000+</b>	<b>\$0.054</b>	<b>\$0.051</b>	<b>\$0.047</b>

(M) Material formerly found on page 118.7

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.3 Cox Toll-Free Enterprise III**

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. 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 Arkansas will be assessed the following per-minute rate based on cumulative MOU's and term selected:

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.068</b>	<b>\$0.061</b>	<b>\$0.057</b>
<b>250-499</b>	<b>\$0.066</b>	<b>\$0.060</b>	<b>\$0.056</b>
<b>500-999</b>	<b>\$0.064</b>	<b>\$0.059</b>	<b>\$0.055</b>
<b>1,000-2,499</b>	<b>\$0.062</b>	<b>\$0.059</b>	<b>\$0.055</b>
<b>2,500-4,999</b>	<b>\$0.059</b>	<b>\$0.055</b>	<b>\$0.051</b>
<b>5,000-9,999</b>	<b>\$0.053</b>	<b>\$0.050</b>	<b>\$0.047</b>
<b>10,000-49,999</b>	<b>\$0.052</b>	<b>\$0.050</b>	<b>\$0.046</b>
<b>50,000-99,999</b>	<b>\$0.050</b>	<b>\$0.049</b>	<b>\$0.044</b>
<b>100,000+</b>	<b>\$0.049</b>	<b>\$0.046</b>	<b>\$0.042</b>

(M) Material formerly found on page 118.8

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.4 Cox Dedicated LD Solutions III**

(M)

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 Kansas 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.

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.070</b>	<b>\$0.063</b>	<b>\$0.058</b>
<b>250-499</b>	<b>\$0.068</b>	<b>\$0.062</b>	<b>\$0.057</b>
<b>500-999</b>	<b>\$0.066</b>	<b>\$0.061</b>	<b>\$0.055</b>
<b>1,000-2,499</b>	<b>\$0.064</b>	<b>\$0.060</b>	<b>\$0.054</b>
<b>2,500-4,999</b>	<b>\$0.060</b>	<b>\$0.056</b>	<b>\$0.052</b>
<b>5,000-9,999</b>	<b>\$0.058</b>	<b>\$0.054</b>	<b>\$0.050</b>
<b>10,000-49,999</b>	<b>\$0.056</b>	<b>\$0.052</b>	<b>\$0.048</b>
<b>50,000-99,999</b>	<b>\$0.054</b>	<b>\$0.050</b>	<b>\$0.046</b>
<b>100,000+</b>	<b>\$0.052</b>	<b>\$0.048</b>	<b>\$0.044</b>

(M)

(M) Material formerly found on page 118.12.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.5 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.

Calls that originate and terminate in Kansas 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 Kansas are billed in 6-second increments with a 6-second minimum.

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.063</b>	<b>\$0.057</b>	<b>\$0.052</b>
<b>250-499</b>	<b>\$0.061</b>	<b>\$0.056</b>	<b>\$0.051</b>
<b>500-999</b>	<b>\$0.059</b>	<b>\$0.055</b>	<b>\$0.050</b>
<b>1,000-2,499</b>	<b>\$0.058</b>	<b>\$0.054</b>	<b>\$0.049</b>
<b>2,500-4,999</b>	<b>\$0.054</b>	<b>\$0.050</b>	<b>\$0.047</b>
<b>5,000-9,999</b>	<b>\$0.052</b>	<b>\$0.049</b>	<b>\$0.045</b>
<b>10,000-49,999</b>	<b>\$0.050</b>	<b>\$0.047</b>	<b>\$0.043</b>
<b>50,000-99,999</b>	<b>\$0.049</b>	<b>\$0.045</b>	<b>\$0.041</b>
<b>100,000+</b>	<b>\$0.047</b>	<b>\$0.043</b>	<b>\$0.040</b>

(M) Material formerly found on page 118.13.

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Effective Date: November 4, 2007

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1400 Lake Hearn Drive,  
Atlanta, Georgia 30319

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.6 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. Calls that originate and terminate in Kansas will be assessed in whole minute increments as detailed below. All minutes-of-use charges are assessed based on the cumulative MOU's of interstate (continental United States) and intrastate usage.

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.070</b>	<b>\$0.063</b>	<b>\$0.058</b>
<b>250-499</b>	<b>\$0.068</b>	<b>\$0.062</b>	<b>\$0.057</b>
<b>500-999</b>	<b>\$0.066</b>	<b>\$0.061</b>	<b>\$0.055</b>
<b>1,000-2,499</b>	<b>\$0.064</b>	<b>\$0.060</b>	<b>\$0.054</b>
<b>2,500-4,999</b>	<b>\$0.060</b>	<b>\$0.056</b>	<b>\$0.052</b>
<b>5,000-9,999</b>	<b>\$0.058</b>	<b>\$0.054</b>	<b>\$0.050</b>
<b>10,000-49,999</b>	<b>\$0.056</b>	<b>\$0.052</b>	<b>\$0.048</b>
<b>50,000-99,999</b>	<b>\$0.054</b>	<b>\$0.050</b>	<b>\$0.046</b>
<b>100,000+</b>	<b>\$0.052</b>	<b>\$0.048</b>	<b>\$0.044</b>

(M) Material formerly found on page 118.18

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.7 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. Calls that originate and terminate in Kansas will be assessed in whole minute increments as detailed below. All minutes-of-use charges are assessed based on the cumulative MOU's of interstate (continental United States) and intrastate usage.

<b>Minutes-Of-Use</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 or 5 Year</b>
<b>0-249</b>	<b>\$0.063</b>	<b>\$0.057</b>	<b>\$0.052</b>
<b>250-499</b>	<b>\$0.061</b>	<b>\$0.056</b>	<b>\$0.051</b>
<b>500-999</b>	<b>\$0.059</b>	<b>\$0.055</b>	<b>\$0.050</b>
<b>1,000-2,499</b>	<b>\$0.058</b>	<b>\$0.054</b>	<b>\$0.049</b>
<b>2,500-4,999</b>	<b>\$0.054</b>	<b>\$0.050</b>	<b>\$0.047</b>
<b>5,000-9,999</b>	<b>\$0.052</b>	<b>\$0.049</b>	<b>\$0.045</b>
<b>10,000-49,999</b>	<b>\$0.050</b>	<b>\$0.047</b>	<b>\$0.043</b>
<b>50,000-99,999</b>	<b>\$0.049</b>	<b>\$0.045</b>	<b>\$0.041</b>
<b>100,000+</b>	<b>\$0.047</b>	<b>\$0.043</b>	<b>\$0.040</b>

(M) Material formerly found on page 118.19

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.8    Reserved**

(D/T)

(D)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.8    Reserved**

(D/T)

(D)

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.8    Reserved**

(D/T)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.9 Cox Connect PRI Service

(M)

5. Rates and Charges

1 Application of Rates

1. Standalone Service

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>4-Year</u>	<u>5-Year</u>
Cox Connect PRI Monthly (per PRI)	\$469.00	\$416.50	\$311.50	\$297.50	\$259.00
Per Trunk Equivalent	\$17.50	\$17.50	\$17.50	\$17.50	\$17.50
NRC (per PRI)	\$840.00	\$770.00	\$700.00	\$525.00	\$350.00

2. Bundled Services

The following rates and charges apply if service is bundled with Cox LD or Cox Optical Internet, which is provided by a Cox Affiliated Company.

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>4-Year</u>	<u>5-Year</u>
Cox Connect PRI Monthly (per PRI)	\$422.10	\$374.85	\$280.35	\$267.75	\$233.10
Per Trunk Equivalent	\$15.75	\$15.75	\$15.75	\$15.75	\$15.75
NRC (per PRI)	\$756.00	\$693.00	\$630.00	\$472.50	\$315.00

(M)

(M) Material relocated from Page 88.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

**9.10 Price Lock Guarantee (PLG) and \$100 Cash Back with a 24 Month Service Agreement (Material relocated from Page 141)**

(M)

**A. Description**

Under this promotion, new and existing Residential Customers in Cox's Arkansas Service Area, 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 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 services for cable and high-speed Internet.

**C. Terms and Conditions**

1. 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.
2. 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.
3. Except as noted in 2 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).
4. Customer's 24-month term commitment will begin on the date all eligible services, as defined in B above, are installed.
5. At the end of Customer's Subscription Term, pricing for CDT Services will revert to the tariff pricing in effect at that time.
6. 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.
7. This offer may not be combined with any other discount offer under this tariff.

(M)



## SECTION 9 – OBSOLETE SERVICES

### 9.11.1. Local Line

### a. Feature Descriptions

**Premier Feature Pak:** Provides a Residential Customer with the following features: Busy Line Redial, Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, Call Forwarding Busy, Call Forward No Answer, Call Return, Priority Ringing, Selective Call Forwarding, Selective Call Acceptance, Selective Call Rejection and Three Way Calling. This feature package requires specialized Customer Premises Equipment.

A diagram showing a tree structure. The root node is labeled  $(M)(M1)$ . A single vertical line connects the root to a child node labeled  $(M)$ .

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6205-B Peachtree Dunwoody Road,  
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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.11 Local Exchange Service, cont'd.

9.11.1. Local Line, cont'd.

2. Local Line Rates and Charges

(M)

**Cord-Cutter Service (Limited Basic Service)**

Cox additionally offers existing Residential Customers, who request service disconnection citing their use of wireless telephone service only, a Measured Rate service. The Cord-Cutter Service includes a basic line with 30 minutes of local calling for **\$9.99** per month. Additional local minutes over the 30 minutes monthly allowance will be charged at \$0.50 per minute and will be capped at \$30.00 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 PIC and LPIC; (3) Customers may not subscribe to domestic or international calling plans other than the default plan; (4) Customers may select one of the following features at current tariffed rate: Caller ID, Voice mail, or Three-Way Calling; (5) The service does not qualify for bundle discounts; and (6) the offer is not available to Customers receiving a discounted service.

(M)

(M) Material moved from Page 161.

**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

**SECTION 9 – OBSOLETE SERVICES**

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

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

C. Custom Calling Features, Residential

<b>Features<sup>♦</sup></b>	<b>Monthly Rate (\$)</b>	<b>PER USE (\$)</b>	<b>NRC (\$)</b>	
Control Plus Package	10.95		N/C	
Solutions Package	16.95		N/C	
Essential Pak	12.99		N/C	
Premier Pak	15.99		N/C	
900/976 Call Block	N/C		N/C	
Anonymous Call Rejection	0.99		N/C	
Block All per-use features	N/C		N/C	
Block Collect Calls	N/C		N/C	
Block 900/976 Calls	N/C		N/C	
Busy Line Redial	N/A	0.95	N/A	
Call Forwarding	5.99		5.00	
Call Number Block, per call block, per line	N/C		N/A	
Call Return	N/A	1.99	N/C	
Call Waiting	6.50		5.00	
Caller ID	8.50		5.00	
Three-Way Calling	5.99	0.95	5.00	

(D)

(D)

<sup>♦</sup> Calling Features and Packages MRC may be waived for the initial month of service in competitive situations.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.12 Message Telecommunications Service (MTS)

(M)

9.12.1 Optional Calling Plans

1. Residential Service

Cox Online LD Plan

The Cox Online LD Plan includes both local toll and long distance calls if Cox Long Distance Service is selected as the service provider for both local toll service and long distance service. Customer must subscribe to Cox Digital Telephone service and this optional calling plan through the Cox online website to be eligible for subscription to the Online LD Plan. There is no monthly recurring charge for this plan. A per minute rate of 12 cents applies to direct dialed local toll and long distance calling. Additional charges apply for international, Calling Card, Directory Assistance, or Operator Services calls. Calls are billed in whole minute increments. Taxes, fees and other charges, including Universal Service Fund, apply to the usage charges assessed on this plan.

(M)

(M) Material relocated from Page 107.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.13 Intrastate Toll Service**

**9.13.1. Optional Calling Plans**

**Cox Unlimited Connection<sup>(sm)</sup> Package**

(M)

**General**

Where facilities exist and operating conditions permit, the Cox Unlimited Connection<sup>(sm)</sup> Package (the "Plan") will be offered to Residential Customers. The Plan is a bundled package of local and long distance telephone services. The Plan includes a local access line, the Solutions 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 LD for both PIC and LPIC elections. The following services are included in the Plan:

- A local access line,
- The Solutions Feature Package,
- Unlimited Residential direct dial intrastate and interstate LD minutes, and
- Voice Mail, optional

**Terms and Conditions**

1. The Plan's MRC will be billed in advance, and will apply the first billing period after ordering the service; the non-optional EAS MRC will not apply.
2. The Cox Unlimited Plan (the "Plan") is for direct-dialed domestic residential voice usage only. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may offer Customer an alternative plan or 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: 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 Plan. Call detail is not available with this Plan. Customers must subscribe to Cox Long Distance and to the Company's local exchange service. This Plan is available to Customers on a per-line basis up to a maximum of four telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party chat lines or multi-party conference calls, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges, including the Universal Service Fund, apply

**Rates and Charges** Monthly Recurring Charge \$48.95<sup>♦</sup>

(M) Material relocated from Page 108.

(M)

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<sup>♦</sup> Discounts may apply when bundled with other Cox Affiliated Company services.

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Issue Date: August 15, 2017

Effective Date: August 15, 2017

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.13 Intrastate Toll Service

(M)

9.13.1. Optional Calling Plans

**Cox Nationwide 1,000 Minute Calling Package:**

A. General:

Where facilities exist and operating conditions permit, the Cox Nationwide 1,000 Minute Calling Package 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:

Residential Customers in Company's service area who subscribe to:

1. One flat-rated Residential Access Line,
2. **Premier Pak**,
3. Selection of Cox Long Distance for intra- and inter-LATA toll services, and
4. Voice Mail.

C. Terms and Conditions:

- 1 The applicable monthly recurring charge for the Cox Nationwide 1,000 Minute Call Package will be billed in advance in accordance with this tariff as applicable to the payment of recurring charges for local exchange service.
- 2 A Customer will automatically be enrolled in the Cox Simply Five Call Plan for any minutes in excess of the 1,000 minute threshold. Minutes under Simply Five will be billed at 5 cents per minute and partial minutes will be rounded up to the next whole minute.
- 3 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.
- 4 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.
- 5 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>.

D. Rates and Charges:

Monthly Recurring Charge

Cox Nationwide 1,000 Minute Calling Package	\$18.73
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(M) Material relocated from Page 108.1.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.13 Intrastate Toll Service**

(M)

**9.13.1. Optional Calling Plans**

**Cox AR 479 Circle Calling:**

**A. General:**

Where facilities exist and operating conditions permit, the Cox AR 479 Circle Calling offers Residential Customers in Company's service area a call plan that allows subscribers to call toll free via direct-dialed calling to anywhere within the 479 area code, subject to the conditions below.

**B. Eligibility:**

Residential Customers in Company's service area who subscribe to:

1. One flat-rated Residential Access Line,
2. Selection of Cox AR 479 Circle Calling,
3. Selection of Cox Long Distance for intra- and inter-LATA toll services.

**C. Terms and Conditions:**

- 1 The applicable monthly recurring charge for the Cox AR 479 Circle Calling will be billed in advance in accordance with this tariff as applicable to the payment of recurring charges for local exchange service.
- 2 A Customer will not be assessed the Non-Optional EAS monthly recurring charge.
- 3 The toll calls under this plan are direct-dialed from the Customer's designated line to any other local exchange customer within the 479 area code.
- 4 The 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.
- 5 For additional rates, terms, and conditions specific to interstate toll usage, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp>.

**D. Rates and Charges:**

Monthly Recurring Charge

Cox AR 479 Circle Calling                      \$7.99

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(M) Material relocated from Page 108.2.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.13 Intrastate Toll Service**

(M)

**9.13.1. Optional Calling Plans**

**Cox AR 870 Circle Calling:**

**A. General:**

Where facilities exist and operating conditions permit, the Cox AR 870 Circle Calling offers Residential Customers in Company's service area a call plan that allows subscribers to call toll free via direct-dialed calling to anywhere within the 470 area code, subject to the conditions below.

**B. Eligibility:**

Residential Customers in Company's service area who subscribe to:

1. One flat-rated Residential Access Line,
2. Selection of Cox AR 870 Circle Calling,
3. Selection of Cox Long Distance for intra- and inter-LATA toll services.

**C. Terms and Conditions:**

- 1 The applicable monthly recurring charge for the Cox AR 870 Circle Calling will be billed in advance in accordance with this tariff as applicable to the payment of recurring charges for local exchange service.
- 2 A Customer will not be assessed the Non-Optional EAS monthly recurring charge.
- 3 The toll calls under this plan are direct-dialed from the Customer's designated line to any other local exchange customer within the 870 area code.
- 4 The 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.
- 5 For additional rates, terms, and conditions specific to interstate toll usage, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp>.

**D. Rates and Charges:**

Monthly Recurring Charge

Cox AR 870 Circle Calling                      \$7.99

(M)

(M) Material relocated from Page 108.3.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.14 Miscellaneous Service Offerings**

**9.14.1 Residential Bundled Services Packages**

**1. CDT Essential**

Where facilities exist and operating conditions permit, the CDT Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line with Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID features. Additionally, the Customer must select Cox Long Distance as their intra- and inter-LATA service provider. If the Customer requests Toll Restriction, 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 8.1 of this tariff.

Monthly Recurring Rate:      **\$25.00**  
Nonrecurring Charges\*\*

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\*\* Nonrecurring charges are as reflected in Section 3.1.2.1 and 2.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.15 Reserved**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.15 Reserved**

(D/T)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.16 Business Feature Packages

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**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.

**Solutions Package:** Provides the Business Customer with the following features: Busy Line Redial, Call Forwarding, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding - Remote Access, Call Return, Call Waiting, Call Waiting ID, Caller ID, Long Distance Alert, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling - 30, and Three-Way Calling. This feature package requires specialized Customer Premises Equipment.

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(M) Material moved from Page 74.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.17 Local Line Rates and Charges**

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**(b.2)Monthly Recurring Charges - Business & Home Office**

Cox Connect Business <u>Flat Rate Service</u> Per Line	Month to <u>Month</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>4 Years</u>	<u>5 Years</u>
	\$40.35 <sup>♦</sup> (I)	\$37.15 (I)	\$33.99 (I)	\$31.50 (I)	\$30.50 (I)	\$29.50 (I)

Cox Connect Home Office <u>Flat Rate Service</u> Per Line	Month to <u>Month</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>4 Years</u>	<u>5 Years</u>
\$25.50	\$35.35	Error! Bookmark not defined.	\$32.15	\$28.99	\$26.50	
	\$24.50					

Cox Connect Measured Rate

Per Line	\$25.00 (I)
Rate Per Minute	\$0.05

<u>Feature Packages</u>	Month to <u>Month</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>4 Years</u>	<u>5 Years</u>
Business ID Package	\$19.95	\$17.96	\$16.53	\$15.96	\$15.54	\$14.96
Solutions Package	\$24.95	\$22.46	\$21.46	\$19.96	\$19.44	\$18.71

Non-Optional Extended Area Service

Originating Exchange "to" Terminating Exchange	<u>Business</u>
Van Buren to Ft. Smith/Natural Dam	\$4.40
Bentonville to Rogers	\$2.95
Fayetteville to Farmington, Springdale, West Fork	\$1.15
Rogers to Bentonville, South Lowell	\$2.95
Springdale to Elm Springs, Fayetteville, North Lowell	\$5.45
Alma to Mulberry	\$2.10
Elm/Cave Springs to Springdale	\$4.15
Gentry to Colcord, OK	\$2.10
Greenwood to Hackett	\$2.10
Hackett to Greenwood, Midland-Hartford	\$2.27
Pea Ridge to Garfield, Gateway, Seligman, MO.	\$2.10

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♦ Resale rate - at the Company's option, resale of the ILEC's line may be offered to prospective customers to provide telephone service outside the footprint of the Company's telephone network.

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(M) Material moved from Page 77.

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**SECTION 9 – OBSOLETE SERVICES**

**9.18 Cox Connect Trunk(s)**

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Cox Connect Trunk(s) provide Business Customer with voice-grade communication channel(s) to the Customer's single-line telephones, multi-line telephones, Private Branch Exchange (PBX) or Hybrid Key System. Cox Connect Trunk(s) can be provisioned as either analog or digital and will be provided in the following manner:

**1. Cox Connect-Basic**

Cox Connect-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 standard features are available:

	<u>NRC</u>	<u>Monthly</u>
Station/Line Hunting (per line)	15.00	1.00

**(c) Cox Connect-Basic Rates and Charges:**

A Cox Connect-Basic Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.1.(c).1 and 3.1.3.1.(c).2 respectively.

**1. Non-Recurring Charges**

Connection Charges (per trunk)▲	\$84.00
Account Changes (Per Billing Record Change)	\$20.00
PIC-2 Change Per line - initial set-up	N/A
After initial set-up*	\$5.00

\* Waive PIC Change charge if Cox Long Distance is selected.

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(M) Material moved from Page 81.

▲ Other charges may apply for inside wire repair and/or jack installation.

**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

**SECTION 9 – OBSOLETE SERVICES**

**9.18 Cox Connect, cont'd.**

(M)

**(c) Cox Connect-Basic Rates and Charges, cont'd.**

**2. Monthly Recurring Charges**

	<u>Month to Month</u>	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>5-Year</u>
Cox Connect Flat Rate Service Per trunk $\phi$	\$33.35	\$30.15	\$26.99	\$24.50	\$22.50

**3.1.3.2 Cox Connect - 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 in Sections 3.1.3.2.(a) and 3.1.3.2.(b).

**(a) Non-Recurring Charges**

DID Line Termination Charge <sup>^</sup>	
Per 20 number group	\$65.00
Per 100 number group	\$80.00

**(b) Monthly Recurring Charges**

Rates for a volume of Numbers greater than 100 may be provided on an Individual Case Basis

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>4-Year</u>	<u>5-Year</u>
DID 20 Number Group	\$9.50	\$9.30	\$9.10	\$8.90	\$8.70
DID 100 Number Group	\$25.75	\$24.50	\$22.75	\$21.50	\$20.25

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$\phi$  Volume discounts may apply.

<sup>^</sup> These charges will be waived in competitive situations.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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9.19 Cox Connect-1.5 Network Service

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Cox Connect 1.5 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.

Cox Connect 1.5 Service can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

(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.

(b) **Rates and Charges♦**

**1. Standalone Service**

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>4-Year</u>	<u>5-Year</u>
Digital Trunk Interface	\$322.00	\$301.00	\$287.00	\$273.00	\$259.00
Trunk Equivalency	\$11.20	\$11.20	\$11.20	\$11.20	\$11.20
Non Recurring Charge	\$346.50	\$290.50	\$192.50	\$98.00	\$0.00

**2. Bundled Services**

The following rates and charges apply if service is bundled with Cox LD or Cox Optical Internet, which is provided by a Cox Affiliated Company.

	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>	<u>4-Year</u>	<u>5-Year</u>
Digital Trunk Interface	\$289.80	\$270.90	\$258.30	\$245.70	\$233.10
Trunk Equivalency	\$10.08	\$10.08	\$10.08	\$10.08	\$10.08
Non Recurring Charge	\$311.85	\$261.45	\$173.25	\$88.20	\$0.00

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♦ In addition to the term discounts listed above, volume discounts may also apply.

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**SECTION 9 – OBSOLETE SERVICES**

**9.20 Cox Connect PRI Service, cont'd.**

(M)

**GENERAL**

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 (PRI)**

Cox Connect 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. Cox Connect PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses the Integrated Services Digital Network (SDN) 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, Cox Connect PRI provides the Customer with the service capabilities and features described in the following.

**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.

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(M) Material moved from Page 84.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.20 Cox Connect PRI Service, cont'd.**

(M)

**1. Explanation of Terms, cont,d**

**Optional Service Features Package**

The Optional Service Features Package incorporates the optional features Calling Line Identification and Call-by-Call Service Selection.

**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 Cox Connect PRI Interface Arrangement.

**Primary Rate Interface (PRI) Arrangement**

Cox Connect 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 users. 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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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.20 Cox Connect PRI Service, cont'd.**

(M)

**1. Explanation of Terms, cont,d**

**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 user to have access to the directory number of the calling party.

**3. Conditions**

Customers subscribing to Cox Connect 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.

ISDN compatible terminal equipment is a requirement for operation. It is the Customer's responsibility to power and obtain such equipment.

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(M) Material moved from page 86.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.20 Cox Connect PRI Service, cont'd.**

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**3. Conditions, cont'd.**

- b. 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.
- c. 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.

**4. Features**

Features available:

a. Back-up D Channel

Automatically takes over for a failed D channel in case of trouble.

b. 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.

c. Calling Line Identification

Allows the user to have access to the directory number of the calling party.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.20 Cox Connect PRI Service, cont'd.

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5. Rates and Charges

1 Application of Rates

1. The Trunk dial-tone is included in the Cox Connect PRI Service rates and charges.
2. The Trunk Usage rate (Flat) 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. Tariffed DID trunk connection charges apply for each DID trunk 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 Cox Connect PRI Service rates and charges.
6. **Pricing will be based on a case by case basis. It will be non-discriminatory and offered to all similarly situated Customers.**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.21 Cox Connect I-net.**

(M)

1. General

Cox Connect I-net Service is available to qualified business for deployment of internet access services. I-net is a service which provides digital network access for inward internet access applications only. I-net service is offered via a DS1 and/or DS3 communications link.

2. Service

I-net Service provides internet based access capabilities, provisioned and delivered on a single digital access link to a Customer's location. I-net provides the Customer with inward terminating digital service through the use of an Integrated Service Digital Network - Primary Rate Interface (ISDN-PRI). I-net Service is provisioned and delivered over a DS1 (1.544 Mbps) communications link. Cox Connect I-net is provisioned in the same manner as Cox Connect PRI, where a standard DS1 is divided into twenty-three (23) sixty-four (64) Kbps B (Bearer) channels and one sixty-four (64) Kbps D (Data) channel, or as it is commonly known in the industry, 23B+D. The Bearer channels are provisioned to carry internet based traffic, data traffic, or video traffic and will not support voice carriage. The Data channel will carry out of band signaling for one or more of the DS1 links.

3. Rates and Charges (per PRI):

	<u><b>1-Year</b></u>	<u><b>2-Year</b></u>	<u><b>3-Year</b></u>	<u><b>4-Year</b></u>	<u><b>5-Year</b></u>
Cox Connect I-net (MRC)	\$525.00	\$490.00	\$420.00	\$385.00	\$350.00
I-net (NRC)	\$1400.00	\$1225.00	\$1050.00	\$1050.00	\$1050.00

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**SECTION 9 – OBSOLETE SERVICES**

**9.22 Number Referral Service**

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Number Referral Service is a central office optional intercept arrangement for diversion of calls to a number which is no longer in service.

In accordance with the Number Referral Service Customer's instructions, a caller to a disconnected number with Basic Referral Service is provided with information which may include: the called number, why the call was not connected, and what can be done to reach the called party.

**3.9.1 Rates and Charges**

1. Residential Service

Basic Referral Service	Charge
Primary Number	
- one 3-month period	N/C
Additional Number(s)	
- one 3-month period	N/C

2. Exceptions

Number Referral Service charges, if applicable, do not apply to:

- A disconnect or number change with no referral
- The primary number of any Residential service account with the Basic Referral Service option
- Company initiated number change
- Directory errors caused by the Company

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**SECTION 9 – OBSOLETE SERVICES**

**9.23 Dedicated Long Distance Service**

(M)

**1. General**

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.

**2. 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.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.23 Dedicated Long Distance Service, cont'd.**

(M)

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

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.

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:

1. all charges waived by the Company to establish the dedicated facility 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 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. 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.

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**SECTION 9 – OBSOLETE SERVICES**

**9.23 Dedicated Long Distance Service, cont'd.**

(M)

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

Customer Requirements:

The Business Customer must select Cox as its local and long distance service provider.

**3. Rates and Charges**

**Dedicated DS-1 Facility Charge:**

Dedicated DS-1 Facility Charges are billed monthly in advance. Term and volume discounts may apply.

	<b>Monthly Recurring Charge</b>	<b>Non- Recurring Charge</b>
Dedicated DS-1 Facility Charge, per facility	\$300.00	\$250.00

**Dedicated LD 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.

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Rate per minute     \$.15

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.24 Dedicated Toll Free Service.**

(M)

**1 General**

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 Presence (POP). The dedicated facility would at a minimum be an Integrated DS-1 that provides a digital connection to the Customer.

**2. 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 moved from Page 118.14.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.24 Dedicated Toll Free Service, cont'd.**

(M)

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

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:

1. all charges waived by the Company to establish the dedicated facility 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 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. 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)

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## SECTION 9 – OBSOLETE SERVICES

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Customer Requirements:  
The Business Customer must select Cox as its local and toll free service provider.

**Dedicated DS-1 Facility Charge:**

	Monthly Recurring Charge	Non- Recurring Charge
Dedicated DS-1 Facility Charge, per facility	\$300.00	\$250.00

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.

(M)

Effective Date: September 13, 2019

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.24 Dedicated Toll Free Service, cont'd.**

(M)

**3. Rates and Charges**

**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

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.25 Cox Connection 100 Package**

(M)

Where facilities and operating conditions permit, the Connection-100 Package will be offered to Residential Customers. The Cox Connection 100 Package is a bundled package of local and long distance telephone services. The package includes one flat-rate Residential local access line; the Solutions feature package; 100 minutes of direct-dialed long distance service; the Simply Five Saving Plan and Voice mail. The eligibility condition of the Simply Five 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 Connection-100 Package:

- One (1) flat-rate Residential local access line,
- The Solutions Feature Package,
- 100 minutes of direct-dialed long distance service<sup>++</sup>, additional minutes are at five cents per minute,
- The monthly recurring charge for the Simply Five Saving Plan<sup>6</sup> is waived, and
- Voice Mail<sup>6</sup>, optional

**Rates and Charges**

Monthly Recurring Charge	\$38.95
Non-recurring charges <sup>++</sup>	

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<sup>++</sup> Unregulated bundled service.

<sup>\*\*</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 Connection 100 Packages on existing Access Lines.



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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.26 Cox Unlimited Connection<sup>(sm)</sup> Package<sup>§§</sup>**

(M)

Where facilities 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 one flat-rate Residential local access line, the Solutions Feature Package, unlimited Residential minutes of direct-dialed LD service, and Voice Mail.

The following products and services are included in the package:

- One flat-rate Residential local access line,
- The Solutions Feature Package,
- Unlimited Residential minutes of direct-dialed long distance service as defined in Section 4, Intrastate Toll Service, of this Tariff, and
- Voice Mail\*, optional

**Rates and Charges**

Monthly Recurring Charge	\$48.95
Non-Recurring Charge <sup>***</sup>	

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(M) Material moved from Page 132.

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<sup>§§</sup> Multi-product discounts will apply as follows: Customers shall receive a \$5 discount for each 2-product service subscription or \$10 discount for each 3-product service description of the Cox Affiliated Company's high-speed internet access\* and/or Cable Service.

\* Unregulated service under this Tariff.

<sup>\*\*\*</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 Connection Packages on existing Local Access Lines.

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Cox Communications, Inc.  
6205-B Peachtree Dunwoody Road,  
Atlanta, Georgia 30328

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.27 Cox Basic Business Bundle**

(M)

**1. GENERAL**

The Cox Basic Business Bundle (CBBB) offers Business Customers a bundled package term plan of one-, two-, three-, four-, 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:

- Up to 20 flat-rate business access lines,
- Business ID Feature Package up to 20 lines,
- Extended Area of Service (where applicable),
- Optional Hunting – Circular or Sequential,
- The Cox-Affiliated Company's High-Speed Internet service.

**2. Regulations**

1. Business Access Lines

Business Customers that subscribe to CBBB will receive up to 20 flat-rate business access lines. Additional lines requested by the Customer will be billed at the regular subscription rates.

2. Business ID Feature Package

The Cox Basic Business Bundle (CBBB) includes the companies Business ID Package that provides call management features described within this tariff and is provided per line per customer request. The CBBB allows for and includes up to 20 Business ID Feature Packages. Feature Packages for lines 21 and up will be at regular tariff pricing.

3. Hunting

The Cox Basic Business Bundle (CBBB) includes the companies Hunting features described within this tariff and is provided per line per Customer request. The CBBB allows for and includes up to 20 lines to have Hunting functionality. Hunting for lines outside the CBBB package will be at regular tariff pricing. On lines that have the Hunting feature activated, any call management features that conflict with hunting will be disabled.

(M)

(M) Material moved from Page 135.

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= Failure to pay for the Bundled Package will result in cancellation of the Package and will cause regulated services to be billed at regular tariffed rates. Regulated services will not be disconnected for the non-payment of non-regulated services.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.27 Cox Basic Business Bundle, cont'd.**

(M)

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

4. Long Distance

Business Customers who subscribe to the CBBB must choose Cox as their interLATA/interstate and intraLATA/intrastate LD provider. Customers can choose from any qualifying Cox Long Distance Plan available at installation. Customers who choose another carrier to be their interLATA/interstate and/or intraLATA/intrastate LD provider do not qualify for the Cox Basic Business Bundle and regulated services will revert and be billed at regular tariffed rates.

5. Extended Area Service (EAS)

The Cox Basic Business Bundle allows for the EAS charge to be waived in areas where an EAS charge is normally assessed.

**3. Rates and Charges**

The table below defines the telephony charges associated with the Cox Basic Business Bundle offering in the State of Arkansas.

Business Access Lines	<u><b>12 Month Term</b></u>	<u><b>24 Month Term</b></u>	<u><b>36 Month Term</b></u>	<u><b>48 Month Term</b></u>	<u><b>60 Month Term</b></u>
1 Primary Line	\$33.00	\$32.00	\$31.00	\$31.00	\$30.00
2-20 Additional Lines	\$23.00	\$22.00	\$21.00	\$21.00	\$20.00
Installation Charge <sup>=</sup> Per Package	\$50.00	\$25.00	\$0.00	\$0.00	\$0.00

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<sup>=</sup> The installation charge is a one-time charge associated with the installation of all lines offered under Cox Basic Business Bundle package and will be waived on initial install.

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Cox Communications, Inc.  
6205-B Peachtree Dunwoody Road,  
Atlanta, Georgia 30328

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.28 Cox Small Business Bundle**

(M)

**1. GENERAL**

The Cox Small Business Bundle (SBB) offers Business Customers a bundled package term plan of One, Two, Three, Four, or five year commitment. The package combines telephone services and the Cox-Affiliated Company's service for high-speed Internet access. The services provided with this package are:

- 2 to 5 flat-rate business access lines,
- Business ID Feature Package on each line,
- Customer must choose Cox as its LD service provider,
- Extended Area of Service (where applicable),
- Optional Hunting (Sequential or Circular),
- The Cox Affiliated Company's High Speed Internet service

**2. Regulations**

1. Business Access Lines

Business Customers that subscribe to SBB will receive a minimum of 2 with the option for up to 5 flat-rate business access lines. Additional lines requested by the Customer will be billed at the regular subscription rates.

2. Business ID Feature Package

The Cox Small Business Bundle includes the companies Business ID Package that provides call management features as described in this tariff and are provided per line per customer request. The SBB allows for and includes up to 5 Business ID Feature Packages. Feature Packages for lines 6 and up will be at tariff pricing.

(M)

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<sup>=</sup> Failure to pay for the Bundled Package will result in cancellation of the Package and will cause regulated services to be billed at the standard tariffed rates. Regulated services will not be disconnected for the non-payment of non-regulated services.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.28 Cox Small Business Bundle, cont'd.**

(M)

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

3. Long Distance

Business Customers who subscribe to the SBB must choose Cox as their interLATA/interstate and intraLATA/intrastate LD provider. Customers can choose from any qualifying Cox Long Distance Plan available at installation. Customers who choose another carrier to be their interLATA/interstate and/or intraLATA/intrastate LD provider do not qualify for the Cox Small Business Bundle and regulated services will revert and be billed at regular tariffed rates.

4. Extended Area Service

The Extended Area of Service (EAS), when applicable, will be included at no additional cost with this program.

5. Hunting

The Cox Basic Business Bundle (CBBB) includes the companies Hunting features described within this tariff and is provided per line per Customer request. The CBBB allows for and includes up to 20 lines to have Hunting functionality. Hunting for lines outside the CBBB package will be at regular tariff pricing. On lines that have the Hunting feature activated, any call management features that conflict with hunting will be disabled.

**4. Rates and Charges**

The table below defines the telephony charges associated with the SBB offering in the State of Arkansas.

Business Access Lines	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>	<u>4 Year Term</u>	<u>5 Year Term</u>
Per Line Rate	\$24.00	\$23.00	\$22.00	\$22.00	\$22.00
Business ID Pack	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
EAS	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Optional Hunting	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Installation per line	\$50.00	\$25.00	\$0.00	\$0.00	\$0.00

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.29 Cox OneDial<sup>sm</sup> Service**

(M)

**1 General**

Cox OneDial<sup>sm</sup> Service can be provided to Cox Business Customers and non-telephone customers. It is a switch feature, which allows for an assigned telephone number to ring up to four other telephone numbers simultaneously.

The service is designed for Cox Local Exchange Business Customers (Line-Based) or Customers who are not subscribers of Cox's local exchange service but the billing address is in a Cox telephony serviceable area (Virtual Customers). The Virtual Customers will be assigned a number that resides in the Cox switch. The main number is referred to as the Pilot Number (PN). When the PN number is dialed, the switch feature simultaneously rings the other associated numbers, or Member Numbers (MN), with the PN, which allows the answering number to receive the call. The service is inbound only.

Cox OneDial<sup>sm</sup> Service does not require any special Customer Premises Equipment (CPE). The service is provided where facilities exist and operating conditions permit. Not all calling features are compatible with this service.

**2. Cox OneDial<sup>sm</sup> Service, Rates and Charges**

	<b><u>NRC</u></b>	<b><u>MRC</u></b>
1. <u>Lined-Based Service</u>	\$15.00	\$4.00
One Pilot Number (PN), Four Member Numbers (MN) may be assigned, Compatible with Long Distance Alert, Call Waiting, and Caller ID, MN Selective List Editing (SLE), Secure Personal Identification Number (PIN), and Interactive Cox OneDial <sup>sm</sup> System.		

	<b><u>NRC</u></b>	<b><u>MRC</u></b>
2. <u>Non-Line Based Service</u>	\$15.00	\$5.00
One Pilot Number (PN) Four Member Numbers (MN) may be assigned, Compatible with Long Distance Alert MN Selective List Editing (SLE), Secure Personal Identification Number (PIN), and Interactive Cox OneDial <sup>sm</sup> System.		

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.30 Third Party Sales Offer

(M)

**Description:**

In Cox's Arkansas service area, this program may be offered to Residential Customers, who newly subscribe to Cox Digital Telephone. Eligible Customers will receive a waiver of Cox Digital Telephone Essential or Premier monthly recurring charge (MRC) for two months.

**Eligibility:**

This promotion will be offered to Cox Arkansas Residential Customers, who newly subscribe to Cox Digital Telephone. This offer is available through Third Party Sales channel only.

**Additional Rules:**

- The promotion only applies to the monthly recurring charges (MRC) of Cox Digital Telephone and excludes "usage" charges, except for the usage that is included with the CDT Premier. All other usage, taxes, fees, assessments and surcharges apply.
- The program's discount has no cash value; is not transferable, and applies per subscriber.
- This offer may not be combined with any promotion offered by the Company.

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(M) Material moved from Page 142.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.31 Retention Program

(M)

**Description:**

This program may be offered to existing Residential Cox Digital Telephone Customers, who call to discontinue CDT service. CDT Customers under this retention program will receive a \$5 discount off any level of CDT service for six months.

**Eligibility:**

This retention offer is for Residential Customers who call Cox to discontinue their CDT service. Following the program's benefit period, the CDT Monthly Recurring Charge (MRC) will revert to the current tariffed MRC. The Retention Program is available only through the Retention Group.

**Additional Rules:**

- The Program only applies to the MRC of Cox Digital Telephone and excludes and "usage" charges, except for the Unlimited Connections. All other toll usage, taxes, fees, assessments and surcharges apply and will not be discounted.
- The discount has no cash value; is not transferable, and applies per subscriber.
- Residential Customers must be a Customer in good standing to continue to receive the discount for the entire benefit period.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.32 CDT Thirty-Day Free Upgrade Program**

(M)

**Description:**

In Cox's Arkansas market, this Cox Digital Telephone (CDT) program may be offered to existing Residential Customers for any CDT service(s) that aren't included in the Customer's current monthly subscription. Cox's 30-Day Free program is extended to any Customer usually within the first few months after establishment of service. A Cox customer service rep (CSR) will call the Customer to offer this upgrade program. Following the one-month trial period, the current tariff rate will apply.

**Additional Rules:**

1. The benefit only applies to the monthly recurring charges (MRC) and excludes "usage" charges. All other toll usage, taxes, fees, assessments and surcharges apply and will not be discounted.
2. The program offer has no cash value; is not transferable, and applies per subscriber.

**9.33 Online CDT Preferred Discount**

**Description:**

In Cox's Arkansas market, this program may be offered to Residential Customers, who newly subscribe to Cox Digital Telephone Preferred through an online E-Tailer offer. Customers that subscribe to CDT Preferred will receive a Cox Digital Telephone (CDT) Flat-Rate Line, Solutions feature package, Voicemail and .05/minute domestic long distance at the discounted rate of \$19.99/month for the first three months of service. Following the three month benefit period, the current tariff rate will be assessed.

**Additional Rules:**

1. The benefit only applies to the monthly recurring charges (MRC) and excludes "usage" charges. All other toll usage, taxes, fees, assessments and surcharges apply and will not be discounted.
2. The discount has no cash value; is not transferable, and applies per subscriber.

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(M) Material moved from Page 148.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.34 New Home Discount Program

(M)

**Description:**

In Cox's Arkansas market, this program may be offered to Arkansas Residential Customers, who purchase a new home and received areal estate agent's gift certificate. The gift certificate entitles the perspective customers to two months MRC at no charge for any Cox Bundle and free connection for the new home.

**Eligibility:**

This promotion will be offered to Cox Arkansas Residential Subscribers, who have purchased a new home and have received a gift certificate from a Real Estate agent. Additionally, the Residential Customer must bring in their gift certificate to a retail location or mail the certificate in.

**Additional Rules:**

- The promotion only applies to the Cox Bundle monthly recurring charges (MRC) and excludes "usage" charge. All other toll usage, taxes, fees, assessments and surcharges apply and will not be discounted.
- The program discount has no cash value; is not transferable, and applies per subscriber.
- This offer may not be combined with any promotion offered by the Company.

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(M) Material moved from Page 149.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.35 Local Exchange Service

(M)

1. Local Line

1. Custom Calling Features

- a. Feature Descriptions, cont'd.

**Premier Feature Pak:** Provides the Residential Customer with the following features: Caller ID Per Call Blocking, Call Return, Busy Line Redial, 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, Speed Dial 30, HD Voice and Simultaneous Ringing. This feature package is only available to Customers who subscribe to Cox Voice Premier Package.

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

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

(M)

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

**2. Local Line Rates and Charges**

Residential Customers are offered Flat Rate Service. The term "flat rate service" denotes Residential Service where, for a stated monthly rate, unlimited calling is allowed to all other local exchange service lines in the local calling area in which it is furnished. Residential Flat Rate Service includes a Residential Primary Line provisioned with Cox Long Distance for intra- and inter-LATA service.

**B.1 Monthly Recurring Charges (MRC) - RESIDENTIAL**

<u>Standard Service</u>	<u>Line Charge</u>
All Lines	<b>\$20.00<sup>♦</sup></b> (I)

Non-Optional Extended Area Service<sup>Δ</sup>

Originating Exchange "to" Terminating Exchange	<u>Residential</u>
Van Buren to Ft. Smith/Natural Dam	\$2.10
Bentonville to Rogers	\$1.40
Fayetteville to Farmington, Springdale, West Fork	\$0.55
Rogers to Bentonville, South Lowell	\$1.40
Springdale to Elm Springs, Fayetteville, North Lowell	\$2.60
Alma to Mulberry	\$2.10
Elm/Cave Springs to Springdale	\$4.15
Gentry to Colcord, OK	\$2.10
Greenwood to Hackett	\$2.10
Hackett to Greenwood, Midland-Hartford	\$2.27
Pea Ridge to Garfield, Gateway, Seligman, MO.	\$2.10

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(M) Material moved from Page 76.

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♦ The Local Line MRC may be waived for the initial month of service in competitive situations.

Δ The Non-Optional EAS monthly charge will not be assessed on Residential Customers that subscribe to Cox Unlimited Long Distance.

d.b.a. COX BUSINESS SERVICES

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.36 Optional Calling Plans

1. Residential Service

Simply Five Savings Plan<sup>†††</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 direct-dialed calls that originate and terminate within the state and interstate calls, which include all 50 states, the District of Columbia, Puerto Rico, U.S. Virgin Islands, Guam, CMNI and American Samoa. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate calls with a monthly recurring charge (MRC) of \$4.99.

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<sup>†††</sup> The MRC will be waived for Customers who subscribe to: (1) Control Plus or Solutions feature packages\*, and/or (2) both cable\* and/or high-speed internet assess\* offered by the Cox Affiliated Company. This does not include International or Directory Assistance Calls.

\* Unregulated services under this Tariff.

d.b.a. COX BUSINESS SERVICES

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

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SECTION 9 – OBSOLETE SERVICES

9.36 Optional Calling Plans

(M)

1 Residential Service

Cox Unlimited Call Plan

**General**

Where facilities exist and operating conditions permit, the Cox Unlimited Call Plan will be offered to Residential Customers. The Cox Unlimited Call Plan is a bundled of intrastate and interstate long distance minutes.

**Terms and Conditions**

1. The Cox Unlimited Call Plan Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
2. Cox Unlimited Call Plan does not permit the Customer to place business calls.
3. International toll calls are not included with this package.
4. The Cox Unlimited Plan (the "Plan") is for direct-dialed domestic residential voice usage only. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may offer Customer an alternative plan or 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: 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 Plan. Call detail is not available with this Plan. Customers must subscribe to Cox Long Distance and to the Company's local exchange service. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party chat lines or multi-party conference calls, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges, including the Universal Service Fund, apply

**Rates and Charges**

Monthly Recurring Charge      \$20.00

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d.b.a. COX BUSINESS SERVICES

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.37 Cox Voice Packages**

(M)

**1. Starter**

**General**

Where facilities exist and operating conditions permit, the Cox Voice Starter will be offered to Residential Customers. Cox Voice Starter includes a local access line provisioned with Cox Long Distance for intra- and inter-LATA service.

**Terms and Conditions**

Cox Voice Starter's Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service. This plan is available on a per line basis and can be provisioned on multiple lines on the account. The Monthly Recurring Charge for the package will apply on a per line basis.

**Rates and Charges<sup>♦</sup>**

Monthly Recurring Charges Cox Voice Starter Package	<b>\$20.00</b>
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<sup>♦</sup> Non-Recurring Charges will apply for activation of Cox Voice Starter Package as specified in Section 3.1.2.2(a) of the tariff. Monthly Recurring Charges may be waived for the first month of service in competitive situations.

**d.b.a. COX BUSINESS SERVICES**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.38 Residential Bundled Services Packages**

(M)

**1. Cox Voice Economy**

Cox also offers to existing Residential Customers currently subscribing to Cox Voice service who express a desire to disconnect phone service, a package known as Cox Voice Economy. 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.

**Monthly Recurring Rate: \$18.40**

**2. Cox Voice Premier**

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. The Cox Voice Premier Package includes:

- 1.** One flat-rated Residential Access Line,
- 2.** Unlimited Cox Long Distance for both intra- and inter-LATA toll services,
- 3.** The Premier Feature Pack, and
- 4.** Basic Voice Mail, optional.

**Terms and Conditions**

- 1** 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.
- 2** The unlimited toll calls under this package may be directly dialed from the line designated by the Customer to any place within Arkansas, the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and American Samoa.
- 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.

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(M) Material moved from Page 149.1.



**d.b.a. COX BUSINESS SERVICES**

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**LOCAL EXCHANGE AND INTEREXCHANGE SERVICES**

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**SECTION 9 – OBSOLETE SERVICES**

**9.38 Residential Bundled Services Packages**

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**2. Cox Voice Premier Package, cont'd.**

4. International toll calls to landlines in Mexico are included with 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 offer the Customer an alternative plan or 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 multi-party chat lines, calls to 900 numbers, directory assistance, per-use feature calling, calling card, 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: **\$30.00**

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(M) Material moved from Page 149.2.