

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. 1-T

**TARIFF SCHEDULE
APPLICABLE TO
LOCAL EXCHANGE SERVICES
WITHIN
THE STATE OF CALIFORNIA
ISSUED BY
COX CALIFORNIA TELCOM, L.L.C.
dba COX COMMUNICATIONS
dba COX BUSINESS SERVICES**

Advice Letter No. 91

Decision No. _____

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

Date Filed: November 21, 2001
Effective: December 1, 2001
Resolution No. _____

CHECK SHEET

Current sheets in this tariff are as follows:

<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>	<u>SHEET</u>	<u>REVISION</u>
1-T	Second Revised	31.2-T	Fifth Revised	49.5-T	Fifth Revised
2-T	Four Hundred Fifty-Eighth Revised	31.3-T	Fifth Revised	50-T	Sixth Revised
3-T	One Hundred Forty-Second Revised	31.4-T	Fifth Revised	51-T	Seventh Revised
3.1-T	One Hundred Fifty-Seventh Revised	31.5-T	Fifth Revised	52-T	Tenth Revised
3.2-T	Original	31.6-T	Seventh Revised	53-T	Eighth Revised
4-T	Fourteenth Revised	31.7-T	Sixth Revised	54-T	Fourth Revised
5-T	Thirteenth Revised	31.8-T	Second Revised	55-T	Eighth Revised
6-T	Fifth Revised	31.9-T	Second Revised	56-T	Tenth Revised
7-T	Twelfth Revised	31.10-T	Second Revised	57-T	Eighth Revised
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Current sheets in this tariff are as follows:

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				135.4-T	Second Revised
				135.5-T	Third Revised

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Cox California Telcom, L.L.C. COMPETITIVE LOCAL CARRIER
dba "Cox Communications" and "Cox"
dba "Cox Business Services" and "Cox Business"
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

Schedule Cal. P.U.C. A-1

Original Cal. P.U.C. Sheet No. 3.2-T

CHECK SHEET (Continued)

Current sheets in this tariff are as follows:

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PRELIMINARY STATEMENT

This tariff sets forth the service offering, rates, and terms and conditions applicable to the furnishing of Local Exchange and IntraLATA toll Services offered by this Company pursuant to the authority granted by the Public Utilities Commission of the State of California. The services offered include: business and residential access lines; usage plans; California lifeline telephone program; operator services; directory assistance; 911 service; Centrex; Cox Connect 1.5; Extended Area Service; and public telephone service pursuant to Decision No. 96-09-074. (T)

This tariff shall be maintained in its currently effective form and made available for inspection by any Customer at the Company's business office located at:

San Diego:

Cox California Telcom, L.L.C.
5159 Federal Blvd.
San Diego, CA 92105

Orange County:

Cox California Telcom, L.L.C.
29947 Avenida De Las Banderas
Rancho Santa Margarita, CA 92688

NEW CUSTOMER NOTICE

Cox California Telcom, L.L.C. ("Cox" or the "Company"), PUC identification number U-5684-C, is authorized to provide local exchange services pursuant to the rules and regulations outlined by the Public Utilities Commission of the State of California.

SYMBOLS USED IN THIS TARIFF

The following are the only symbols used for the purposes indicated below:

- C** - To signify changed listing, rule, or condition which may affect rates or charges.
- D** - To signify discontinued material, including listing, rate, rule or condition.
- I** - Change resulting in an increase to a Customer's bill.
- L** - To signify material relocated from or to another part of the tariff schedule with no change in text, rate, rules or condition.
- N** - To signify new materials including listings, rate, rule or condition.
- P** - To signify material subject to change under pending application or advise letter. (N)
- R** - Change resulting in a reduction to a Customer's bill.
- T** - Change in text or regulation but no change in rate or charge.

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dba Cox Business Services
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U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 10-T

SERVICE AREA MAP

Set forth below is a map showing the service territory of the Company. All tariffed services are provided in the service territories of Pacific Bell and GTEC. The Company concurs in the exchange boundaries and maps of Pacific Bell and GTEC. See, Cal. P.U.C. No. A5.10 for Pacific Bell and Cal. P.U.C. No. A-1 for GTEC.

Advice Letter No. 341

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

1. LOCAL EXCHANGE SERVICES

Local Exchange Services consist of the services offered pursuant to of this tariff, either individually or in Combination, whose general purpose is to provide a Customer with a connection to the Company's switching network, which enables the Customer to:

1. receive calls from other stations on the public switched telephone network;
2. access the Company's Local, IntraLATA and InterLATA calling services as set forth in this tariff;
3. access (at no additional charge) the Company's operators and business office for service-related assistance;
4. access toll-free telecommunications services such as 800 NPA; and
5. access 9-1-1 service for emergency calling.

(D)

Each local exchange service is offered independently of the others and is offered via the Company's facilities for the transmission of one-way or two-way communications, unless otherwise noted. The following Local Exchange Services are offered in this tariff:

- Residential Access Line Service
- Business Access Line Service
- Residential Resale Line Service
- Business Resale Line Service
- California Lifeline Telephone Service (LifeLine)
- Custom Calling Features
- Centrex Service
- DS1 Facility
- ISDN PRI Facility
- Extended Area Service Plans
- Operator Services
- Telephone Directory Service
- Public Telephone Service
- 9-1-1 Telecommunications Service
- Maintenance Service

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES

1.1.1 RESIDENTIAL ACCESS LINE SERVICES

(T)

1.1.1.1 SERVICE ACTIVATION AND RECONNECTION CHARGE

The Service Activation Charge is a nonrecurring charge which applies per Customer to the following:

1. The establishment of new service.
2. The transfer of an existing service to a different location.
3. Reconnection of service after suspension or termination for nonpayment.

	<u>Orange County / Palos Verdes</u>	<u>Santa Barbara</u>	<u>San Diego</u>
Primary Line*	\$100.00	\$100.00	\$100.00
Additional line (same Trip)†	\$100.00/line	\$100.00/line	\$100.00/line
Reconnection	\$20.00/line	\$20.00/line	\$20.00/line
Self-Install Activation Charge‡	\$0.00	\$0.00	\$0.00

* Initial and subsequent Residential Line Service 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.

† Additional charges may apply for inside wire and/or additional jack installation work related to additional lines.

‡ Full or reduced Residential Line Service Activation Charge may apply in addition to Self-Install Activation 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.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.1 **RESIDENTIAL ACCESS LINE SERVICES (Continued)**

(T/L)

1.1.1.2 **MONTHLY RECURRING RATES-RESIDENTIAL ACCESS LINE SERVICE**

(L)

Cox Voice Preferred

(T/N)

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

(L)

Rates and Charges

Monthly Recurring Charge: \$20.00[§]

(T/N)

(L) Material relocated to Page 207, Obsolete Services Section.

[§] Monthly Recurring Rate includes local access, long distance, and select features.

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.1 RESIDENTIAL ACCESS LINE SERVICES (Continued)

(D/L)

1.1.1.3 Reserved

(L)

(L)

(L) Material relocated to Page 208, Obsolete Services

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.2 LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)

1.1.2.1 APPLICABILITY

Applicable to eligible residential Customers for California Lifeline Telephone Service furnished pursuant to the Moore Universal Telephone Service Act and General Order 153. See Section 1.2.5 of this tariff for further details.

1.1.2.2 SERVICE ACTIVATION CHARGE

- a) This charge applies as described in Section 1.1.1.1 of this tariff. Other charges, including, but not limited to labor charges for inside wire work to install additional jacks, may apply.*
- b) Service Activation Charge: \$10.00
Self-Install Service Activation Charge: \$10.00

1.1.2.3 MONTHLY RECURRING CHARGES

Cox Voice LifeLine

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

Continued on Page 16

(L) Material relocated to Page 205, Obsolete Services

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.2 **LIFELINE TELEPHONE PROGRAM (Continued)**

1.1.2.3 **MONTHLY RECURRING CHARGES (Continued)**

Cox Voice LifeLine

(T)

Terms and Conditions

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

(T)

Rates and Charges

Monthly Recurring Charge: \$6.84⁵

⁵ Monthly Recurring Rate includes local access, long distance, and select features.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.3 **COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES**

1.1.3.1 **SERVICE ACTIVATION CHARGE**

The Service Activation Charge is a nonrecurring charge which applies per access or resale line activated to the following:

1. The establishment of new service.
2. The transfer of an existing service to a different location.
3. Restoration of service after suspension or termination for nonpayment or failure to establish credit.

The Service Activation Charge for a Business Access Line subject to a one- or two-year term commitment may be waived in whole or in part when, in the Company's judgment, a Customer (1) ports that access line from a third party to Cox Business Services or (2) presents a bona fide offer to waive the service activation charge for an equivalent service from an alternate provider. The Service Activation Charge for a Business Access will be waived when the Customer commits to a minimum three- or five-year term of service for that access line.

The Service Activation Charge for Business Resale Line Service will not be waived. The Service Activation Charge for Temporary Business Service will not be waived and will be set at three times the charge specified below.

Charges may apply for work performed on the Customer's side of the network demarcation point, including, but not limited to, the installation of additional jacks. The Company may also apply Rule 16.5, Special Construction, when the Customer's location warrants based on the Company's determination.

Service Activation Charge: (per-line)	<u>Orange County</u>	<u>San Diego</u>	<u>Santa Barbara</u>
Standard Service	\$70.00	\$70.00	\$70.00
Temporary Service ^ψ	\$90.00	\$210.00	ICB
Expedite Service (per install per service location)	See Rule 16.1	\$200.00	ICB
Line Restoral Charge, per line⁺⁺	\$35.00 (I)	\$35.00 (I)	\$35.00 (I)

(I)

(N)
(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.3 COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)

1.1.3.2 MONTHLY RECURRING RATES-BUSINESS ACCESS LINE SERVICE

Business Access Line Service is a measured service; therefore, both a recurring monthly rate and usage rates apply as specified in Section 1.1.7 below. However, in the Cox San Diego and Santa Barbara Market Areas, Cox offers optional flat-rated Business line, for which all calls within the defined calling area are included at no additional charge. See section 1.2.6 for details. Monthly recurring rates may vary depending on the Customer's location. Customers will be required to sign a Commercial Service Agreement committing to subscribe to Business Access Line Service for one-, two-, three- or five-year terms of service prior to Company activating this service. The month-to-month rates specified below apply only after a Customer's initial term-of-service commitment, as specified in the Commercial Service Agreement, expires.

Measured-Rate Service

a. Orange County / Palos Verdes Market Area

	1-Year	2-Year	3-Year	M-to-M	
Business Access Line Service (Contract rate prior to 6/1/11)	\$12.75	\$11.75	\$10.75	\$14.75	
Business Access Line Service (Contract rate between 6/1/11 and 6/30/13)	\$14.75	\$13.75	\$12.75	\$17.75	
Business Access Line Service (Contract rate between 7/1/13 and 3/31/14)	\$15.75	\$14.75	\$13.75	\$18.75	
Business Access Line Service (Contract rate between 4/1/14 and 3/31/15)	\$18.75	\$17.75	\$16.75	\$21.75	
Business Access Line Service (Contract rate between 4/1/15 and 3/31/16)	\$19.75	\$18.75	\$17.75	\$22.75	(T)
Business Access Line Service					(N)
(Contract and MTM rates as of 4/1/16)	\$21.75 (N)	\$20.75 (N)	\$19.75 (N)	\$24.75 (N)	(N)

b. San Diego Market Area

	1-Year	2-Year	3-Year	5-Year	M-to-M	
Business Access Line Service (Under contract prior to 6/5/07)	\$8.75	\$8.75	\$8.75	\$8.75	\$8.75	
Business Access Line Service (Contract rate between 6/6/07 and 6/30/13)	\$15.00	\$13.00	\$11.00	\$11.00	\$18.00	
Business Access Line Service (Contract rate between 7/1/13 and 3/31/14)	\$16.00	\$14.00	\$12.00	\$12.00	\$19.00	
Business Access Line Service (Contract rate between 4/1/14 and 3/31/15)	\$19.00	\$17.00	\$15.00	\$15.00	\$22.00	
Business Access Line Service (Contract rate between 4/1/15 and 3/31/16)	\$20.00	\$18.00	\$16.00	\$16.00	\$23.00	(T)
Business Access Line Service						(N)
(Contract and MTM rates as of 4/1/16)	\$22.00 (N)	\$20.00 (N)	\$18.00 (N)	\$18.00 (N)	\$25.00 (N)	(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

(T)

1.1.3 COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)

1.1.3.2 MONTHLY RECURRING RATES-BUSINESS ACCESS LINE SERVICE (Continued)

Measured-Rate Service (Continued)

c. Verizon-California Territories – Santa Barbara County:

	1-Year	2-Year	3-Year	5-Year	M-to-M	
Business Access Line Service (Contract rate prior to 6/30/13)	\$22.22	\$18.22	\$17.22	\$15.22	\$22.22	
Business Access Line Service (Contract rate between 7/1/13 and 3/31/14)	\$25.22	\$21.22	\$20.22	\$18.22	\$25.22	
Business Access Line Service (Contract rate between 4/1/14 and 3/31/15)	\$26.22	\$22.22	\$21.22	\$19.22	\$26.22	
Business Access Line Service (Contract rate between 4/1/15 and 3/31/16)	\$27.22	\$23.22	\$22.22	\$20.22	\$27.22	(T)
Business Access Line Service						(N)
(Contract and MTM rates as of 4/1/16)	\$29.22 (N)	\$25.22 (N)	\$24.22 (N)	\$22.22 (N)	\$29.22 (N)	(N)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

(T)

1.1.3 **COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)**

1.1.3.2 **MONTHLY RECURRING RATES-BUSINESS ACCESS LINE SERVICE (Continued)**

(T)

Flat-Rate Service

a. Pacific Bell Territories (San Diego):

	1-Year	2-Year	3-Year	5-Year	M-to-M
Cox San Diego Local Unlimited Service ♦ (contract rate prior to 6-06-07)	\$24.99	\$24.99	\$24.99	\$24.99	N/A
Cox San Diego Local Unlimited Service (contract rate between 6-06-07 and 6/30/13)	\$25.00	\$23.00	\$20.00	\$20.00	\$28.00
Cox San Diego Local Unlimited Service (contract rate between 7/1/13 and 3/31/14)	\$26.00	\$24.00	\$21.00	\$21.00	\$29.00
Cox San Diego Local Unlimited Service (contract rate between 4/1/14 and 3/31/15)	\$29.00	\$27.00	\$24.00	\$24.00	\$32.00
Cox San Diego Local Unlimited Service (contract rate between 4/1/15 and 3/31/16)	\$30.00	\$28.00	\$25.00	\$25.00	\$33.00
Cox San Diego Local Unlimited Service (contract and MTM rates as of 4/1/16)	\$32.00	\$30.00	\$27.00	\$27.00	\$35.00
Cox San Diego County Unlimited POTS Service* (contract rate prior to 6-06-07)	\$32.99	\$32.99	\$32.99	\$32.99	N/A
Cox San Diego County Unlimited POTS Service (contract rate between 6-06-07 and 6/30/13)	\$33.00	\$31.00	\$28.00	\$28.00	\$37.00
Cox San Diego County Unlimited POTS Service (contract rate between 7/1/13 and 3/31/14)	\$34.00	\$32.00	\$29.00	\$29.00	\$38.00
Cox San Diego County Unlimited POTS Service (contract rate between 4/1/14 and 3/31/15)	\$37.00	\$35.00	\$32.00	\$32.00	\$41.00
Cox San Diego County Unlimited POTS Service (contract rate between 4/1/15 and 3/31/16)	\$38.00	\$36.00	\$33.00	\$33.00	\$42.00
Cox San Diego County Unlimited POTS Service (contract and MTM rates as of 4/1/16)	\$40.00	\$38.00	\$35.00	\$35.00	\$44.00

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(N)

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(N)
(N)

(L)

(L) Material relocated to Page 17.3.

1. **LOCAL EXCHANGE SERVICES (Continued)**

(L)

1.1 **RATES AND CHARGES (Continued)**

1.1.3 **COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)**

1.1.3.2 **MONTHLY RECURRING RATES-BUSINESS ACCESS LINE SERVICE (Continued)**

Flat-Rate Service

b. VZ Territory (Santa Barbara):

	1-Year	2-Year	3-Year	5-Year	M-to-M
Cox SB Countywide & Beyond Service ^{††} (contract rate prior to 7/1/13)	\$44.22	\$39.22	\$38.22	\$36.22	N/A
Cox SB Countywide & Beyond Service (contract rate between 7/1/13 and 3/31/14)	\$47.22	\$42.22	\$41.22	\$39.22	N/A
Cox SB Countywide & Beyond Service (contract rate between 4/1/14 and 3/31/15)	\$48.22	\$43.22	\$42.22	\$40.22	N/A
Cox SB Countywide & Beyond Service (contract rates between 4/1/15 and 3/31/16)	\$49.22	\$44.22	\$43.22	\$41.22	N/A
Cox SB Countywide & Beyond Service (contract and MTM rates as of 4/1/16)	\$51.22	\$46.22	\$45.22	\$43.22	N/A
Cox SB Business Unlimited Service ^{††} (contract rate prior to 7/1/13)	\$60.22	\$53.22	\$51.22	\$47.22	N/A
Cox SB Business Unlimited Service (contract rate between 7/1/13 and 3/31/14)	\$63.22	\$56.22	\$54.22	\$50.22	N/A
Cox SB Business Unlimited Service (contract rate between 4/1/14 and 3/31/15)	\$67.22	\$60.22	\$58.22	\$54.22	N/A
Cox SB Business Unlimited Service (contract rates between 4/1/15 and 3/31/16)	\$68.22	\$61.22	\$59.22	\$55.22	N/A
Cox SB Business Unlimited Service (contract and MTM rates as of 4/1/16)	\$70.22	\$63.22	\$61.22	\$57.22	N/A

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(N)

(L) Material relocated from Page 17.2.

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.3 COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)

1.1.3.2 MONTHLY RECURRING RATES-BUSINESS ACCESS LINE SERVICE (Continued)

Flat-Rate Service (Continued)

c. Orange County / Palos Verdes Service Territory:

	1-Year	2-Year	3-Year	5-Year	M-to-M
Cox Flat Rate Business Line ^{\$\$}					
(Contract and M-T-M rates from 10/1/10 to 6/30/13)	\$23.99	\$22.99	\$21.99	\$19.99	\$25.99
Cox Flat Rate Business Line					
(Contract and M-T-M rates prior to 10/1/10)	\$19.99	\$19.99	\$19.99	\$19.99	\$19.99
Cox Flat Rate Business Line					
(Contract and M-T-M rates between 7/1/13 and 3/31/14)	\$24.99	\$23.99	\$22.99	\$20.99	\$26.99
Cox Flat Rate Business Line					
(Contract rate between 4/1/14 and 3/31/15)	\$27.99	\$26.99	\$25.99	\$23.99	\$29.99
Cox Flat Rate Business Line					
(Contract rates between 4/1/15 and 3/31/16)	\$28.99	\$27.99	\$26.99	\$24.99	\$30.99
Cox Flat Rate Business Line					
(Contract and MTM rates as of 4/1/16)	\$30.99	\$29.99	\$28.99	\$26.99	\$32.99

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(L)(N)

(L) Material relocated to Page 18.1.

(L)

1. **LOCAL EXCHANGE SERVICES (Continued)**

(L)

1.1 **RATES AND CHARGES (Continued)**

1.1.3 **COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)**

1.1.3.3 **MONTHLY RECURRING RATES-BUSINESS RESALE LINE SERVICE**

Business Resale Line Service is a measured service; therefore, both a recurring monthly rate and usage rates apply as specified in Section 1.1.7 below. Monthly recurring rates may vary depending on the Customer's location. Customers will be required to sign a Commercial Service Agreement committing to subscribe to Business Resale Line Service for one-, two-, three- or five-year terms of service prior to Company activating this service. The month-to-month rates specified below apply only after a Customer's initial term-of-service commitment, as specified in the Commercial Service Agreement signed prior to service activation, expires.

a. Pacific Bell Territories (San Diego):

	1-Year	2-Year	3-Year	5-Year	Month-to-Month
Business Resale Line Service (contract rate prior to 7/1/13)	\$13.00	\$13.00	\$13.00	\$13.00	\$13.00
Business Resale Line Service (contract rate between 7/1/13 and 3/31/14)	\$14.00	\$14.00	\$14.00	\$14.00	\$14.00
Business Resale Line Service (contract rate between 4/1/14 and 3/31/15)	\$17.00	\$17.00	\$17.00	\$17.00	\$17.00
Business Resale Line Service (contract rate between 4/1/15 and 3/31/16)	\$18.00	\$18.00	\$18.00	\$18.00	\$18.00
Business Resale Line Service (contract and MTM rate as of 4/1/16)	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00

(T)
(N)
(N)

b. Verizon-California Territories:

	1-Year	2-Year	3-Year	5-Year	Month-to-Month
Business Resale Line Service	\$22.00	\$22.00	\$22.00	\$22.00	\$22.00

(L)

(L) Material relocated from Page 18

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.3 COX CONNECT BUSINESS ACCESS AND RESALE LINE SERVICES (Continued)

1.1.3.4 EARLY TERMINATION CHARGES

Early Termination Charges apply if the Commercial Service Agreement for Business Access or Resale Line Service is terminated or modified prior to the expiration of the term-of-service commitment under any the following circumstances:

- 1) the Customer terminates some or all of the service after providing the Company notice under Section 3, Rule 20, of this tariff;
- 2) none of the exceptions in Section 3, Rule 20, apply;
- 3) the Company terminates the service for nonpayment under Section 3, Rule 8.2, of this tariff;
- 4) the Company terminates service for failure to establish credit under Section 3, Rule 6.3, of this tariff; or
- 5) the Company discontinues the service under Section 3, Rule 8.2, of this tariff for suspicion of fraud.

If the Customer only partially terminates service, i.e., the Customer disconnects some of the lines committed to in the currently effective Commercial Service Agreement and the exceptions in Section 3, Rule 20, do not apply, the termination charge will apply only on the disconnected lines.

(T)

Service Activation Charge ⁵ plus 100% of remaining, unpaid monthly recurring rates for Business Access or Resale Line Service.

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.4 CUSTOM CALLING FEATURES

Custom Calling Features are optional central office services furnished to individual line business Customers subscribing to Business Access or Resale Line Services, as well as individual residential Customers subscribing to Residential Access or Resale Line Services. Custom Calling Features are available where facilities exist and operating conditions permit. The charges below apply per feature per line.

1.1.4.1 Orange County (including Palos Verdes) and San Diego Residential Calling Features

<u>Basic</u>	NRC	ORANGE COUNTY / PALOS VERDES		SAN DIEGO		
		MRC	Per-Use	MRC	Per-Use	
- Call Waiting	\$4.50	\$ 6.00	N/A	\$ 6.00	N/A	
- Speed Calling 3 Numbers	\$4.50	\$ 4.99	N/A	\$ 4.99	N/A	
 <u>Enhanced</u>						
- Customer Originated Call Trace	N/A	N/A	\$4.60	N/A	\$4.60	
- Caller ID per Line Blocking	N/A	N/A	N/A	N/A	N/A	(N)

∞ Toll charges apply if call is forwarded or returned outside the local calling area.

(L) Select Customer Calling Features have been grandfathered. Material that relates to Orange County and San Diego Residential Calling Features has been copied to Obsolete Services, page 199.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.4 **CUSTOM CALLING FEATURES**

1.1.4.1 **RESIDENTIAL FEATURES (Santa Barbara)**

	Non-Recurring	Monthly Recurring	Per Use
- 900/976 Blocking	Free	Free	N/A
- Call Blocking	Free	Free	N/A
- Call Waiting	\$ 4.50	\$ 4.99	N/A
- Caller ID per Line Blocking	N/A	N/A	N/A

(N)

∞ Toll charges apply if call is forwarded or returned outside the local calling area.
* The Company will waive all non-recurring charges for custom calling features and packages.

(L) Select Customer Calling Features have been grandfathered. Material that relates to Santa Barbara Residential Calling Features has been copied to Obsolete Services, page 200.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.4 **CUSTOM CALLING FEATURES (Continued)**

1.1.4.2 **ORANGE COUNTY AND SAN DIEGO BUSINESS FEATURES**

(T)

	Non- Recurring [†]	Monthly Recurring	Per Use
- Anonymous Call Rejection	Free	Free	Free
- Auto Ring Down	\$4.50	\$ 4.25	N/A
- Block 10-10 Casual Dialing	Free	Free	N/A
- Busy Line Redial	\$4.50	\$ 3.25	\$.70
- Call Forwarding (per path) [∞]	\$4.50	\$ 3.25	N/A
- Call Forwarding Busy	\$4.50	\$ 3.25	N/A
- Call Forwarding No Answer	\$4.50	\$ 3.25	N/A
- Call Forwarding on Call Waiting Calls	\$4.50	\$ 3.25	N/A
- Call Hold	\$4.50	\$ 3.25	N/A
- Call Return [∞]	\$4.50	\$ 3.25	\$.70
- Call Transfer	\$4.50	\$ 3.25	N/A
- Call Waiting	\$4.50	\$ 3.25	N/A
- Call Waiting ID	\$ 4.50	\$ 11.00	N/A
- Caller ID	\$ 4.50	\$ 6.25	N/A
- Customer Originated Call Trace	N/A	N/A	\$4.60
- Hunt Group	\$27.00 ⁹	\$0.45 ^{DP}	N/A
- Long Distance Alert	\$4.50	\$ 3.25	N/A
- Multiple Appearance Directory Number (MADN)	\$4.50	\$ 1.00	N/A
- Priority Ringing	\$4.50	\$ 3.25	N/A
- Remote Access to Call Forwarding	\$4.50	\$.90	N/A
- Remote Call Forwarding (RCF) [∞]	\$4.50	\$ 18.00	N/A
- RCF Additional Paths (per path) [∞]	\$4.50	\$ 9.00	N/A
- Selective Call Acceptance	\$4.50	\$ 3.25	N/A
- Selective Call Forwarding [∞]	\$4.50	\$ 3.25	N/A
- Selective Call Rejection	\$4.50	\$ 3.25	N/A
- Speed Calling - 8 Numbers	\$4.50	\$ 3.25	N/A
- Speed Call 30	\$4.50	\$ 3.75	N/A
- Three-Way Calling	\$4.50	\$ 3.25	\$.70

(N)

Packages

- Call Blocking Package [∞]	N/A	\$ 3.20	N/A
- Business Value Package	N/A	\$ 9.95	N/A
- Business ID Package	N/A	\$ 12.95	N/A
- Business Solutions Package	N/A	\$ 15.95	N/A

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1.4 **CUSTOM CALLING FEATURES (Continued)**

1.1.4.3 **SANTA BARBARA BUSINESS FEATURES**

(N)

	Non- Recurring	Monthly Recurring	Per Use
- 900/976 Blocking	N/C	N/C	N/A
- Anonymous Call Rejection	N/C	\$ 1.00	N/A
- Busy Line Redial ⁹¹⁰¹¹	N/C	\$ 3.75	\$ 1.25
- Call Forwarding (per path) ^{∞123}	N/C	\$ 2.50	N/A
- Call Forwarding Busy ³	N/C	\$ 1.25	N/A
- Call Forwarding No Answer ³	N/C	\$ 1.25	N/A
- Call Return ^{∞3}	N/C	\$ 5.00	\$ 1.25
- Call Trace	N/C	N/A	\$ 5.00
- Call Transfer	N/C	\$ 3.25	N/A
- Call Waiting ¹²³	N/C	\$ 3.95	N/A
- Call Waiting ID ³	N/C	\$ 11.90	N/A
- Caller ID ²³	N/C	\$ 7.95	N/A
- Direct Inward Dialing	\$ 5.00	\$.50	
- Distinctive Ring	N/C	\$ 5.50	
- Hunt Group	\$5.00	\$ 1.50	N/A
- Priority Ringing	N/C	\$ 2.95	N/A
- Remote Access to Call Forwarding	N/C	\$ 2.00	N/A
- Remote Call Forwarding (RCF) [∞]	N/C	\$ 14.95	N/A
-- RCF Additional Paths (per path) [∞]	N/C	\$ 8.00	N/A
- Selective Call Acceptance ³	N/C	\$ 5.50	N/A
- Selective Call Forwarding ^{∞3}	N/C	\$ 5.00	N/A
- Selective Call Rejection ³	N/C	\$ 5.00	N/A
- Speed Call 30 ¹²³	N/C	\$ 3.50	N/A
- Three-Way Calling ¹²³	N/C	\$ 3.50	\$ 1.25
- Toll Restriction – Customer Initiated	\$ 25.00	\$ 2.00	N/A
<u>Packages</u>			
- Business Value Package	N/C	\$ 9.95	N/A
- Business ID Package	N/C	\$ 12.95	N/A
- Business Solutions Package	N/C	\$ 19.95	N/A

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1. **LOCAL EXCHANGE SERVICES (Continued)**

RESERVED FOR FUTURE USE.

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1. **LOCAL EXCHANGE SERVICES (Continued)**

RESERVED FOR FUTURE USE.

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1. **LOCAL EXCHANGE SERVICES (Continued)**

RESERVED FOR FUTURE USE

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1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.5 COX CONNECT CENTREX SERVICE

1.1.5.1 ORANGE COUNTY

A. Service Activation

The Service Activation Charge is a one-time, nonrecurring charge equal to the sum of the group set-up charge and the per-station line activation fee as specified below that applies to the following:

1. The establishment of new service.
2. The transfer of an existing service to a different location.
3. Restoration of service after suspension or termination for nonpayment or failure to establish credit.

The Service Activation Charge for Centrex Service subject to a one- or two-year term commitment may be waived in whole or in part when, in the Company's judgment, a Customer (1) ports Centrex Service from a third party to Cox Business Services or (2) presents a bona fide offer to waive the service activation charge for an equivalent service from an alternate provider. The Service Activation Charge for Centrex Service will be waived when the Customer commits to a minimum three- or five-year term of service. Charges may apply for work performed on the Customer's side of the network demarcation point, including, but not limited to, the installation of additional jacks. The Company may also apply Rule 16.5, Special Construction, when the Customer's location warrants based on the Company's determination.

Centrex Group Set-up Charge (Basic and Expanded Basic Centrex):

Number of Stations in Group	Set-up Charge
5-10	\$175.00/group
11-20	\$250.00/group
21 and above	\$350.00/group

Activation Fee (Basic and Expanded Basic Centrex): \$65.00/station

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1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1.5 **COX CONNECT CENTREX SERVICE (Continued)**

1.1.5.1 **ORANGE COUNTY (Continued)**

B. Monthly Recurring Rates

Centrex Service is a measured service; therefore, both a recurring monthly rate and usage rates apply as specified in Section 1.1.7 below. Monthly recurring rates may vary depending on the Customer's location and term commitment. Monthly recurring rates include the features specified in the Basic Centrex Package. Customers will be required to sign a Commercial Service Agreement committing to subscribe to Business Resale Line Service for one-, two-, three- or five-year terms of service prior to Company activating this service.

i. Basic Centrex Package

	1-Year	2-Year	3-Year	5-Year
Monthly Charge	\$13.00	\$13.00	\$13.00	\$13.00

ii. Expanded Basic Centrex Package

	1-Year	2-Year	3-Year	5-Year
Monthly Charge	\$19.00	\$19.00	\$19.00	\$19.00

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1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.5 COX CONNECT CENTREX SERVICE (Continued)

1.1.5.1 ORANGE COUNTY (Continued)

C A La Carte Centrex Features

Centrex Customers may subscribe to certain features a la carte in addition to the features included in the Basic and Expanded Basic Centrex Packages. A La Carte Centrex features are available where facilities exist and operating conditions permit. The charges below apply per feature per station. As long as the Customer retains Centrex service for the entire commitment period, the Customer will be able to add or remove A La Carte features at the monthly rates specified below.

	Non- Recurring[†]	Monthly Recurring	
- Call Waiting	Free	Free	
- Caller ID	\$4.50	\$ 0.75	
- Directed Call Park	\$4.50	\$ 6.25	
- Distinctive Ringing	\$4.50	\$ 0.75	
- Group Intercom	\$4.50	\$ 2.00	
- Last Number Redial	\$4.50	\$ 0.40	
- Multiline Hunting	\$4.50	\$ 6.50	
- Music On Hold	\$250.00	\$25.00	
- Remote Access to Call Forwarding	\$28.00	\$ 3.00	
- Ring Again	\$4.50	\$ 0.75	
- Speed Calling-Long List	\$4.50	\$ 1.75	
- Call Waiting ID	\$4.50	\$11.00	(N)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.5 **COX CONNECT CENTREX SERVICE (Continued)**

(T)

1.1.5.2 **SAN DIEGO**

(N) (D)

A. Service Activation

The Service Activation Charge is a one-time, nonrecurring charge equal to the sum of the group set-up charge and the per-station line activation fee as specified below that applies to the following:

1. The establishment of new service.
2. The transfer of an existing service to a different location.
3. Restoration of service after suspension or termination for nonpayment or failure to establish credit.

The Service Activation Charge for Centrex Service subject to a one- or two-year term commitment may be waived in whole or in part when, in the Company's judgment, a Customer (1) ports Centrex Service from a third party to Cox Business Services or (2) presents a bona fide offer to waive the service activation charge for an equivalent service from an alternate provider. The Service Activation Charge for Centrex Service will be waived when the Customer commits to a minimum three- or five-year term of service. Charges may apply for work performed on the Customer's side of the network demarcation point, including, but not limited to, the installation of additional jacks. The Company may also apply Rule 16.5, Special Construction, when the Customer's location warrants based on the Company's determination.

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Centrex Group Set-up Charge (Basic and Expanded Basic Centrex): \$200.00/group

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Activation Fee (Basic and Expanded Basic Centrex): \$50.00/station

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1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.5 COX CONNECT CENTREX SERVICE (Continued)

1.1.5.2 SAN DIEGO (Continued)

B. Monthly Recurring Rates

Centrex Service is a measured and flat-rated service; both a recurring monthly rate and usage rates apply as specified in Section 1.1.7 below. Monthly recurring rates may vary depending on the Customer's location and term commitment. Monthly recurring rates include the features specified in the Basic Centrex Package. Additionally, Customers that select the flat-rated Centrex option (option iii below), the MRC includes all direct dialed local calls that terminate in Zum Zones 1, 2 & 3. Customers will be required to sign a Commercial Service Agreement committing to subscribe to Business Resale Line Service for one-, two-, three- or five-year terms of service prior to Company activating this service.

i. Basic Centrex Package

	1-Year	2-Year	3-Year	5-Year	M-T-M	
Monthly Charge	\$13.00	\$13.00	\$13.00	\$13.00		
(contract rate prior to 6-06-07)						
Monthly Charge	\$20.00	\$18.00	\$16.00	\$16.00	\$24.00(N)	(N)
(contract rate as of 6-06-07)						

ii. Expanded Basic Centrex Package

	1-Year	2-Year	3-Year	5-Year
Monthly Charge	\$19.00	\$19.00	\$19.00	\$19.00

iii. Cox San Diego Flat-Rated Centrex

	1-Year	2-Year	3-Year	5-Year	M-T-M	
Cox SD Local Unlimited	\$31.99	\$31.99	\$31.99	\$31.99		
(contract rate prior to 6-06-07)						
Cox SD Local Unlimited	\$32.00	\$30.00	\$28.00	\$28.00	\$36.00(N)	(N)
(contract rate as of 6-06-07)						

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.5 **COX CONNECT CENTREX SERVICE (Continued)**

1.1.5.2 **SAN DIEGO (Continued)**

C A La Carte Centrex Features

Centrex Customers may subscribe to certain features a la carte in addition to the features included in the Basic and Expanded Centrex Packages. A La Carte Centrex features are available where facilities exist and operating conditions permit. The charges below apply per feature per station. As long as the Customer retains Centrex service for the entire commitment period, the Customer will be able to add or remove A La Carte features at the monthly rates specified below.

	Non- Recurring[†]	Monthly Recurring
- Call Waiting	\$4.50	\$ 3.00
- Caller ID	\$4.50	\$ 3.00
- Directed Call Park	\$4.50	\$ 3.00
- Distinctive Ringing	\$4.50	\$ 3.00
- Group Intercom	\$4.50	\$ 3.00
- Last Number Redial	\$4.50	\$ 3.00
- Multiline Hunting	\$4.50	\$ 3.00
- Remote Access to Call Forwarding	\$4.50	\$ 3.00
- Ring Again	\$4.50	\$ 3.00
- Speed Calling-Long List	\$4.50	\$ 3.00
- Call Waiting ID	\$4.50	\$11.00

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1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.5 **COX CONNECT CENTREX SERVICE (Continued)**

1.1.5.4 **EARLY TERMINATION CHARGES**

Early Termination Charges apply if the Commercial Service Agreement for Centrex Service is terminated or modified prior to the expiration of the term-of-service commitment under any the following circumstances:

- 1) the Customer terminates some or all of the service after providing the Company notice under Section 3, Rule 20, of this tariff;
- 2) none of the exceptions in Section 3, Rule 20 apply;
- 3) the Company terminates the service for nonpayment under Section 3, Rule 8.2, of this tariff;
- 4) the Company terminates service for failure to establish credit under Section 3, Rule 6.3 of this tariff; or
- 5) the Company discontinues the service under Section 3, Rule 8.2 of this tariff for suspicion of fraud.

Orange County

Service Activation Charge ⁵ plus 100% of remaining, unpaid monthly recurring rates for Centrex Service.

San Diego

Service Activation Charge ⁵ plus 100% of remaining, unpaid monthly recurring rates for Centrex Service.

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(L3) - Material relocated to page 62.6.

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1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES** (Continued)

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Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Fifth Revised Cal. P.U.C. Sheet No. 31.2-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Fifth Revised Cal. P.U.C. Sheet No. 31.3-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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dba Cox Business Services
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San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Fifth Revised Cal. P.U.C. Sheet No. 31.5-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
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San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. 31.10-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

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San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. 31.11-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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(L) - Material relocated to page 62.6.

Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

Cox California Telcom, L.L.C.
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dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 31.12-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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Advice Letter No. 142

Decision No. _____

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

Date Filed: December 20, 2002
Effective: February 15, 2003
Resolution No. _____

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

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1. **LOCAL EXCHANGE SERVICES (Continued)**

RESERVED FOR FUTURE USE

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1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.6 COX CONNECT BUSINESS TRUNK FACILITIES

1.1.6.1 SERVICE ACTIVATION CHARGES

The Service Activation Charge is a nonrecurring charge, which applies per trunk activated to the following:

1. The establishment of new service.
2. The transfer of an existing service to a different location.
3. Restoration of service after suspension or termination for nonpayment or failure to establish credit.

The Service Activation Charge for a Business Trunk Facility subject to a three- or five-year term commitment may be waived in whole or in part when, in the Company's judgment, a Customer (1) ports DID service from a third party to Cox Business Services, or (2) presents a bona fide offer to waive the service activation charge for an equivalent service from an alternate provider. The Service Activation Charge may vary depending on Customer's location. Charges may apply for work performed on the Customer's side of the network demarcation point, including, but not limited to, the installation of additional jacks. The Company may also apply Rule 16.5, Special Construction, when the Customer's location warrants based on the Company's determination.

Facility Type COX CONNECT	Service Activation Charges San Diego Market	Service Activation Charges Orange County/Santa Barbara	
DS1 Facility ^E	\$1,665/trunk	\$1500/trunk	
ISDN PRI Facility ^U	\$1,665/DS1 trunk	\$1,000/DS1 trunk	(R)
ISDN PRI Interface ^U	\$500.00/interface (R)	\$500.00/interface (R)	
Integrated Access Service			
2 – 24 Unlimited Local Facility	N/A	\$495/facility	
8 Voice Trunks or Channels	\$560.00	N/A	
12 Voice Trunks or Channels	\$840.00	N/A	
16 Voice Trunks or Channels	\$1,120.00	N/A	
PRI w/ San Diego County Unlimited Calling	\$849.00, waived for 2 year term or greater	N/A	
Integrated T1 w/ San Diego County Unlimited Calling	\$600.00, waived for 2 year term or greater	N/A	

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.6 COX CONNECT BUSINESS TRUNK FACILITIES (Continued)

1.1.6.2 MONTHLY RECURRING RATES

Cox Connect Business Trunk Services are measured services; therefore, both a recurring monthly rate and usage rates apply as specified in Section 1.1.7 below. However, in Cox's San Diego Market Area, Cox offers optional Business Flat-Rate plans as detailed in section 1.2.6. Monthly recurring rates may vary depending on the Customer's location. Customers will be required to sign a Commercial Service Agreement committing to subscribe to any Business Trunk Service for one-, two-, three- or five-year terms of service prior to Company activating this service. The month-to-month rates specified below apply only after a Customer's initial term-of-service commitment, as specified in the Commercial Service Agreement signed prior to service activation, expires.

a. Cox Orange County/Santa Barbara and San Diego Service Areas:

Cox Connect Facility Type	1-Year	2-Year	3-Year	5-Year	M-to-M
DS1 Facility					
Orange County/Santa Barbara Markets					
Cox Connect 1.5 Measured	\$375.00	\$350.00	\$300.00	\$300.00	\$399.00
Cox Connect 1.5 Local Unlimited (Zum Zones 1, 2, & 3)	\$425.00	\$399.00	\$350.00	\$350.00	\$449.00
San Diego LATA[♦]					
POTS over T1	\$525.00	\$499.00	\$499.00	\$499.00	\$525.00
Cox Connect Trunk (flat -rate) per trunk	\$24.95	\$24.95	\$24.95	\$24.95	\$24.95
Cox Connect 1.5 Measured	\$350.00	\$325.00	\$299.00	\$299.00	\$350.00
Cox Connect 1.5 Local Unlimited	\$425.00	\$399.00	\$375.00	\$375.00	\$425.00
Cox Connect 1.5 San Diego County Unlimited	\$725.00	\$700.00	\$675.00	\$675.00	\$725.00
ISDN PRI Facility					
Orange County/Santa Barbara Markets					
ISDN PRI Facility (per measured DS1 facility) ^A	\$226.25	\$201.25	\$151.25	\$151.25	\$251.25
23B+D (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
24B (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
23B+Back-up D (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
ISDN PRI Facility (Local Unlimited) ^A	\$276.25 (C)	\$251.25 (C)	\$201.25 (C)	\$201.25 (C)	\$300.25 (C) (C)
23B+D (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
24B (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
23B+Back-up D (per Interface)	\$148.75	\$148.75	\$148.75	\$148.75	\$148.75
San Diego LATA[♦]					
ISDN PRI Facility Measured	\$350.00	\$325.00	299.00	299.00	\$350.00
ISDN PRI Facility Local Unlimited	\$425.00	\$399.00	375.00	375.00	\$425.00
ISDN PRI Facility San Diego County Unlimited	\$725.00	\$700.00	\$675.00	\$675.00	\$725.00

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.6 COX CONNECT BUSINESS TRUNK FACILITIES (Continued)

1.1.6.2 MONTHLY RECURRING RATES, Cont'd.

Integrated Access Service (Flex T-1) (Orange County/Santa Barbara Markets From 2 - 24 channels	\$429.00	\$429.00	\$429.00	\$429.00	\$429.00	(N)
San Diego LATA only						
Integrated Access Service						
8 Voice Channels	\$70.00	\$70.00	\$70.00	\$70.00	N/A	
12 Voice Channels	\$105.00	\$105.00	\$105.00	\$105.00	N/A	
16 Voice Channels	\$140.00	\$140.00	\$140.00	\$140.00	N/A	
8 Voice Trunks	\$143.60	\$143.60	\$143.60	\$143.60	N/A	
12 Voice Trunks	\$215.40	\$215.40	\$215.40	\$215.40	N/A	
16 Voice Trunks	\$287.20	\$287.20	\$287.20	\$287.20	N/A	
Integrated T1 (unlimited local facility)						
Up to 16 lines	\$550.00	\$550.00	\$550.00	\$550.00	\$550.00	
Up to 16 lines w/ 5,000 LD minutes	\$595.00	\$595.00	\$595.00	\$595.00	\$595.00	
Up to 16 lines w/ 10,000 LD minutes	\$649.00	\$649.00	\$649.00	\$649.00	\$649.00	
Up to 16 lines w/ 20,000 LD minutes.	\$725.00	\$725.00	\$725.00	\$725.00	\$725.00	
Integrated T1 (San Diego County Unlimited facility ♦)						
Up to 16 lines	\$600.00	\$600.00	\$600.00	\$600.00	\$600.00	
Integrated T1 (measured-rate facility)						
Up to 23 voice lines	\$499.00	\$499.00	\$499.00	\$499.00	\$499.00	

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.6 COX CONNECT BUSINESS TRUNK FACILITIES (Continued)

1.1.6.2 MONTHLY RECURRING RATES

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(D)

1.1.6.3 VOLUME DISCOUNTS

Irrespective of the term commitment, a Customer will be eligible for discounts off the monthly recurring rates for Cox Connect 1.5 DS1 Facilities and Cox Connect ISDN PRI Facilities specified in Section 1.1.6.2 above if a Customer signs a Commercial Service Agreement for either Facility in the minimum amounts specified below

Minimum Number of DS1 or ISDN PRI Facilities [†]	Volume Discount off the Monthly Recurring Rates Specified in Section 1.1.6.2
2	5%
4	10%
7	15%

The volume discounts set forth herein will apply as long as the Customer retains the minimum number of facilities necessary to qualify for a specific discount for the term commitment in the initial or subsequent Commercial Service Agreement, and thereafter under month-to-month service.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.6 **COX CONNECT BUSINESS TRUNK FACILITIES (Continued)**

1.1.6.4 **DIRECT INWARD DIALING (DID) RATES**

The Customer must purchase Direct Inward Dialing service with any DS1 Facility designated for in-bound traffic from the Company's switch to the Customer's PBX or key system, as well as any trunk designated for two-way traffic.

a. **Cox San Diego Market:**

(T)

	Non-Recurring Charge (NRC) ^x	Discounted NRC ^x FF Φ	Monthly Rate
DID (all charges per number)	\$3.60	\$0.63	\$0.41

b. **Cox Orange County/Santa Barbara Markets:**

(T)

	Non-Recurring Charge (NRC) ^x	Discounted NRC ^x	Monthly Rate
DID (all charges per number)	\$2.00 (R)	\$0.60 (R)	\$0.41 (R)

c. **DID-to-DOD Transfer:**

DID to DOD Transfer provides a Customer, whose service is provisioned with digital trunks over a T1 or PRI facility, the ability to transfer, add a third party caller, or call forward at the switch level, thereby increasing trunk efficiency.

	Non-Recurring Charge (NRC) ^x	Monthly Rate
DID (all charges per number)	\$3.60	\$15.00

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.6 **COX CONNECT BUSINESS TRUNK FACILITIES (Continued)**

1.1.6.5 **BUSINESS TRUNK FEATURES**

San Diego LATA	Non- Recurring Charge ⁿ	Monthly Rate
- Hunt Group ^o	\$27.00 ⁹	\$0.45 ⁽
- Caller ID ^r	\$106.00	\$10.00

(T)

Orange County LATA	Non- Recurring Charge ⁿ	Monthly Rate
- Hunt Group ^o	\$27.00 ⁹	\$0.45 ⁽
- Caller ID ^r	\$106.00	\$3.25 (R)

(T/R)
|

1.1.6.6 **PRI DIGITAL TRUNK INTERFACE CHANGE FEE**

The Customer may, at any time, change the interface for any Cox Connect PRI Digital Trunk among the three tariffed interfaces (24B, 23B+D, and 23B+ Back-up D). The following non-recurring fee will apply to any such change per DS1 trunk:

PRI Reconfiguration Fee: \$269.24

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

(N)

1.1.6 COX CONNECT BUSINESS TRUNK FACILITIES (Continued)

(N)

1.1.6.7 EARLY TERMINATION CHARGES

(I)

Early Termination Charges apply if the Commercial Service Agreement for Business Trunk Service is terminated or modified prior to the expiration of the term-of-service commitment under any the following circumstances:

- 1) the Customer terminates the service after providing the Company notice under Section 3, Rule 20, of this tariff;
- 2) none of the exceptions in Section 3, Rule 20, apply;
- 3) the Company terminates the service for nonpayment under Section 3, Rule 8.2, of this tariff;
- 4) the Company terminates service for failure to establish credit under Section 3, Rule 6.3 of this tariff; or
- 5) the Company discontinues the service under Section 3, Rule 8.2, of this tariff for suspicion of fraud.

Orange County

San Diego

100% of remaining, unpaid monthly
recurring rates for Business Trunk Service.

100% of remaining, unpaid monthly
recurring rates for Business Trunk Service

(I)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.7 PER-CALL AND PER-MINUTE USAGE RATES

Usage Rates apply to all classes of business and residential measured local exchange services, as specified below and defined elsewhere in this tariff. Per-minute usage charges may vary by time of day, with the periods defined as follows:

Day	Monday through Friday	8:00 a.m. - 5:00 p.m.
Evening	Monday through Friday	5:00 p.m. - 11:00 p.m.
Night	Monday through Friday and Saturday through Sunday	11:00 p.m. - 8:00 a.m. All

Where the subscriber requests operator assistance or places a call charged to a calling card, the appropriate surcharges as stated herein are applicable in addition to the local usage charges as shown below.

(A) Pacific Bell Territories

Subscribers to residential measured service, business access and resale-line measured services, business trunk services, or Cox Centrex services will be billed on a per-minute basis for all calls within Zone 1, Zone 2 and Zone 3 of the Customer's exchange area.

(B) Verizon-California Territories:

Subscribers to residential measured service, business access and resale-line measured services, business trunk services, or Cox Centrex services will be billed on a per-minute basis for all calls within Zone 1 and Zone 2 of the Customer's exchange area.

(L) - Material relocated from page 17.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.7 **PER-CALL AND PER-MINUTE USAGE RATES (Continued)**

1.1.7.1 **RESIDENTIAL ACCESS-LINE AND RESALE-LINE MEASURED SERVICES**

Zones 1 and 2 (Pacific Bell and Verizon-California territories)

Day

- Initial minute	.0500
- Each additional minute	.0500

Evening

- Initial minute	.0500
- Each additional minute	.0500

Night

- Initial minute	.0500
- Each additional minute	.0500

Zone 3 (Pacific Bell territories only)

Day

- Initial minute	.0500
- Each additional minute	.0500

Evening

- Initial minute	.0500
- Each additional minute	.0500

Night

- Initial minute	.0500
- Each additional minute	.0500

(L)

(L)

(L) Material relocated to page 205.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1 **RATES AND CHARGES (Continued)**

1.1.7 **PER-CALL AND PER-MINUTE USAGE RATES (Continued)**

1.1.7.3 **BUSINESS ACCESS-LINE, RESALE-LINE, TRUNK AND CENTREX MEASURED SERVICES**

Zones 1 and 2 (San Diego Market only)

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

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

- Initial minute	.075 (l)	(l)
- Each additional minute	.075 (l)	(l)

Zones 1 and 2 (Santa Barbara Market only)

- Initial minute	.075 (l)	(l)
- Each additional minute	.075 (l)	(l)

Zone 3 ((San Diego Market only)

Day	- Initial minute	.049
	- Initial minute	.0500 *
	- Initial minute	.0400 ^Δ
	- Initial minute	.0380 ^Ψ
	- Each additional minute	.049
Evening	- Initial minute	.049
	- Initial minute	.0400 ^Δ
	- Initial minute	.0380 ^Ψ
	- Each additional minute	.049
Night	- Initial minute	.049
	- Each additional minute	.049

Zones 3 (Orange County/PV Market only)

- Initial minute	.075 (l)	(l)
- Each additional minute	.075 (l)	(l)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.8 OPERATOR SERVICES (L)

1.1.8.1 OPERATOR-HANDLED CALLING (L)

Operator Handled Calling Service is provided to Customers and Users of the Company's Local and intraLATA toll calling services and to users accessing presubscribed public pay phones or Customer provided stations for operator assisted calls. In addition to charges which would otherwise apply pursuant to other Sections of this tariff, each operator call will be assessed a charge(s) as set forth within. (L/T)
(L)
(L)
(L)

(L) - Material relocated from page 32.

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.8 OPERATOR SERVICES (Continued)

1.1.8.2 RATES

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

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

	<u>Charge</u>
Person-to-Person (Customer Dialed)	\$5.00
Station-to-Station (Customer Dialed)	\$3.00
Third Party Calling	\$4.00
Collect Calls	\$4.00
Operator Handled Calls ("0+" and "0-") (per minute) (in addition to other operator charges)	\$.35

(D)

(D)

1.1.9 TELEPHONE DIRECTORY SERVICE

	<u>Monthly Rate</u>					
	<u>Orange County</u>		<u>San Diego</u>		<u>Santa Barbara</u>	
	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>	<u>Residential</u>	<u>Business</u>
Primary Service Listing	N/C	N/C	N/C	N/C	N/C	N/A
Name and Number Only Listing	N/C	N/C	N/C	N/C	N/C	N/A
Additional Listing	\$.85	\$1.66	\$.85	\$1.66	\$1.50	\$1.75
Directory Assistance Listing Service	\$.14	\$.14	\$.14	\$.14	\$2.50	\$1.15
Non-Published Service	\$1.25	\$.28	\$2.00	\$.00	\$1.25	\$1.50
Directory Listing Change Charge	\$3.00	\$25.00	\$3.00	\$25.00	\$3.00	\$25.00
Additional Listing Activation Charge	\$5.00		\$5.00		\$5.00	
	<u>Non-Recurring Rate</u>					
Replacement Directories	\$ 7.50					

1. LOCAL EXCHANGE SERVICES (Continued)

1.1.10 PUBLIC TELEPHONE SERVICE

1. SERVICE DESCRIPTION

Public Telephone Service provides Customers with access to intrastate and interstate voice communications services by means of Pay Telephones.

Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

The Company reserves the right to discontinue furnishing service, when necessitated by conditions beyond its control, or when the premises owner or Customer is using the service in violation of this tariff, or in violation of the law.

2. PAYMENT AND BILLING

Service provided by use of calling or credit card telephones is billed by the calling or credit card companies with which the Company has entered agreements, either directly or through a third party. Payment is made by the Customer directly to the calling or credit card Company, according to the terms and conditions specified by each such Company. Where service is provided by coin telephones, payment by the Customer can be made in the form of coin deposits according to rates listed below. Calling and credit cards may also be used with certain coin phones. Where Service is provided through telephone instruments that are restricted to collect calling only, payment is made by the called party to the applicable Local Exchange Carrier.

3. PUBLIC TELEPHONE SERVICE

The Customer is responsible for payment of all charges for services furnished to the Customer.

The Company reserves the right to deny service to a Customer using a calling or credit card when the Company has been advised by the issuer of the calling or credit card that the card should not be honored. In addition, the Company reserves the right to deny service to a Customer when the Company has been notified of a payment default condition of the billed party's account.

4. RATES

(L)

Rates for Operator Surcharges and Calling Rate Schedules are published in this tariff.

No charge will apply to calls to an emergency number (911) or to reach the Company operator (-0-).

(L)

(L) Material formerly found on following page.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1.11 **RESERVED FOR FUTURE USE.**

(D)

(D)

1. **LOCAL EXCHANGE SERVICES (Continued)**

RESERVED FOR FUTURE USE.

(D)

(D)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.1.12 **CUSTOMER-INITIATED MOVE OF THE NETWORK INTERFACE UNIT (NIU) OR EMBEDDED MULTIMEDIA TERMINAL ADAPTER (eMTA)**

(N)
(N)

A. **Applicability**

This schedule specifies the service charge for moving the NIU/eMTA terminating a Residential Access or Lifeline Line at a Customer's request within the Company's service area. The Company will bill the service charge specified below when a Customer requests the move, change, rearrangement or enhancement of the NIU/eMTA. This service charge will apply in addition to any other charges applicable to the Customer's service(s). The service charge below does not apply when the Company initiates the move of the NIU/eMTA or when the Company determines that the move of the NIU/eMTA is necessary for public health or safety reasons.

(N)
(N)
(N)
(N)

B. **Purpose**

The service charge below is intended to cover any operating expense incident to work performed to move, change, rearrange or enhance the NIU/eMTA. Those expenses include, but are not limited to:

(N)

- Sending a Company vehicle to the Customer's premise to perform the requested NIU/eMTA move;
- Estimating the duration of the job prior to initiating the NIU/eMTA move;
- Performing any preliminary work necessary to move that does not fall under the Customer's responsibilities set forth below;
- Disconnecting and reconnecting the Utility's Drop Wire to the NIU/eMTA;
- Disconnecting and reconnecting the Customer's Inside Wire to the NIU/eMTA;
- Providing any materials necessary to perform the NIU/eMTA move; and
- Performing any other basic tasks necessary to ensure that the NIU/eMTA is working properly.

(N)
(N)
(N)
(N)
(N)
(N)
(N)

The work will be performed by the Company, its employees, or agents. The service charge below will apply to any NIU/eMTA move subject to this schedule that the Company estimates will not last longer than six (6) employee hours. Any NIU/eMTA move request estimated to last longer than 6 employee-hours will be subject to additional service charges. The Company reserves the right to estimate the duration of any NIU/eMTA move subject to this schedule prior to initiating the NIU/eMTA move. The Company will bill the Customer the service charge below if the Company determines that the Customer did not fulfill the responsibilities set forth below so that the NIU/eMTA move (1) may not be performed on the scheduled date, or (2) may take longer than 6 employee-hours and the Customer refuses to agree to additional service charges.

(N)
(N)
(N)
(N)
(N)

C. **Customer Responsibilities**

The Customer, or an authorized user, must have proper authority to approve any additional charges applicable to the NIU/eMTA move, and any necessary changes to the Customer's premise, when the Company representative arrives at the premise, by being the premise owner or having obtained authority from the owner to make such changes. Further, the Customer, or authorized user, will be responsible for being present during the NIU/eMTA move; and ensuring that both the current and new locations of the NIU/eMTA are reasonably accessible, e.g., the locations are not blocked by any obstacles constructed or created by the Customer. Finally, the Customer or authorized user will be responsible for reviewing and authorizing any additional service charges, if applicable, prior to the Company initiating the NIU/eMTA move.

(N)
(N)
(N)
(N)

D. **Service Charge**

Non-recurring Charge: **\$60.00**

1. LOCAL EXCHANGE SERVICES (Continued)

1.1.13 MOVES, ADDS, CHANGES

The following charges apply to all moves, changes, rearrangements or modifications of access lines for all services, each line or trunk.

	<u>Service Charge</u>	<u>Santa Barbara Service Charge</u>
Change between services, class, type or grade of service:		
– Residential service	\$ 10.00	\$ 10.00
– All other services	\$ 25.00	\$ 25.00
Change telephone number by Customer request:		
– Residential service ♦	\$ 25.00	\$ 25.00
– All other services	\$ 25.00	\$ 25.00
All other changes at Central Office or otherwise:		
– Residential service	\$ 15.00	\$ 15.00
– All other services	\$ 25.00	\$ 25.00
(includes Hunt Group Change Charge)		

1.1.14 DIRECTORY ASSISTANCE CHARGE

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

	<u>Orange County Restel - Business</u>	<u>Santa Barbara Restel - Business</u>	<u>San Diego Restel - Business</u>
Directory Assistance is charged on a per call basis ^{3c} .	\$2.49 \$2.49 (I)	\$2.49 \$2.49 (I)	\$2.49 \$2.49 (I)

(I)

1.1.15 OUTBOUND CALL RECORD DETAIL CHARGE

Cox assesses a one time charge for production of Residential outbound call record detail. The Customer's call detail request is produced in two time increments: the previous 90-days of data and each 30-day period thereafter. Each time increment is assessed a twenty-five dollar non-recurring charge.

1.1.16 Number Retention Service

Number Retention Service is a one-way inbound service offered to Business Customers that ports or keeps their existing numbers when moving across rate centers within the Cox footprint. All calls to the "retained" number will be forwarded to new number in the new rate center. Customers will not be assessed usage if the mileage between the old rate-center is less than 16 miles. IntraLATA rates will apply if outside the 16 mile band. Customers that move outside the Cox footprint will be assigned a remote call forward service. Directory Listings, E911 service and Caller ID will all be provisioned with the new number and street address associated with the new location.

	<u>Orange County</u>	<u>San Diego</u>
Cox Number Retention (per line/month up to three paths)	\$5.50	\$5.50
Cox Number Retention (per 20 DID block)	\$25.00	\$25.00
Installation	N/A	\$39.00

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Sixth Revised Cal. P.U.C. Sheet No. 49.1-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.1.17. RESERVED

(D/N)

(D)

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Seventh Revised Cal. P.U.C. Sheet No. 49.2-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.1.17. RESERVED

(D/N)

(D)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1.18 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.

Terms and Conditions

- Where facilities and operating conditions permit, this service will be offered for residential and business application.
- Toll Restriction may prevent the completion of 1+ local calls.
- Toll Restriction is available to Lifeline Customers at no charge.

Rates and Charges

	<u>NRC[†]</u>	<u>Monthly</u>	
Business, per line or trunk	\$25.00	\$2.00	
Residence, per line (San Diego/Orange County)	---	\$1.60 (I)	(I)
Residence, per line (Santa Barbara)	---	\$1.60 (I)	(I)

1.1.19 Referral Program

1. Residential Referral

This program is available to Orange County Cox Digital Telephone Residential Customers, who refer potential residential non-Cox telephone subscribers to the Company. Once a referred party's Cox Digital Telephone service is installed and activated, the referring party may be eligible to receive a credit of \$20 off his or her Cox Digital Telephone monthly bill.

A referring party is eligible to a single \$20 credit per single activation of Cox Digital Telephone Service. However, a referring party may receive multiple credits if an equivalent number of referred residential Customers activate Cox Digital Telephone service. In order for a referring party to obtain the benefits of this program, the referring party must complete the referral coupon shown in Section 5.9 of this tariff, which is also available at various retail locations and the official Company website. The referred Customer must present the coupon upon completion of the installation and activation of Cox Digital Telephone. The referral coupon is non-transferable.

Credits will be reflected in the referring Customer's telephone bill six to eight weeks following the Company's receipt of the referral coupons from the referred Customers. Not to be used in combination with any other referral offer.

1. LOCAL EXCHANGE SERVICES (Continued)

1.1.19 Referral Program, (Continued)

(N)

2. Cox Business Services Referral

This program is available to Cox Orange County Telephone Customers who refer potential non-Cox telephone subscribers to the Company's Business Service. Once a referred party's Cox service is installed and activated, the referring party may be eligible to receive a one hundred dollar (\$100) Web Certificate from a selected list of retailers.

After activation of the referred party, the referring party is eligible to receive a one hundred dollar (\$100) Web Certificate from a selected list of retailers if the referred party executes a term agreement of at least two-years in duration and subscribes to a minimum of fifty dollars (\$50) per month in monthly recurring charges of Cox telephone services. Additionally, the referred party must sign a term contract within three months of the referral.

In order for a referring party to obtain the benefits of this program, the referring party must complete the referral coupon which is available at the Company's website. A referring party may receive multiple credits if an equivalent number of referred Customers activate Cox Business Telephone service.

Not to be used in combination with any other referral offer.

(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.1.20 COX TRANSPARENT LAN CONNECTION (TLC)

Cox Transparent LAN Connection (TLC) Service is a business product that provides intrastate high-capacity channels for transport of data signals. The TLC Service provides a Layer 2 (Datalink) Ethernet service between two Customer sites.

Cox TLC service provides for the transmission of data at a standard bit rate from 5 Mbps up to 1 Gigabit either InterPOP or IntraPOP connectivity in Cox's Orange County Market. Cox TLC service is available in point-to-point configurations and multipoint configurations are available on a case-by-case basis.

EARLY TERMINATION CHARGES

Early Termination Charges apply when Cox's TLC service is terminated or modified prior to the expiration of the term-of-service commitment under any the following circumstances:

- 1) the Customer terminates the service after providing the Company notice under Section 3, Rule 20, of this tariff;
- 2) none of the exceptions in Section 3, Rule 20, apply;
- 3) the Company terminates the service for nonpayment under Section 3, Rule 8.2, of this tariff;
- 4) the Company terminates service for failure to establish credit under Section 3, Rule 6.3 of this tariff; or
- 5) the Company discontinues the service under Section 3, Rule 8.2, of this tariff for suspicion of fraud.

Orange County

100% of remaining, unpaid monthly
recurring rates.

San Diego

100% of remaining, unpaid monthly
recurring rates.

Rates and Charges (Orange County Market)

Install charges are one-time charges, which apply to the provisioning and installation of a Cox TLC channel. Install charges will be dependant upon availability of Cox Orange County's facilities, construction and equipment charges associated with delivering such services.

Transparent LAN Connection Speed	Monthly Recurring Charge		
	1-Year	2-Year	3-Year
5 MBPS Connection	\$ 700.00	\$ 650.00	\$ 600.00
10 MBPS Connection	\$ 1,200.00	\$ 1,100.00	\$ 1,000.00
50 MBPS Connection	\$ 2,000.00	\$ 1,750.00	\$ 1,500.00
100 MBPS Connection	\$ 3,000.00	\$ 2,550.00	\$ 2,100.00
150 MBPS Connection	\$ 3,750.00	\$ 3,125.00	\$ 2,600.00
1 GIG Connection	\$ 6,000.00	\$ 4,800.00	\$ 4,200.00
1 GIG-E Aggregation Port	\$ 1,500.00	ICB	ICB

(N)

Term Commitment	Nonrecurring Charge		
	1-Year	2-Year	3-Year
One Time Installation Fee	\$ 1,500.00	\$ 750.00	Waived

1. LOCAL EXCHANGE SERVICES

1.1.20 COX TRANSPARENT LAN CONNECTION (TLC), Cont'd.

Rates and Charges (San Diego Market)

Install charges are one-time charges, which apply to the provisioning and installation of a Cox TLC channel. Install charges will be dependant upon availability of Cox San Diego's facilities, construction and equipment charges associated with delivering such services. San Diego offers Transparent LAN Service as a dedicated connection rate, as detailed below.

(D)

(L)

Dedicated Connection Rate

(L)

Transparent LAN Connection Speed	1-Year	2-Year	3-Year	5-Year
1.5 MBPS Connection	\$ 480.00	\$ 408.00	\$ 360.00	\$ 288.00
3 MBPS Connection	\$ 600.00	\$ 510.00	\$ 450.00	\$ 360.00
6 MBPS Connection	\$ 860.00	\$ 731.00	\$ 645.00	\$ 516.00
10 MBPS Connection	\$ 1,040.00	\$ 884.00	\$ 780.00	\$ 624.00
20 MBPS Connection	\$ 1,300.00	\$ 1,105.00	\$ 975.00	\$ 780.00
30 MBPS Connection	\$ 1,560.00	\$ 1,326.00	\$ 1,170.00	\$ 936.00
40 MBPS Connection	\$ 1,820.00	\$ 1,547.00	\$ 1,365.00	\$ 1,092.00
50 MBPS Connection	\$ 2,080.00	\$ 1,768.00	\$ 1,560.00	\$ 1,248.00
60 MBPS Connection	\$ 2,340.00	\$ 1,989.00	\$ 1,755.00	\$ 1,404.00
70 MBPS Connection	\$ 2,600.00	\$ 2,210.00	\$ 1,950.00	\$ 1,560.00
80 MBPS Connection	\$ 2,860.00	\$ 2,431.00	\$ 2,145.00	\$ 1,716.00
90 MBPS Connection	\$ 3,120.00	\$ 2,652.00	\$ 2,340.00	\$ 1,872.00
100 MBPS Connection	\$ 3,200.00	\$ 2,720.00	\$ 2,400.00	\$ 1,920.00
Installation	\$ 2,000.00	\$ 1,500.00	\$ 1,000.00	Waived

(L) Material moved to the Obsolete Section, page 196.

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS

LOCAL EXCHANGE SERVICE AREA

The Company's local calling areas generally mirror the areas described in the tariff of the incumbent local exchange company in any particular territory. Thus, Company's local calling area in territories served by Pacific Bell can be found in Pacific Bell's Schedule CAL. P.U.C. A, and generally includes calls begun and completed within Zones 1, 2, and 3, unless otherwise specified elsewhere in this tariff. Company's local calling area in territories served by Verizon-California's can be found in Verizon-California's Schedule CAL. P.U.C. No. A28, and generally includes calls begun and completed within Zones 1, and 2, unless otherwise specified elsewhere in this tariff.

In Company exchanges where more than one class or type of residential exchange access local exchange service is offered, the Company, or its authorized employee/agent, must provide each new applicant for residential exchange access service at the time application for service is requested, with a full explanation of each type of residence access service available in the exchange. The disclosure of available residential local exchange services shall always include an explanation of LifeLine Telephone Service. Each service explanation shall include a quotation of the applicable monthly recurring rates, the non-recurring charges, and whether or not the residential line will be certified as a Primary Line or Non-Primary Line to the Household.

1.2.1 CLASSES OF LOCAL EXCHANGE SERVICE

Below are the classes of local exchange service offered by the Company to its retail telephone Customers. In general, these classes include the elements identified in Section 1 above and differ by the character of use of the service (See Section 3, Rule 3), mode of service delivery (See Section 3, Rule 1), and eligibility (See Section 1.2.5):

- | | | |
|-----|---------------------------------|-----|
| 1.- | Residential Access Line Service | |
| 1a. | Reserved | (T) |
| 2.- | Reserved | (T) |
| 3.- | LifeLine Telephone Service | |
| 4.- | Business Access Line Service | |
| 5.- | Business Resale Line Service | |
| 6.- | Reserved | (T) |
| 7.- | Reserved | (T) |

1.2.2 BILLING COMPONENTS

All classes of local exchange service are billed for the following components, where applicable:

1. One-time, non-recurring charge for Service Activation
2. Monthly Recurring Rate
3. Per-minute and/or per-call Usage Charges billed monthly
4. One-time, non-recurring charge for Early Termination or modification of service.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.3 **RESIDENTIAL ACCESS LINES**

(D)

For residential Customers, the following types of service are available:

1. **Flat Rate Service:** The term "flat rate service" denotes residential service where, for a stated monthly rate, unlimited calling is allowed to all other exchange service lines in the calling area in which it is furnished. In the case of Cox Network Access Lines in Pacific Bell Territories, Flat Rate Service includes all calls in the Zone 1, Zone 2 or Zone 3 areas of the exchange. In the case of Cox Network Access Lines in Verizon territories, other than the Santa Barbara service territory, the Flat Rate Service includes all calls in Zone 1 and Zone 2 and mileage band 1 (13 – 16 miles). In Verizon's Santa Barbara service territory, Cox's Flat Rate Service includes all calls to Zone 1 and Zone 2 areas.

2. **Measured Rate Service:** The term "Measured Rate Service" denotes residential service for which charges are made according to a measured amount of usage. Rates include an access line charge, usage charges on Zone 1, Zone 2 and Zone 3 traffic

(D)
(D)
(D)

3. **Single Service:** The term "Single Service" means a Residential Customer, either measured or flat rate option, who purchases telecommunications service(s) from Cox California Telcom, L.L.C. pursuant to this tariff, but does not purchase either Cable Service or high-speed internet access service from a Cox Affiliated Company.

4. **Combination Service or Preferred Customer:** The term "Combination Service or Preferred Customer" means a residential Customer, either measured or flat rate option, who may qualify for discounts on first and additional lines if the Customer also purchases either Cable Service or high-speed internet service from a Cox Affiliated Company.

The Preferred Customer will continue to be eligible for the Combination Service so long as they continue to purchase Cable Service or high-speed internet service from a Cox Affiliated Company.

(L) Material relocated to Page 208, Obsolete Services Section.

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Eighth Revised Cal. P.U.C. Sheet No. 53-T

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2.4 **Reserved for future use**

(L/T)

(L)

(L) Material relocated to Page 198, Obsolete Services

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L1)

(D)

(L2)

(L2)

(L3)

(L3)

(L2)

(L2)

(L3)

(L3)

(L2)

(L2)

(L2)

(L1) - Material relocated to page 61.1.

(L2) - Material relocated to page 61.2.

(L3) - Material relocated to page 61.

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L1) - Material relocated to page 61.2.
(L2) - Material relocated to page 61.1.
(L3) - Material relocated to page 61.

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L1)

(D)

(L2)

(L2)

(D)

(D)

(L1)

(L1)

(L1/L3)

(L1)

(L1) - Material relocated to page 61.3.

(L2) - Material relocated to page 61.1.

(L3) - Material relocated to page 21.

(L1)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.5 **LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)**

LifeLine Telephone Service is a class of local exchange service available to (1) residential applicants for new service and (2) to existing residential Customers subscribing to access line or resale-line service, who qualify under the guidelines listed within.

1. **ELIGIBILITY CRITERIA**

Lifeline Telephone Service is restricted to qualifying residential Customers who submit to the California LifeLine Certifying Agent an Application or Renewal Form, included in Section 6 of this tariff, attesting to meeting the following conditions:

1. The residence at which LifeLine Service is requested is the Customer's principal place of residence.

The residence premises shall consist of that portion of an individual house or building or one flat or apartment occupied entirely by a single family or individuals functioning as one domestic establishment ("Household").

A room or portion of a residential premises occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit (premises) for the application of LifeLine Service.

2. The Customer and the members of the Customer's household collectively may have one, and only one, LifeLine Service line, except as provided in Paragraph 6 below.

3. The customer meets either the Income-Based Criterion or the Program-Based Criterion.

The California Public Utilities Commission develops the eligibility requirements for qualified households to receive the California LifeLine discounts. The eligibility requirements can be found at:

<http://www.cpuc.ca.gov/lifeline/> and
https://www.californialifeline.com/en/eligibility_requirements.com

(C)

(N) (D)

(N)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.5 **LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)** (Continued)

1. **ELIGIBILITY CRITERIA** (Continued)

4. No person who is claimed as a dependent on another person's income tax return shall be eligible for LifeLine Service.
5. The Customer must provide his or her date of birth and the last four digits of his or her social security number, or the customer's Tribal Identification number, if the customer is a member of a Tribal nation and does not have a social security number.
6. A household with one or more members shall be eligible to receive two LifeLine Service lines if: (i) the household meets all the LifeLine Service eligibility criteria set forth above; (ii) the household member is disabled; (iii) the disabled member has submitted to the Company of the Deaf and Disabled Trust Program (DDPT) a medical certificate of his or her disability that (a) complies with Public Utilities Code Section 2881 *et seq.*, and (b) indicates the member's need for a TTY device; and (iv) the disabled member has a TTY device within the household.

(D)

(D)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.5 LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service) (Continued)

2. APPLICATION AND RENEWAL PROCEDURES

New LifeLine Service Customers, whether these are Customers activating service with the Company or existing retail residential subscribers who now meet the LifeLine Service eligibility criteria set forth above, will be required to submit a Application Form to the California LifeLine Certifying Agent prior to receiving LifeLine Service discounts. The Customer will also be subject to the Company's rules applicable to the establishment of credit, including, but not limited to, deposit requirements. (T)

All residential Customers will be mailed an annual renewal notice by the California LifeLine Certifying Agent at approximately the Customer's service initiation anniversary date which will require LifeLine Service Customers to re-certify that they remain eligible for LifeLine Service. The Renewal form will be due back to California LifeLine Certifying Agent approximately thirty days after the mail date. Customers no longer eligible to receive LifeLine Service need not mail back the Renewal Form; the Company will change these Customer's service to residential access-line or resale-line service as directed by the California LifeLine Certifying Agent and may require a service deposit under its Rules 6 and 7 of this tariff.

3. ADDITIONAL OBLIGATIONS OF LIFELINE SERVICE SUBSCRIBERS

In addition to the required submittal of the Application and Renewal Forms, LifeLine Service subscribers must notify the Company of any change that causes the household to no longer qualify for single-line or two-line LifeLine Service. Upon receipt of such notification, the Company will change the line(s) no longer qualifying for LifeLine Service to regular tariffed rates for access-line or retail-line residential local exchange service without assessing the Service Activation Charge otherwise applicable to a change in class. (T)

The California Public Utilities Commission, the Commission's agents, the California LifeLine Certifying Agent, the Company or the Company's agents may audit and verify a LifeLine Service Customer's eligibility to participate in the LifeLine Service program at any time after receipt of the Application Form. These actions may include a request that the Customer provide proof of his or her eligibility to participate in the LifeLine Service Program. Any LifeLine Service Customer who is found to be ineligible to participate in the LifeLine Service Program or is unable to provide proof of eligibility to participate in the program as required herein shall be removed from the program immediately and will have his or her local exchange service converted to access-line or resale-line residential service, as appropriate. The Company will notify the Customer of the change in class of service. Further, the Company will bill such a Customer retroactively back to (i) the date the Customer can prove he or she became ineligible, or (ii) the last certification date, whichever occurred later, for any LifeLine Service discounts the Customer should not have received, plus interest determined in accordance with the three-month commercial paper rate, plus any service deposits, if applicable. A Customer may dispute the Company's finding of ineligibility by submitting a formal or informal complaint to the Commission.

(L) Relocated from the preceding page.

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.5 LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service) (Continued)

4. OTHER TERMS AND CONDITIONS OF LIFELINE SERVICE

1. Rates and charges unique to LifeLine Service are specified in Sections 1.1.2 above. Any other telecommunications services purchased by LifeLine Service Customers, including the purchase of additional access and resale residential lines, will be at rates, terms, and conditions specified elsewhere in this tariff, including credit establishment and deposit requirements. (T)
2. LifeLine Service Customers may request that they be billed in three equal installments with no interest for the Service Activation Charge ("LifeLine Service deferred payment option"). The Company may assess a late-payment fee as defined in Section 3, Rule 9.4 of this tariff if a LifeLine Service Customer who has requested the LifeLine Service deferred-payment option fails to timely remit any one payment.
3. There is no limit on the number of times a LifeLine Service Customer may (1) pay the Service Activation Charge to effect a change in class of service, or (2) pay the fee to change the type or grade of service.
4. LifeLine applicants may request that they be billed in 3 equal installments with no interest for the Service Activation Deposit, when applicable. Any deposit amounts collected to activate residential access line or re-sale line service will be refunded to the account when the Customer's eligibility is determined by the California LifeLine Certifying Agent.
5. **Discounts from California LifeLine and federal Lifeline programs** shall be applied to the account as of the eligible enrollment date, as provided by the California LifeLine Certifying Agent. The Customer is responsible for making payments for residential access-line or re-sale service until LifeLine eligibility is approved.
6. Once deemed eligible for LifeLine discounts, the Customer account will be credited the difference in rates for the difference between the residential access-line or re-sale service rate and the LifeLine discounted service rate as well as the difference in activation charges, when applicable. Any deposit collected to activate residential access-line or re-sale line service will also be credited to the Customer account.
7. The California LifeLine Customer may request a refund check if the next statement balance has a net credit balance of \$10.00 or more.
8. LifeLine Service rates shall be applied to each monthly statement for the months this service is furnished and shall apply only for the duration of this service.
9. The Company will require a LifeLine Service Customer to pay any overdue LifeLine Service rates and charges, or make payment arrangements at the discretion of the Company, before service is reinstated at the same address or at a new address.
10. Once removed from the LifeLine program, the Customer must re-certify with the California LifeLine program before California LifeLine discounts will be re-activated.
11. Foreign exchange service is excluded from the LifeLine Service program.
12. In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with local exchange service furnished elsewhere in the tariffs are also applicable to LifeLine Service unless otherwise stated.

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.5 **LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)** (Continued)

4. **OTHER TERMS AND CONDITIONS OF LIFELINE SERVICE** (Continued)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.5 **LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)** (Continued)

4. **OTHER TERMS AND CONDITIONS OF LIFELINE SERVICE** (Continued)

a) . (D)

(D)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.5 LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service) (Continued)

5. SERVICE ELEMENTS OF CALIFORNIA LIFELINE SERVICE

1. The ability to place and receive voice-grade calls.
2. Choice of local flat-rate service that includes unlimited outgoing local calls. (D)
3. Free, unlimited incoming calls.
4. Free unlimited access to 911/E911.
5. Free unlimited access to (a) operator services, (b) 800 or 800-like toll-free services, (c) 711 and California Relay Services, and (d) calls made to the Company for California LifeLine information, billing inquiries, technical support, and service activation/termination.
6. Free Toll Blocking.
7. Free 900/976 call blocking and a one-time billing adjustment.
8. Local directory assistance (DA). The Company shall offer LifeLine customers the same number of free DA calls that the Company provides to its non-LifeLine customers residential customers.
9. One free directory listing and white pages telephone directory per year.
10. Two California LifeLine discounted telephone lines for eligible LifeLine customers.
11. California LifeLine discounts on recurring and non-recurring charges.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.6 **BUSINESS ACCESS AND RESALE LINE SERVICES**

Business Access and Resale Line Services are measured local exchange services available to Business Customers. Thus, in addition to applicable monthly fees, usage charges will apply in Pacific Bell's on Zones 1, 2, and Zone 3 (Zones 1 and 2 in Verizon-California's territory). However, in Cox's San Diego, **Orange County/Palos Verdes and Santa Barbara Territories**, Cox offers a Business Flat-Rate option as detailed below. (T)
(T)

Cox San Diego Unlimited Local is available to Cox San Diego Business Customers. Under this service, all direct-dialed calls that originate and terminate in the San Diego Customer's Local Calling Area (LCA - Zones 1, 2, and 3) are included at no additional charge. Any call that terminates outside the LCA will post to the Customer's account as a toll call. The Company may monitor the Customer's usage under this service. The service may not be used for outbound call center applications, auto-dialers, resale of unlimited minutes, or non-voice services, including but not limited to, data services. The unlimited local minutes (1) shall apply exclusively to direct-dialed calls made from the line subject to this service, (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.

Cox San Diego County Unlimited POTS is available to Cox San Diego Business Customers. Under this service, all direct-dialed calls that originate and terminate in the San Diego County are included at no additional charge. Any calls terminating outside of San Diego County will post to the Customer's account as a toll call. The Company may monitor the Customer's usage under this service. The service may not be used for outbound call center applications, auto-dialers, resale of unlimited minutes, or non-voice services, including but not limited to, data services. The unlimited local minutes (1) shall apply exclusively to direct-dialed calls made from the line subject to this service, (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.

Cox SB Countywide Calling & Beyond is available to Cox Santa Barbara Business Customers. Under this service, all direct-dialed calls that originate and terminate in the Santa Barbara LATA are included at no additional charge. Any calls terminating outside of the LATA will post to the Customer's account as a toll call. The Company may monitor the Customer's usage under this service. The service may not be used for outbound call center applications, auto-dialers, resale of unlimited minutes, or non-voice services, including but not limited to, data services. The unlimited local minutes (1) shall apply exclusively to direct-dialed calls made from the line subject to this service, (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.

Cox SB Business Unlimited Call Plan is available to Cox Santa Barbara Business Customers. Under this service, all direct-dialed calls that originate and terminate in the United States territories are included at no additional charge. Any calls terminating outside of the U.S. territories will post to the Customer's account as an international call. The Company may monitor the Customer's usage under this service. The service may not be used for outbound call center applications, auto-dialers, resale of unlimited minutes, or non-voice services, including but not limited to, data services. The unlimited minutes (1) shall apply exclusively to direct-dialed calls made from the line subject to this service, (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.

Except as provided herein for temporary business service, the Company will provision Business Access or Resale Lines only after the execution of a Commercial Service Agreement. Customer must commit to a one-, two-, three-, or five-year term of service. The term commitment guarantees Customers certainty of pricing for the length of said term. Once the initial term-of-service commitment expires, the Customer will begin paying for the services subscribed to on a month-to-month basis. A Customer may also choose to sign another Commercial Service Agreement to secure the guaranteed price.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.6 **BUSINESS ACCESS AND RESALE LINE SERVICES**

1.2.6.1 **Temporary Business Service**

The Company will provision Business Access or Resale Lines to a Customer qualifying for temporary business service after the execution of a Commercial Service Agreement for month-to-month service. The Commercial Service Agreement will specify the length of temporary service, which may not exceed twelve (12) months from service activation. The Customer may extend temporary service upon notification to Company; however, the total service period may not extend beyond twelve months from service activation. The Customer may disconnect temporary Business Access or Resale Line service prior to the expiration of the term of service specified in the Commercial Service Agreement without incurring early termination charges. A Customer may, at any time during the initial agreement for temporary service, choose to sign another Commercial Service Agreement for a one-, two-, three-, or five-year term of service. However, any such term of service will be going forward, i.e., the months of temporary service will not count toward the new term-of-service commitment.

Temporary Business Access and Resale line services may not be moved to a different location and may not be suspended. All other rules in this tariff apply to temporary service, including credit and deposit requirements. The Customer may add or subtract lines or features available under this tariff at any time during the temporary service period. At the end of the temporary-service period specified in the Commercial Service Agreement, or at the end of the twelfth month of service, the Company reserves the right to disconnect the temporary Business Access or Resale Line service without further notice to Customer.

Cox Flat Rate Business Line is available to Cox Orange County/Palos Verdes Business Customers. Under this service, all direct-dialed calls that originate and terminate in the Customer's Local Calling Area (LCA - Zones 1, 2, and 3) are included at no additional charge. Any call that terminates outside the LCA will post to the Customer's account as a toll call. The Company may monitor the Customer's usage under this service. The service may not be used for outbound call center applications, auto-dialers, resale of unlimited minutes, or non-voice services, including but not limited to, data services. The flat rate minutes (1) shall apply exclusively to direct-dialed calls made from the line subject to this service, (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.

(N)

(N)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.7 **CUSTOM CALLING FEATURES**

Custom Calling Features are optional central office services furnished to business and residence Customers subscribing to access or resale line services. Custom Calling Features are available where facilities and operating conditions permit. Residential and Business Customers may subscribe to individual Custom Calling Features or Feature Packages and will be subject to applicable non-recurring and monthly recurring charges as set forth in Section 1.1.4 of this tariff. Customers may also opt to activate certain features (using an activation code) on an as-needed basis and pay per-use charges specified in Section 1.1.4. All disputed charges for any telecommunications service are subject to a rebuttable presumption that the charges are unauthorized unless there is (i) a record of affirmative subscriber authorization; (ii) a demonstrated pattern of knowledgeable past use; or (iii) other persuasive evidence of authorization. Finally, Customers may also be liable for applicable per-sub-minute or per-minute usage and toll charges specified elsewhere in this tariff when they use certain features identified below.

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(N)
(N)
(N)
(N)

1. **FEATURE DESCRIPTIONS**

Anonymous Call Rejection: Allows the subscriber to reject incoming calls from callers who have blocked their caller identification information. All other calls are accepted.

Auto Ring Down: Automatically connects a caller to another telephone line.

Busy Line Redial: Allows a subscriber to continually redial the last number he or she originates, regardless of whether the call was completed or not.

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

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

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

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

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

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.7 **CUSTOM CALLING FEATURES (Continued)**

1. **FEATURE DESCRIPTIONS (Continued)**

Call Return^W: Allows the subscriber to make an outgoing call to the last number that called the subscriber.

Block Call Return: Allows a Customer to block usage of the Call Return feature (*69).

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

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 hookswitch 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.

Call Waiting ID: Allows the subscriber to receive calling party identifying information in addition to the call waiting alert tone. Call Waiting ID allows the subscriber several options for treating the second incoming call. The subscriber may forward the call, place the call on hold, send the call to treatment, place the existing call on hold and answer the incoming call, or answer the incoming call and drop the existing call. Compatible Customer-provided equipment is necessary for the display of calling party information.

Caller ID: Allows the called party to see the name and telephone number of the calling party on the telephone or an adjunct unit. Compatible Customer-provided equipment is necessary for the display of calling party information.

Caller ID Suppression: Allows the calling party by dialing an activation code to block the display of his/her name and telephone number at the terminating station on a per-call basis at no charge to the End User.

Customer Originated Call Trace: Allows the Customer to dial a code to automatically request that the Company record a caller's originating telephone number and the date and time of the call as well as the date and time of the Customer-originated trace. The information is stored by the Company and disclosed only to a law enforcement agency for investigation purposes upon receipt by Company of appropriate legal instrument. The Customer does not receive any information regarding the origination of the calls.

Distinctive Ring: Allows up to three directory numbers to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence and is priced separately.

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)
(N)
(N)

Hunting Group: This feature permits a business Customer to designate a group of lines organized in such a way that if the first, or pilot, line is busy the next line is "hunted" until a free line is found. The hunt group may be sequential (where a specific line in the group serves as the pilot line and initiates the hunting sequence) or circular (where any line in the group may initiate the hunting sequence).

Long Distance Alert: This feature provides 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 subscriber to an incoming long distance call.

(L1) relocated to following page 61.2.

(L1)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.7 **CUSTOM CALLING FEATURES (Continued)**

1. **FEATURE DESCRIPTIONS (Continued)**

Multiple Appearance Directory Number (MADN): Allows a Business directory number (DN) to be assigned to more than one Business Set or Single Line Set. The telephones that are assigned this DN make up a MADN group. (N)
(N)

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. (L1)
(L1)
(L1)

Remote Access to Call Forwarding: Allows the Customer to edit, activate or deactivate Call Forwarding features remotely.

Remote Call Forwarding^W: Allows the Customer to rent a directory number (RCF base number) in a remote location. Calls placed to the RCF number are automatically forwarded to the Customer's principal number. The RCF Customer is billed for the forwarded portion of the call. All toll calls will be carried over the Cox network. Charges for additional talk paths will apply per path for non-Cox telephone numbers.

Selective Call Acceptance: Allows the subscriber 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^W: Allows the subscriber to create a list of up to 31 telephone numbers. Incoming calls from these numbers may be forwarded to another number instead of being completed at the subscriber's telephone number. All other calls are completed as usual.

Selective Call Rejection: Allows the subscriber to create a list of up to 31 telephone numbers. Incoming calls from these numbers are forwarded to an announcement informing the caller that the called party does not wish to receive the call. All other calls are accepted.

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

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

Speed Calling 30: Allows a Business subscriber to preprogram up to thirty telephone numbers, and then access these numbers by dialing one or two digit on his or her telephone set.

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

(L1) - Material relocated from page 61.1.

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.7 **CUSTOM CALLING FEATURES** (Continued)

2. **FEATURE DESCRIPTIONS – PACKAGES**

(L)

(L)

Call Blocking Package: Provides a Business Customer with the following blocking features: Block International Direct Dial calls, Block 800 Dialing, Block 900 Dialing, Block 976 Dialing, Block 411 Dialing, Block Toll Directory Assistance (1+ Area Code+ 555-1212), Block Operator Assisted calls, Block All Toll Dialing options. Customer may choose any one feature, multiple features, or the entire feature package.

(L)

(L)

Business Value Package: Provides a business Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30, Busy Line Redial. At the Customer's option, Call Waiting may be omitted from this package.

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. At the Customer's option, Call Waiting may be omitted from this package

Business Solution Package: Provides a Business Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding on Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert. At the Customer's option, Call Waiting may be omitted from this package.

(L) Material relocated to Page 209, Obsolete Services Section.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.8 **COX CONNECT CENTREX SERVICE**

(N) (L2)

Centrex Service is a measured local exchange service available to business Customers. Centrex service provides the same basic functionality as the Company's business access line; however, a variety of additional features are available to Centrex Customers. The monthly fee for Company's Centrex Service includes the features in the Basic Centrex Package, see Section 1.2.9 below. A Customer may also opt to subscribe to the Expanded Basic Centrex Package, as well as individual a la Carte features. See Section 1.1.5 for the service activation, non-recurring, and recurring charges applicable to Basic Centrex, Expanded Basic Centrex, and a la Carte features. In addition, usage charges will apply in Pacific Bell's on Zones 1, 2, and Zone 3 (Zones 1 and 2 in Verizon-California's territory).

The Company will provision Centrex only after the execution of a Commercial Service Agreement. Customer must commit to a one-, two-, three-, or five-year term of service. The term commitment guarantees Customers certainty of pricing for the length of said term, and may provide the Customer with lower prices. Once the initial term-of-service commitment expires, the Customer will begin paying for the services subscribed to on a month-to-month basis. The price for month-to-month service varies depending on the initial service commitment from the Customer. A Customer may also choose to sign another Commercial Service Agreement to secure the guaranteed price.

(N)
(L1)
(L1)
(L1)

Centrex service is furnished subject to operating conditions, availability of network facilities and features from central office switching equipment located in the Company's central office. The service allows for normal station activity including incidental additions and deletions.

(L1) - Material relocated from page 31.9
(L2) - Material relocated to page 71.

(L2)
(L2)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.8 COX CONNECT CENTREX SERVICE (Continued)

1.2.8.1 Additional Conditions Applicable to Centrex Service

- a. Centrex groups established under this tariff must consist of a minimum of five (5). Main station lines connect the Customer's Premises Equipment (CPE) and the Company's central office switching equipment.
- b. Temporary suspension of service is not applicable with Centrex service.
- c. Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this tariff.
- d. Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message. The standard central office recorded announcement equipment will intercept incoming calls to unassigned station numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the Centrex group. (T)

(D)
(D)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.9 **COX CONNECT CENTREX FEATURES**

(N) (L5)

1.2.9.1 **Basic Centrex Package**

The Basic Centrex Package is the core feature package in Company's Centrex service offering. The features include this package are listed below. Certain features listed may require activation triggers depending on the Customer's telephone sets. Customers may be liable for applicable per-sub-minute or per-minute usage and toll charges specified elsewhere in this tariff when they use certain features. Some telephone sets allow Customers to program certain key the sets to activate some of the features listed below. All features listed will be provided only where facilities exist and conditions permit.

(L1)
(N)
(N)
(N)
(N/L2)
(L2)

When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the Customer.

(L2)

A. **Station-Controlled Features**

(N)

Although the functionality required for these Centrex features resides in the Company switch, these features are generally triggered or programmed by the station user or Customer from the telephone set at the station.

(N)

Call Forwarding All Calls

(L3/T)

Call Forwarding All Calls allows a station user to re-route incoming calls to another telephone number. This number may be a station within the same Centrex group, a telephone number within the same local calling area, or an attendant.

Call Forwarding Busy

Call Forward Busy allows all incoming calls directed to a busy station to be forwarded to a designated station within a Centrex group or to an attendant.

Call Forwarding Don't Answer

Call Forward Don't Answer automatically routes an incoming call to another designated station within the Centrex group or to the attendant if a called station does not answer within a specified time.

Call Hold

Call Hold is an optional feature that is available to single-line sets only. It permits the station user to place the call on hold by pressing a trigger code. Certain telephone sets have the built-in Hold key.

Call Park

Call Park allows a station user to park one call against its own directory number (DN) by pressing a code. The parked call can be retrieved from any station within the same Centrex group. Once a call is parked against a DN, the user is to make or receive calls on that DN.

Call Pickup

Call Pickup allows a station to answer incoming calls to another station within a pre-set pickup group by dialing a code.

(L3/T)
(L4)
(L4/T)
(L4/T)

(L1) - Material relocated from page 27.

(L2) - Material relocated from page 31.9.

(L3) - Material relocated from page 28.

(L4) - Material relocated from page 29.

(L5) - Material relocated to page 73.

(L5)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.9 **COX CONNECT CENTREX FEATURES** (Continued)

(N) (L3)

1.2.9.1 **Basic Centrex Package** (Continued)

A. **Station-Controlled Features** (Continued)

(N)

Call Transfer and Three Way Calling

The features Call Transfer and Three Way Calling both allow a station user to include a third party in a call and then optionally transfer the call to the third party; the station user also has the ability to talk privately with the third party before transferring the call (this capability is called Consultation Hold).

(L1/T)

(L1/T)

(L1/T)

(L1/T)

Speed Calling-Short List

Speed Call Short List allows a station user to store up to 10 numbers so that they can be dialed automatically by using single digit codes (0 to 9).

(L2/T)

(L2/T)

(L2/T)

Three-Way Calling

See Call Transfer.

(L2/T)

(L2)

(L1) - Material relocated from page 29.

(L2) - Material relocated from page 31.

(L3) - Material relocated to page 74.

(L3)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.9 **COX CONNECT CENTREX FEATURES (Continued)**

(N) (L5)

1.2.9.1 **Basic Centrex Package (Continued)**

B. **Switch-Controlled Features**

(N)

These features are generally controlled by the Company switch and may not be triggered by the station user or Customer.

(N)

Abbreviated Dialing

Abbreviated Dialing allows each station in a Centrex group to dial another station in the same group without having to dial full directory telephone number.

(L1)

(L1/T)

(L1/T)

Direct Inward Dialing

Direct Inward Dialing allows for each station user within a Centrex group to have his or her own individual phone number so that each user can accept calls directly from outside the group without having to go through an attendant.

(L2/T)

Direct Outward Dialing

Direct Outward Dialing allows each station user to access the public switched telephone network without an attendant. The user dials a programmable number between 1 and 9 (usually 9) then the desired phone number.

(L2/T)

Directory Number Hunt

There are two hunting options:

(L3/T)

Sequential – Each line in the Directory Number Hunt (DNH) group has its own unique DN. The hunt group can be accessed by dialing the main number, Pilot DN, or by dialing the DN of one of the hunt group members. Hunting is sequential starting as the number dialed and ending at the last number in the hunt group.

Circular – Under this option, all lines in the DNH group will be hunted regardless of the start point of hunting.

(L3/T)

Message Waiting

Message Waiting provides an indicator to the station user that a voice mail message is waiting.

(L4/T)

(L4/T)

(L1) - Material relocated from page 27.

(L2) - Material relocated from page 30.

(L3) - Material relocated from page 31.7.

(L4) - Material relocated from page 31.

(L5) - Material relocated to page 75.

(L5)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.9 **COX CONNECT CENTREX FEATURES (Continued)**

(N) (L)

1.2.9.2 **Expanded Basic Centrex Package**

The Expanded Basic Centrex Package consists of the Basic Centrex Package described in Section 1.2.9.1, plus the Customer's choice of any six (6) a la Carte features listed in Section 1.2.9.3, except for Music on Hold. The Customer's selected Expanded Basic Centrex Package will be applied to all the stations within the Centrex Group. A Customer may modify the choice of A La Carte features that make up his Expanded Centrex Package but will be subject to the a charge for such a change.

Certain features listed may require activation triggers depending on the Customer's telephone sets. Customers may be liable for applicable per-sub-minute or per-minute usage and toll charges specified elsewhere in this tariff when they use certain features. Some telephone sets allow Customers to program certain keys on the sets to activate some of the features listed below. All features listed will be provided only where facilities exist and conditions permit.

When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the Customer.

(N)

(L) - Material relocated to page 76.

(L)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.9 **COX CONNECT CENTREX FEATURES (Continued)**

(N) (L5)

1.2.9.3 **A La Carte Features**

(L1)

The Company makes available the features listed below on an a-la-Carte basis. Additional features not listed below may be available on an individual-case-based contract basis and offered at the Company's sole discretion. Customers subscribing to individual a la Carte Features will be liable for applicable non-recurring and monthly recurring charges as set forth in Section 1.1.5 of this tariff.

(L1/T)

(L1)

(L1)

Call Waiting

(L2)

Call Waiting allows a station user, already talking on the phone, to be informed by a tone when another call is waiting to reach the station. Normally, the incoming caller hears audible ringing while the called station user hears the call waiting tone. A second burst of call waiting tone is applied after 10 seconds. Call Waiting may be deactivated by pressing a code.

(L2)

Caller ID=

(L2)

Caller ID allows the name and number of the calling party to be displayed for incoming or outgoing calls where available. Parties originating calls are able to see the name of the party they have dialed. Parties receiving calls are able to see the name of the party who is calling.

(L2/T)

(L2/T)

(L2/T)

Directed Call Park

(L3)

The Directed Call Park station feature has the same basic functionality as the Call Park feature except that it allows the station user to park a call against any valid number within the Centrex station group by pressing a code, from where it may later be retrieved from any station in that group.

(L3)

Distinctive Ringing

(L4/T)

Distinctive Ringing allows the Centrex Customer to determine the origination of a call by the cadence or variation of the ringing on the terminating end.

Group Intercom

Group Intercom allows abbreviated dialing to other stations within the same Intercom group. The number of members in the Intercom group will determine the dialing scheme.

Last Number Redial

Last Number Redial allows a station user to redial the last called number from any line in the station by pressing a code rather than dialing the entire number again.

(L4/T)

(L1) - Material relocated from page 31.4.

(L2) - Material relocated from page 29.

(L3) - Material relocated from page 31.1.

(L4) - Material relocated from page 30.

(L5) - Material relocated to page 77.

(L5)

(L2/N)

(N)

(N)

(N)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.9 **COX CONNECT CENTREX FEATURES** (Continued)

(N) (L5)

1.2.9.3 **A La Carte Features** (Continued)

(L1)

Multiline Hunting

(L2/T)

With this form of hunting, when a Directory Number in the multi-line hunt group is dialed, hunting starts at that Directory Number and continues according to the hunt characteristics of that particular group.

(L2/T)

(L2/T)

Music On Hold?

(N)

Where facilities exist and operating conditions permit, this system feature provides the ability for a Customer group to have music, announcement, ringing, or silence applied to a calling line while on hold or in a queue for certain Centrex features.

(N)

Remote Access to Call Forwarding

(L1/T)

Remote Access to Call Forwarding allows a station user to activate or deactivate CFU, CFI, or CFF from a station other than his or her own. The feature to be activated (CFU, CFI, or CFF) must already exist on the station being activated or deactivated remotely; CFRA alone does not provide these features.

(L1/T)

Ring Again

(L3/T)

Ring Again redials a busy station serving the same Customer after the originating station user has attempted a call and pressed a code, and notifies the calling party when the busy station becomes idle.

(L3)

(L3)

Speed Calling-Long List:

(L4/T)

Speed Calling-Long List allows a user to store up to 70 numbers so that they can be dialed automatically by using single and double digit codes (0 to 9 and 10 to 70).

(L4/T)

(L4/T)

(L1) - Material relocated from page 31.6.

(L2) - Material relocated from page 31.3.

(L3) - Material relocated from page 31.8.

(L4) - Material relocated from page 31.

(L5) - Material relocated to page 78.

(L5)

(N)

(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.9 COX CONNECT CENTREX FEATURES (Continued)

1.2.9.4 Station Message Detail Recording (SMDR)

Where facilities exist and operating conditions permit, SMDR will be provided directly to the end user, with no processing or sorting function performed by Company. Company sends the SMDR records to each Customer automatically based on the Customer's preferred schedule. Data recorded on a per-call basis includes:

- Customer group identification
- Originating Party identification
- Terminating Party identification
- Date and start time of the call
- Call duration
- Digits dialed
- Expensive route warning tone identification
- Authorization code
- Account code
- Feature code identification, when applicable

The Customer may employ SMDR data to gain information about the use of its telecommunications facilities. This information may be used to allocate costs within the end user organization, to monitor usage (and possible abuse) of the system by the station users, or to plan ongoing telecommunications requirements.

SMDR pricing will be provided on a case-by-case basis.

1.2.9.5 Cox San Diego Centrex Unlimited (local flat rate service).

The Cox San Diego Centrex Unlimited package includes all features available in the Basic Centrex package and five Customer selected features from the Expanded Centrex Package, except Music on Hold. Additionally, the flat-rate option offers Customers unlimited direct dialed calls from a Centrex station to any Customer within the local calling area (Zum Zones 1, 2 & 3) except for pay-per-call terminations. The Flat-Rated Centrex is offered to Business Customers with not more than 20 Centrex stations or lines. Customers must agree to a minimum of a one year term commitment.

Certain features listed may require activation triggers depending on the Customer's telephone sets. Customers may be liable for applicable per-sub-minute or per-minute usage and toll charges specified elsewhere in this tariff when they use certain features. Some telephone sets allow Customers to program certain keys on the sets to activate some of the features listed below. All features listed will be provided only where facilities exist and conditions permit.

When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the Customer.

(N)

(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.10 COX CONNECT BUSINESS TRUNK SERVICE

Company's Business Trunk Facilities are measured services that generally permit business Customers to purchase digital communications circuits to connect a Customer's PBX switch, key system or other premise equipment with the Company's switch or network, other carriers' networks, or other Customer locations. Company's business trunks may transport voice or data traffic depending on the configuration selected by the Customer, and may be set up for one- or two-way communications. There are two types of digital trunk facilities generally available from this tariff. If Customer uses a PBX in connection with this service, Customer is responsible for programming the PBX to ensure that agencies receiving 911 emergency calls will receive appropriate information about the location of the caller.^Y

Cox Connect 1.5 Facility digital trunk providing Customer a either a single 1.544 Mb/second circuit or a minimum of 24 64 kb/second channels of voice-grade connectivity between the Customer's PBX switch or key system and the Company's switch. These trunks may be configured for in-bound traffic (from the Company switch to the Customer's premise), outbound traffic, or two-way traffic. The rates for a DS1 Trunk include a monthly recurring rate, and may include usage charges on Zone 1, Zone 2 and Zone 3 traffic (Zone 1 and Zone 2 in Verizon-California's territory).

Cox Connect PRI Facility: digital trunk providing Customer a single 1.544 MB/second Primary Rate Interface path for voice and data communications between the Customer's PBX switch or key system and the Company's switch. PRI Digital Trunks use the Integrated Services Digital Network (ISDN) architecture to provide the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. These trunks may be configured for in-bound traffic (from the Company switch to the Customer's premise), outbound traffic, or two-way traffic. The rates for a PRI Digital Trunk include a monthly recurring rate, and may include usage charges on Zone 1, Zone 2 and Zone 3 traffic (Zone 1 and Zone 2 in Verizon-California's territory).

Cox Connect Integrated Access Service: In the Cox San Diego market, the Cox Connect Integrated Access Service provides a Business Customer with voice and data services on an integrated high capacity facility. The Customer must sign, at a minimum, a one-year term commitment. The standard service configuration is provided over a single DS-1 to the Customer's premises. The Customer must purchase, at the same Customer location, local exchange measured-rate service. The Customer selects from three options of voice service: 6, 12, or 18 channelized voice lines or voice trunks for local exchange measured-rate service. The balance of the facility's capacity is available for data applications and is priced separately. The rates shown in section 1.1.6 include the high capacity channel and the business access line charge. The per-minute local usage charges associated with measured-rate service apply as detailed in section 1.1.7.3.

In the Cox Orange County market, the Cox Connect Integrated Access Service or Cox Flex T-1 provides a Business Customer with voice and data services provisioned over a single integrated high capacity facility, a DS1. The Customer must sign, at a minimum, a one-year term commitment. The service will be provided via Type II Digital Channels, which by definition, states that at least one endpoint of the facility is served by the network of an entity with whom the Company's network is interconnected; such channels are provided via a combination of the Company's facilities and the facilities of the interconnected entity. Channels where both endpoints are served by an interconnected entity's network will be provided at the Company's sole discretion on an Individual Case Basis (ICB). At the Customer's option, the service may be provisioned with a minimum of 5 and a maximum of 20 flat-rated local lines (a sixteen miles local calling area) to the same Customer location. The Customer must select Cox LD for PIC and LPIC; the lines associated with the Integrated Access Service will be provisioned with the 3.8 cent call plan. The balance of the facility's capacity is available for data applications and is priced separately.

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.10 COX CONNECT BUSINESS TRUNK SERVICE (Continued)

Cox Connect Integrated T1 Service (Unlimited Local Facility):

In the Cox San Diego market, the Cox Connect Integrated T1 Unlimited Local Service provides a Business Customer with voice and data services on an integrated high capacity facility. The Customer must sign, at a minimum, a two-year term commitment. The standard service configuration is provided over a single DS-1 to the Customer's premises. The Customer selects from one to sixteen voice lines for local exchange flat-rate service. The balance of the facility's capacity is available for data applications and is included in the bundled price, as detailed in section 1.1.6.2

Cox Connect Integrated T1 Service (Measured-Rate Facility):

In the Cox San Diego market, the Cox Connect Integrated T1 Measured-Rate Service provides a Business Customer with voice and data services on an integrated high capacity facility. The Customer must sign, at a minimum, a one-year term commitment. The standard service configuration is provided over a single DS-1 to the Customer's premises. The Customer selects from one to twenty-three voice lines for local exchange measured-rate service. The balance of the facility's capacity is available for data applications and is included in the bundled price, as detailed in section 1.1.6.2. The per-minute local usage charges associated with measured-rate service apply as detailed in section 1.1.7.3.

Cox Connect POTS over T1 Service (Measured-Rate Facility):

In the Cox San Diego market, the Cox Connect POTS over T1 Measured-Rate Service provides a Business Customer with voice services on a high capacity facility. The Customer must sign, at a minimum, a one-year term commitment. The standard service configuration is provided over a single DS-1 to the Customer's premises. Twenty-four POTS lines will be provisioned over a T1 facility for local exchange DOD measured-rate service. The per-minute local usage charges associated with measured-rate service apply as detailed in section 1.1.7.3.

1.2.10.1 Additional Conditions Applicable to Business Trunk Service

- a. The Company will provision Business DS1 Service only after the execution of a Commercial Service Agreement. Customer must commit to a one-, two-, three-, or five-year term of service. The term commitment guarantees Customers certainty of pricing for the length of said term. Once the initial term-of-service commitment expires, the Customer will begin paying for the services subscribed to on a month-to-month basis. A Customer may also choose to sign another Commercial Service Agreement to secure the guaranteed price.
- b. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- c. Company's intraLATA and interLATA toll services and pricing plans will only be available for those trunks configured for outbound or two-way traffic.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.11 **COX CONNECT ISDN PRI FACILITIES**

A Customer wishing to purchase ISDN PRI Service from the Company must subscribe to a Primary Rate Access Facility, also known as the ISDN PRI Facility, which provides the access path at a transmission speed of 1.544 megabits per second (mbps) for voice and data communications between the Customer's PBX switch and the Company's switch. In addition, for each ISDN PRI Facility, the Customer must also purchase one ISDN-PRI Interface. Customers subscribing to the ISDN PRI Service must comply with ISDN Primary Rate Interface specifications as designated by the Company. The Company offers three different interfaces for the ISDN PRI Facilities:

24B Interface: each of the 24 64-kbps channels within the PRI Digital Trunk are used as "bearer" channels, i.e., each channel may carry Customer voice or data traffic. A Customer may purchase this Interface for a PRI Digital Trunk if at least one other PRI Digital Trunk in the trunk group serving the premises has a 23B+D Interface. *

23B+D Interface: 23 of the 24 64-kbps channels within the PRI Digital Trunk are used as bearer channels, while one channel is used to carry out-of-band signaling and control information for the B channels. A Customer wishing to subscribe to a single PRI Digital Trunk must also purchase this interface from the Company. However, a single 23B+D interface may support up to 20 PRI Digital Trunks with 24B Channel Interfaces within the same trunk group depending on facility capabilities.

23B+Back-up D Interface: A 23B+Back-up D Interface is required whenever the ISDN-PRI Interface Arrangements ordered and in service would otherwise cause more than 47 B-channels to be controlled by a single D channel.

1.2.11.1 **Additional Conditions of PRI Digital Trunk Service**

- a. ISDN compatible terminal equipment is a requirement for operation. It is the Customer's responsibility to power and obtain such equipment.
 - i. **With Customer provided backup power for ISDN compatible terminal equipment, ISDN PRI 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, wildfire conditions, forced government evacuations, and fuel shortages.**
- b. ISDN-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.

(N)
|
(N)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.12 COX CONNECT DIRECT INWARD DIALING (DID) NUMBERS

When a Customer orders a DS1 or an ISDN PRI Facility configured for inbound or two-way traffic, the Customer must also order DID numbers from the Company. These DID numbers are the Customer's "address" on the public switched network, and they are necessary for proper completion of calls into the Customer's location without the need for a live attendant. A Customer must purchase DID Number service irrespective of whether the numbers are ported from a third party or provided by the Company.

DID Numbers have two rate components: a non-recurring charge and a monthly rate, each assessed per number.

1.2.13 ADDITIONAL FEATURES AVAILABLE WITH BUSINESS TRUNKS

Hunting

Customers purchasing any Business Trunk Facility may opt to establish a Hunt Group. For a description of this feature, see Section 1.2.7 of this tariff.

(T)

Caller ID

Customer purchasing ISDN PRI service may purchase Caller ID functionality for this type of trunk. For a description of this feature, see Section 1.2.7 of this tariff.

(T)

Secondary Call Routing

Secondary Call Routing will route incoming calls to a secondary or overflow path if the primary path fails. Calls can be routed to any other path available as designed by the Customer; it can be another Cox line or a Non Cox line. Any minutes incurred on a secondary path will be measured service. All usage is at the Cox default rate. This product is for Hi-Cap Trunk facilities only; it is not available for POTS Customers. Customers must provide the interface that enables their system to recognize and switch to the Secondary path. Customers must order enough paths to handle the call flow volume for this service.

(N)

Secondary Call Routing Rates and Charges	Orange County	San Diego
Secondary Call Routing - Cox Line: Up to 24 paths	N/C	\$25.00
Secondary Call Routing – Non Cox Line: Up to 24 paths	\$69.00	\$25.00
Secondary Call Routing - Add'l Paths	\$10.00	\$10.00
Secondary Call Routing - Install	\$200.00	\$200.00

(N)

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L)

(L)

(L) - Material relocated to page 82.

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L)

(L) - Material relocated to page 83.

(L)

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(L)

(L)

(L) - Material relocated to page 84.

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

(D)

(D)

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Fourth Revised Cal. P.U.C. Sheet No. 70-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

RESERVED FOR FUTURE USE

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D)(T)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/N)

(D)

(D)

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Seventh Revised Cal. P.U.C. Sheet No. 74-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/NL
)

(Ø)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

D/NL)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USED

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

RESERVED FOR FUTURE USE

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.15 **OPERATOR SERVICES**

1. **OPERATOR HANDLED CALLING**

Operator Handled Calling Service is provided to Customers and Users of the Company's Local and intraLATA calling services and to users accessing presubscribed public pay phones or Customer provided stations for operator assisted calls. In addition to charges which would otherwise apply pursuant to other Sections of this tariff, each operator call will be assessed a charge(s) as set forth within.

Person-to-Person: Calls completed with the assistance of a Company operator to a particular person, station, department, or PBX extension specified by the calling party. Charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station, or a designated third-party station.

Station-to-Station: Refers to calls other than person-to-person calls billed to either the end user's commercial credit card and/or LEC calling card. Calls may be completed with or without the assistance of a Company operator.

Operator Dialed Charge: The end user places the call without dialing the designation number, although the capability to do it himself exists. The end user will dial "0" for local calls and long distance calls and then requests the operator to dial the called station.

Billed to LEC Calling Card: Refers to calls that are dialed by the Customer in accordance with standard dialing instructions and billed to a LEC calling card.

(L1)

(L1)

(L2)

(L2)

(L1) - Material relocated from page 63.

(L2) - Material relocated from page 64.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.15. **OPERATOR SERVICES (Continued)**

2. **DIRECTORY ASSISTANCE**

Customers and Users of the Company's calling services (excluding 800 services), may obtain directory assistance in determining telephone numbers within California by calling the Directory Assistance operator.

Directory Assistance charges apply for all requests for which the Company's facilities are used. Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, as specified in this tariff, plus the charge for Directory Assistance.

Non-published telephone numbers are not available from Directory Assistance Service.

A credit will be given for calls to Directory Assistance when:

1. the Customer experiences poor transmission or is cut-off during the call.
2. the Customer is given an incorrect telephone number, or the Customer inadvertently misdials an incorrect Directory Assistance NPA.
3. To receive a credit, the Customer must notify the Company operator or Business Office of the problem experienced.

(L1)

(L1)

(L2)

(L2)

(L1) - Material relocated from page 64.

(L2) - Material relocated from page 65.

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Sixth Revised Cal. P.U.C. Sheet No. 82-T

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.15. **OPERATOR SERVICES** (Continued)

3. **RESERVED**

(D/T)

(D)

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2. 16 TELEPHONE DIRECTORY SERVICE

Cox, in contract with Pacific Bell and Verizon-California (formerly, GTEC) or their agents, will provide telephone directory services to its Customers. Customers who reside in Pacific Bell's territory will receive some telephone directory services through Pacific Bell. Customers who reside in Verizon-California's territory will receive some telephone directory services through Verizon-California. Directory services are composed of providing Customers with information listings in alphabetical and street address directories and in directory assistance databases. Cox reserves the right to provide additional directory services to Customers on a case-by-case basis.

A Primary Service Listing is provided to the Customer at no charge. The Primary Service Listing will consist of the Customer's name (as permitted under Subsections 1 and 2 below), telephone number, and street address for the Access Line subject to the listing. The Customer may subscribe to a Name and Number Only Listing, which is a Primary Service Listing consisting of the Customer's name and telephone number only. Otherwise, the Customer may subscribe to Directory Assistance Listing Service, Non-Published Service, or Non-Published Service-Special at the rates specified in Section 1.1.9 of this tariff.

1. Residence Service Listings

Residence Service Primary Listings and Additional Listings shall consist of name(s) in accordance with the following:

Individual(s) listed must reside on the premises to which the service is furnished and the name(s) shall be that as commonly used by the individual(s) for identification for regular business and social purposes. Normally the name(s) will consist of a surname and a given name or names. The name(s) may be:

- That of an individual
- A combination of names and/or initials of two persons with the same surname.
- Another given name and/or initials for a person known by more than one name.
- Professional Titles.

For the purpose of identification, a residence listing of a professional Customer may include an abbreviation indicating a professional title or scholastic degree.

To ensure that listings are placed in the appropriate section of the directory, each Residential listing must be designated "Residential".

(T)
(T)

2. Business Service Listings

Business Service Primary Listings and Additional Listings shall include name(s) in accordance with the following. The name may be that of:

- An individual engaged in the business or profession.
- An employee, officer or member of the firm, company, corporation or association.

(L) - Material relocated from page 68.

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2. 16 TELEPHONE DIRECTORY SERVICE (Continued)

2. Business Service Listings (Continued)

- A branch, department or division of the same business.

- Another individual, firm, company, corporation or association represented by the Customer when the use of the name to be listed is authorized by the owner of the name, or . . .

- A fictitious name by which the Customer or joint user is known.

Listings to secure preferential publicity or position by the use of a brand name or by other means are not accepted unless the Customer actually conducts business under the name to be listed.

Additional Listings may include a reference to the name shown in a Primary and/or Additional Service Listing.

Business Customers who operate their business from a residential location may arrange for a residential listing in the name of an individual who also resides at that location, an employee, or the name of the firm, company or association at the rate applicable to additional residential listings. Such residential listing shall comply with the rules specified in Part 1 of this Section.

A school, college or university, which subscribes to Centrex Service may, for the residence Additional Listing rate, arrange for a residence Additional Listing in the name of a student, faculty member or other employee residing in living quarters which are owned or leased and operated by the school, college or university.

To ensure that listings are placed in the appropriate section of the directory, each commercial listing must be designated "Business" or "Government".

(T)
(T)

3. Duplicate Listing

Customers may arrange for Additional Listings, similar to the Primary Service Listing, at the Additional Listing rate. Listings may include abbreviated names, names, which are commonly spelled several ways, rearrangements of names and nicknames by which the Customer is commonly known. All names will be included in their proper alphabetical order. If the above Additional Listing does not readily identify the Customer, it shall be necessary to include a line of information stating "same as" or "see" and a reference to the name contained in the Primary Service Listing at the lines of information rate. Listings will not be accepted for the purpose of securing preferential publicity or position.

(L) - Material relocated from page 68.1.

1. LOCAL EXCHANGE SERVICES (Continued)

1.2 RULES AND REGULATIONS (Continued)

1.2.17 9-1-1 TELECOMMUNICATION SERVICE

All terms and conditions set forth in this Section are fully applicable to Local Exchange Services as defined in this tariff.

1. SERVICE OVERVIEW

1. The Company will provide 9-1-1 Telecommunications Service (9-1-1 Service) for the purpose of voice reporting emergencies by the public.
2. A Public Safety Answering Point ("PSAP") is the answering point for a 9-1-1 call. A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer first; Secondary PSAPs receive calls on a transfer basis only.
3. Any person dialing "9-1-1" from a telephone which is usable for local exchange telephone network access and arranged to provide 9-1-1 Service will be automatically connected to the appropriate PSAP for that telephone. A residential Customer will retain access to 9-1-1 service even if disconnected for nonpayment.
4. For the purposes of this tariff a Responding Agency is an agency which is prepared to provide one or more specific emergency services via calls received from a PSAP.
5. 9-1-1 calls originated from the Company's Local Exchange Service access facilities shall be completed to the appropriate PSAP without a charge being assessed to the calling party by the Company.
6. 9-1-1 Service may be classified as one of two types: Basic Service and Enhanced Service.
 - a. Basic 9-1-1 Service provides for routing all 9-1-1 calls originated by telephones having telephone numbers beginning with a given central office prefix code or codes to a single PSAP which is prepared to receive those calls. Basic 9-1-1 Service has certain inherent features and optional features which may or may not be available with Enhanced 9-1-1 Service.
 - b. Enhanced 9-1-1 Service provides certain features such as selective routing of 9-1-1 calls to a specific PSAP which is selected from the various PSAP's serving Customers within that central office area. Enhanced 9-1-1 Service has certain other inherent and optional features which may or may not be available with Basic 9-1-1 Service.

(L1)

(L1)

(L1)) Material relocated from Page 86.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE (Continued)**

1. **SERVICE OVERVIEW (Continued)**

(L1)

|

(L1)

2. **REGULATIONS (THESE REGULATIONS APPLY TO BOTH BASIC AND ENHANCED SERVICE, AS APPROPRIATE)**

1. This offering is limited to the provision and use of the digits "9-1-1" as the Universal Emergency Telephone Number (Code).
2. 9-1-1 Service is a one-way service only.
3. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial, the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1." The Company's entire liability arising out of the provision of 9-1-1 Service under this tariff shall be limited as set forth in this Section and in the Rules.
 - a. 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.
 - b. 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 is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while commercial power is available and during outages for the period when the battery is in operation.
 - c. 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, wildfire conditions, forced government evacuations, and fuel shortages.

(N)

|

(N)

4. Customers of Multi-line Telephone Systems ("MLTS"), such as services associated with PBX equipment and Centrex services, may have the ability to obtain a service directly from Cox (see Emergency Locator Service in this tariff) or a third party provider that will allow for the provision of more specific Automatic Number Identification ("ANI") and Automatic Location Identification ("ALI") sub-address information to the 911 administrator. It is the customer's responsibility to provide and update such ANI and ALI information. It is the responsibility of Cox to provide the location of the pilot number (also referred to as the Billing Telephone Number or BTN) to the PSAP for 911 calls. Where technically and operationally feasible, Cox can deliver ANI to the PSAP at a station level behind a MLTS, when the customer utilizes a PS-ALI service offered by Cox or a third party provider.

(L1)) Material relocated to Page 85.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE**

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 (PSAP) of the caller's telephone number and the address/location of the telephone.

Emergency Locator Service is offered separately for PBX and Trunk Service and for Centrex-type Services. For PBX and Trunk Services, the 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 PBX and Trunk Services version of 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. Customers selecting the Centrex-type Service version of PS/ALI are required to provide Company with accurate location detail information per telephone number (and accurate updates) and Company will pass through Customer's information to the 911 database.

(N)
(N/D)
(N)
(N/D)
(N)
(N)
(N)

A. PBX and Trunk Services

(N)

The prices charged by the Company related to this service are as follows:

Initial Load File Installation Charge (more than 25 lines or telephone numbers)	Monthly One to One Recurring Charge per Number	Monthly Many to One Recurring Charge per Occurrence
\$1500.00	\$0.15	\$5.00
Initial Load File Installation Charge (less than 25 lines or telephone numbers)		
\$400.00	\$0.15	\$5.00

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

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.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

A. **PBX and Trunk Services**

(N)

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

1. Customer will complete a customer profile ordering form (i) designating a single point of contact for all operational issues, (ii) supplying the necessary telephone number range(s) and PSAP, if multiple locations apply. Customer and Company shall validate telephone number ranges provided through any LEC dial tone provider(s) other than Company.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. If Customer is porting to Company a block of telephone numbers from another telephone company, Customer is responsible for working with the transferee LEC to port the main billing telephone number and all associated telephone numbers via the NENA standard unlock and migrate function codes through normal Service Order Input ("SOI") processing.
9. If Customer discontinues dial tone services with Company or another provider, the use of PS/ALI services by Customer will be discontinued for the corresponding block of telephone numbers.

(D)

(D)

(D)

(T)

(T)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

A. **PBX and Trunk Services, cont'd:**

(N)

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

10. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time:

(T)

- Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version)
- Internet access
- Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
- Currently Apple/MAC browsers are not supported

11. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.

(T)

12. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token for Customer's use in meeting its responsibilities hereunder.

(T)

13. Customer will provide Company with a spreadsheet containing the telephone numbers, names, and site-specific PBX information for initially loading the records into the PS/ALI database. A PS/ALI Initial Load File ("ILF") form will be provided to the Customer to provide Company with the required ILF fields and format information for the initial build of telephone number records into Company's system. Company will validate that the numbers submitted by the customer are owned by the Company but is not otherwise required to manipulate and/or change any of the data provided in the ILF on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information via the ILF form. The Customer may submit the first ILF data form to the Company without additional charge. Customer will incur additional charges for any subsequent ILFs required.

(T)

14. Company will attempt to correct only MSAG errors, that is, "701" errors (house number out of range in MSAG) and "709" errors (street not found in MSAG). MSAG related errors that Company is unable to correct will be forwarded to Customer for correction. All other error types detected either by validation against Company databases or against other host ALI databases, will also be returned to Customer for correction. This includes errors that occur during the Initial Load File build and errors occurring after the initial load. Error records will be returned 'as is' to Customer.

(T)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

A. **PBX and Trunk Services, cont'd:**

(N)

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

15. Customer **is required to** migrate and update **Direct Inward Dial** ("DID") numbers and all other telephone numbers associated with this service **directly** through the PS/ALI Manager's **web-based interface** 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. (T/N/D)
(N)
16. After validation and processing through the PS/ALI database system, Company will **pass through** 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 E911 database provider(s) throughout the country **based on the information provided by the Customer.** (T/N)
(D)
(N)
17. Telephone numbers that are transported outside of Company's defined operational jurisdictions, either on a temporary or permanent basis, may not be routed to the proper PSAP and customer will assume any and all risk associated with this condition. (T)
18. The PS/ALI Manager's web-based interface offers a range of online reports to facilitate PBX management, allowing data to be sorted by address and telephone number range, and Customer is expected to use same and **is fully** responsible for the accuracy of any information provided. (N/D)
19. For day-to-day management processing matters, Customer should contact its designated Company data analyst. Company analysts provide routine support services Monday through Friday during normal business hours (8:00 a.m. – 5:00 p.m. Mountain Time), excluding Company-observed holidays. (T)
20. Company will provide training to Customer at a mutually agreed-upon date and time. This training will include training on the use of the web-based services. Company will provide one training class, for a maximum of two (2) hours, via a telephone conference call to a maximum of two (2) attendees. Company will provide a maximum of two (2) copies of training course materials to attendees of the training conference call described herein. (T)
21. If Customer decides to discontinue dial tone service with Company or any other LEC providing services to the Customer, then Customer shall immediately notify the assigned Company data analyst in writing that a designated telephone number range will discontinue dial tone services stating the identification of the LECs including Company associated with those numbers. Such notification must be received by Company forty five (45) days in advance. It is the Customer's responsibility to communicate with Company and any other affected LECs regarding the discontinuation and within twenty (20) days of providing the notice set forth above, Customer must either delete all records through the normal SOI update process or instruct Company to unlock all such records. After all records are deleted or unlocked, Company may deny Customer account access. After thirty (30) days, the account access will be denied regardless of option chosen. (T)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

A. **PBX and Trunk Services, cont'd:**

(N)

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

22. For Customer requests that are beyond the scope of the deliverables outlined in this tariff, Customer may submit a change request ("Change Request") form to Company and Company at its option may accept the requested change and/or propose additional charges to Customer for same. (T)
23. Any and all PS/ALI system problems that Customer experiences shall be immediately reported to Company without delay. Notwithstanding the foregoing, any Internet **browser** problems experienced by Customer while using PS/ALI should be reported to the browser manufacturer. (T)
(N/D)
24. As a condition to Company's obligation to initiate and continue PS/ALI services to Customer, Customer is obligated to deliver to Company and to continue in full force and effect **accurate information on** the following: (T)
(N)
- 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.
25. Company may request from time to time additional information from Customer and Customer shall promptly and within any time period stated respond to any such request. (T)
26. At any time and from time to time, Company may assign or delegate some or all of its rights and responsibilities hereunder to any qualified provider of PS/ALI services or support and Customer agrees to cooperate fully with any agent, assignee or delegate of Company in furtherance of Company's provision of PS/ALI services. (T)

(L)

(L)

(L) Material relocated to Page 87.0.5.

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

(N)

B. **Centrex-type Services**

The Centrex-type version of Company's PS/ALI service is available to customers receiving Company-provided Centrex and Centrex-type services. There are no charges associated with this version of Company's PS/ALI service. Customers selecting the Centrex-type Service version of PS/ALI are responsible for providing Company with accurate information to establish the service and accurate location detail information per telephone number (and accurate updates), and Company will pass through Customer's information to the 911 databases. All telephone numbers that a Customer desires to be included in the Company's PS/ALI service must be assigned to the Customer by the Company for use with Company service. Telephone numbers that are provided by a service provider other than the Company are not eligible for inclusion of this service.

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

1. Customer will complete a customer profile ordering form (i) designating a single point of contact for all operational issues, (ii) supplying the necessary telephone number range(s) and PSAP, if multiple locations apply. Customer and Company shall validate telephone number ranges provided through any LEC dial tone provider(s) other than Company.
2. 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.
3. Company will attempt to load additional numbers submitted on subsequent Load Forms within seven (7) business days following the receipt of valid TNs but full assurance of meeting a seven (7) day timeline is not guaranteed. Company will only receive telephone number location detail information and updates during normal business hours.
4. 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.
5. 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.
6. Customer will provide Company with a spreadsheet in the format prescribed by the Company containing the telephone numbers, names, and site-specific Centrex information for initially loading the records into the PS/ALI database. 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 spreadsheet on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information on the spreadsheet.
7. 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 when the initial spreadsheet is filled out.

(N)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

(N)

B. **Centrex-type Services, cont'd:**

8. Customer is required to provide updated information to the Company on Direct Inward Dial ("DID") numbers and all other telephone numbers associated with this service. Updates include but are not limited to change(s) in the location of the telephone station(s) served by specific telephone number(s). Customer is fully responsible for the accuracy of any information provided.
9. After the initial loading of the records into the PS/ALI database system, Company will pass through updated telephone number records provided by Customer to the appropriate "E911 database" provider based upon the NPA/NXX on each record. Records processed by the Company will be transmitted to the E911 database provider(s) throughout the country based on the information provided by Customer.
10. 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.
11. For day-to-day management processing matters, Customer should contact its designated Company representative during normal business hours.
12. If Customer discontinues dial tone services with Company, the use of PS/ALI services by Customer will be discontinued for the corresponding telephone numbers. Customer shall immediately notify Company in writing that designated telephone numbers will discontinue dial tone service, 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 other affected LEC regarding the discontinuation and within twenty (20) days of providing the notice set forth above.
13. 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 accurate information on the following:
 - a. a completed order form as required by the Company,
 - b. a completed and accurate spreadsheet for initially loading the records,
 - c. a designated point of contact,
 - d. 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,
14. 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. 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.

(N)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.17 **9-1-1 TELECOMMUNICATION SERVICE**

3. **EMERGENCY LOCATOR SERVICE (Continued)**

C. **For all Emergency Locator Service**

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.)

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 and VOIP 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.

In addition to the Customer's other obligations to indemnify, defend and hold harmless the Company, Customer specifically agrees to indemnify, defend and hold harmless the Company from any and all claims of any person which claims relate to, or are caused in whole or in part by, Customer's failure to provide accurate and timely moves, adds, and changes information and other information which information is either needed or useful to the Company in order for the Company to properly implement E911 services or to populate E911 databases maintained by itself or other parties. If Customer is served by the Company through a PBX or any customer-owned or customer-controlled equipment, then Customer shall further indemnify, defend and hold harmless the Company against any E911-related claims described above which result from Customer's failure to immediately inform the Company of any and all changes to the PBX or other equipment which would impair the accuracy of the E911 database for any users of that equipment or from Customer's failure to educate its users on the limitations of E911 and the need for users to provide their exact physical location when making a 911 call. The duty of the Customer to indemnify, defend and hold the Company harmless applies to any form of E911 service provided to the Customer by Company including its PS/ALI offering.

(L) Material relocated from Page 87.0.4.

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.18 **INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS**

For special situations, rates for specialized services will be determined on an Individual Case Basis (ICB) and specified by contract between the Company and the Customer. ICB's are subject to GO 96-A rules.

1.2.19 **RESERVED**

1.2.20 **RESERVED**

(D/N)

(D)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.20 **RESERVED**

(D/N)

(D)

1. **LOCAL EXCHANGE SERVICES** (Continued)

1.2 **RULES AND REGULATIONS** (Continued)

1.2.20 **RESERVED**

(D/N)

(D)

1. **LOCAL EXCHANGE SERVICES (Continued)**

1.2 **RULES AND REGULATIONS (Continued)**

1.2.21 **COX TRANSPARENT LAN CONNECTION (TLC)**

(N)

Cox's Transparent LAN Connection (TLC) Service is a business product that provides intrastate high-capacity channels for transport of data signals. The TLC Service provides a Layer 2 (Datalink) Ethernet service between two Customer sites in Cox's Orange County market.

Cox TLC service provides for the transmission of data at a standard bit rate from 5 Mbps up to 1 Gigabit either InterPOP or IntraPOP connectivity. Cox TLC service is available in point-to-point configurations and multipoint configurations are available on a case-by-case basis.

Regulations

TLC services are designed to meet the point-to-point data communications requirements of Cox's Orange County Business Customers, i.e., non-interexchange carriers. These services may not be resold or provided to any other company without prior written consent of the Company.

Provisioning

Customer interface and equipment specifications must meet the Company's requirements to provide the service. This service may require specific Customer provided equipment, facilities and space. Additional services may be provisioned from Cox over the basic Cox TLC Service. Cox TLC provides the physical layer and basic transport only.

The Company assumes no responsibility for the through transmission of signals by CPE (Customer premise equipment), for the quality of or defects in such transmission, for the reception of signals by CPE, or address signaling to the extent addressing is performed by CPE. Error detection and correction of data generated by CPE is the Customer's responsibility. Where feasible, QOS (quality of service) may be provided by Cox as a separate non-tariffed rate information service on a case-by-case basis.

Cox TLC service is provisioned using Ethernet or ATM (Asynchronous Transfer Mode) protocol. Other protocols may be provisioned at Cox's discretion as separate non-tariffed information services. Service is delivered in a threaded network design as standard. Self-healing, redundant designed networks are available on an ICB basis.

Cox TLC service is provisioned at 5MBPS, 10MBPS, 50MBPS, 100MBPS, 150MBPS and Gig-E bandwidths. Greater and lesser bit rate channel bandwidths may be available to Customers on a case-by-case basis at the sole discretion of Cox. Such bit rates are at the sole discretion of the Company and are priced and delivered on an ICB basis. Bit rate speeds are provided as best effort UBR (uncommitted band rates). CBR (committed band rates) may be available from Cox priced and delivered on an ICB basis.

Other Services

TLC may include additional Cox informational services: MPLS (Multi-protocol Label Switching) Labeling, BGP (Border Gateway Protocol), VLAN (Virtual Local Area Networks), PVP (Private Virtual Paths), QoS (Quality of Service), MRTG (Multi-Router Traffic Graph) reporting, Ethernet protocol and other special packet prioritization, bridges, protocols, network design or service reports. The ability to provide any additional service is at the discretion of Cox and will be provided on an ICB basis.

(N)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.1 GENERAL

Intra-Local Access and Transport Area (LATA) toll services, also known as Message Telecommunications Services (MTS), are furnished for telephone communication between telephones in different local calling areas, as defined in this tariff, within the same LATA in accordance with the regulations and schedules of charges specified in this tariff.

2.1.1 TIMING OF MESSAGES

- (a) Unless otherwise indicated, all calls are timed and rounded up to the next whole minute.
- (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 a connection is established.
- (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.
- (e) Calls originating in one time period (as defined in this section) and terminating in another will be billed the rates in effect at the beginning of the billing increment.

2.1.2 TIME PERIODS DEFINED

Day:	8:00 a.m. to, but not including 5:00 p.m., Monday through Friday
Evening:	5:00 p.m. to, but not including 11:00 p.m., Monday through Friday
Night/Weekends:	11:00 p.m. to, but not including 8:00 a.m., Monday through Friday
	All day Saturday, Sunday and Holidays

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.2 INTRALATA PIC CHANGE CHARGE

(D)

(D)

(C)

IntraLATA PIC Change Charge

NRC
N/A

2.3 PER-MINUTE RATES

1(a). ALL CLASSES OF RESIDENTIAL LOCAL EXCHANGE SERVICE

Intrastate Calling

Rate/minute \$ 0.18

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) Continued)

2.3 PER-MINUTE RATES (Continued)

2. ALL CLASSES OF BUSINESS LOCAL EXCHANGE SERVICE

<u>Distance</u>	<u>Day</u>	<u>Evening</u>	<u>Night/ Weekends</u>
13 - 16 Miles (Santa Barbara Market Only)			
Initial Minute	\$0.0280	\$0.0280	\$0.0280
Add'l Minute	\$0.0240	\$0.0240	\$0.0240
17 - 20 Miles			
Initial Minute	\$0.0728	\$0.0728	\$0.0728
Add'l Minute	\$0.0500	\$0.0500	\$0.0500
21 - 40 Miles			
Initial Minute	\$0.0869	\$0.0869	\$0.0869
Add'l Minute	\$0.0728	\$0.0728	\$0.0728
41 - 70 Miles			
Initial Minute	\$0.0940	\$0.0940	\$0.0940
Add'l Minute	\$0.0799	\$0.0799	\$0.0799
70+ Miles			
Initial Minute	\$0.0940	\$0.0940	\$0.0940
Add'l Minute	\$0.0869	\$0.0869	\$0.0869

3. CALLING CARDS

	<u>Day</u>	<u>Evening</u>	<u>Weekends</u>	
Residential	N/A	N/A	N/A	
Business ♦	N/A	N/A	N/A	(D)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS

The following Calling Plan Options are available to Cox Customers: Nickel, Gold and Platinum Plans. Business Customers are eligible for discounts offered with the Gold Plan without commitment to minimum monthly toll charges, while the Platinum Plan discounts are designed for business Customers that have a minimum of \$150 per month in intraLATA toll charges. The rates, terms and discounts are outlined below.

The Nickel Plan

The Nickel Advantage Plan offers business Customers a flat rate of five cents per minute all day every day without commitment to a minimum monthly toll charge. The optional calling plan will be available to new and existing Customers who choose Cox Long Distance for both PIC and LPIC. This plan may be used in combination with Company's interstate optional calling plans, the Cox LD Solutions and Cox LD Enterprise. The Nickel Plan offers sub-minute incremental billing with an initial 18-second billing period and subsequent 6-second billing periods.

18-Second Initial Period	\$ 0.015
6-Second Additional Period	\$ 0.005

The California Four-Cent Plan

The California Four-Cent Plan offers Business Customers a flat rate of four cents per minute for direct dialed intrastate long distance with a minimum subscription to at least four business lines in San Diego and a minimum of three business lines in Orange County with a minimum one-year term agreement. The optional calling plan will be available to new and existing Customers who choose Cox Long Distance for both PIC and LPIC. This plan may be used in combination with Company's interstate optional calling plans: Cox LD Solutions III, Cox LD Enterprise III, Cox Toll Free Solutions III, Cox Dedicated Solutions III, Cox Dedicated Enterprise III and Cox Dedicated Toll Free Solutions III Plans. (See Cox's website for details www.cox.com/telephone). The California Four-Cent Plan offers sub-minute incremental billing with an initial 18-second billing period and subsequent 6-second billing increments.

18-Second Initial Period	\$ 0.012
6-Second Additional Period	\$ 0.004

The Measured-Rate 3.8-Cent Plan

The Measured-Rate 3.8-Cent Plan offers Business Customers a flat rate of 3.8 cents per minute for direct dialed intrastate long distance with a minimum subscription of at least three business lines on a one-year term agreement or longer. The optional calling plan will be available to new and existing Customers who choose Cox Long Distance for both PIC and LPIC. This plan may be used in combination with Company's interstate optional calling plans. The Measured-Rate 3.8-Cent Plan offers 6-second billing increments after an initial one-minute billing increment. This plan is also provisioned for Orange County Customers who subscribe to the Cox Flex T-1 service.

One-minute Initial Period	\$ 0.038
6-Second Additional Period	\$ 0.0038

Cox U.S. 500 Savings Plan

This optional residential long distance calling plan provides Cox Customers a competitively price alternative for substantial users of long distance service. The optional calling plan is available to new and existing Customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The plan has a monthly recurring charge, which includes up to 500 minutes of intrastate and interstate usage. Additional minutes over the included 500 will be assessed \$0.05 per minute all day, everyday on direct dialed calls. (T)

Monthly Recurring Charge	Orange County \$14.95 (R)	San Diego \$25.00	(T) (R/T)
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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS

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. Residential 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 18 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. (l)

Cox U.S. Savings Plan

This optional calling plan provides Cox California Residential Customers a competitively price alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing Customers who choose Cox Long Distance for both PIC and LPIC. This intrastate plan is a flat \$0.05 per minute all day, every day on direct dialed calls with a monthly recurring fee of \$3.95.

Monthly Charge: \$3.95

Per Minute: \$0.05

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox Orange County Unlimited Connection Call Plan:

A. General

Where facilities exist and operating conditions permit, the Cox Orange County Unlimited Connection Call Plan offers Residential Customers in Company's Orange County service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below.

B. Eligibility

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

1. One flat-rated Residential Access Line, or one Universal Lifeline Telephone Service line (see Sections 1.1.1, 1.1.2, of this schedule for applicable service activation and monthly recurring rates); and
2. Cox Long Distance for both the intra- and inter-LATA toll services on that same line (see Section 2 of this tariff, Schedule Cal P.U.C. C-1, and the Cox Customer service agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>; and
3. Either the Control Plus or the Solutions feature package on that same line (see Section 1.1.4.1 of this schedule for applicable service activation and monthly recurring rates).

C. Terms and Conditions:

- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (T)
- b. The applicable monthly recurring charge for the Cox Orange County Unlimited Connection^(sm) Plan will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- c. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within California, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.
- e. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox Orange County Unlimited Connection Call Plan, cont'd.

C. Terms and Conditions, cont'd.

- f. 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 up to a maximum of four Residential telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include 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 apply.
- g. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this plan, refer to Schedule Cal P.U.C. C-1.
- h. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

D. Rates and Charges:

	Monthly Recurring Charge
Plan with any Cox Residential Voice Mail connected to the eligible line.	\$22.86
Plan without Cox Residential Voice Mail connected to the eligible line.	\$27.81

E. Tax Algorithm:

The Company will compute the taxes and surcharges on the monthly recurring charges above based on the jurisdictional split described herein. The Company will apply the intrastate taxes and surcharges specified in Section 4 of this tariff to the amount identified below as "Intrastate Jurisdiction." The Company will apply the Universal Service Fund Fee specified in the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp> to the amount identified below as "Interstate Jurisdiction."

	Intrastate Jurisdiction	Interstate Jurisdiction
Plan with any Cox Residential Voice Mail connected to the eligible line.	\$18.52	\$4.34
Plan without Cox Residential Voice Mail connected to the eligible line.	\$22.53	\$5.28

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox San Diego Nationwide Connection:

A. General

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

B. Eligibility

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

- i. One flat-rated Residential Access Line, or one Lifeline Telephone Service line (see Sections 1.1.1, 1.1.2, of this schedule for applicable service activation and monthly recurring rates); and (T)
- ii. Cox Long Distance for both the intra- and inter-LATA toll services on that same line (see Section 2 of this tariff, Schedule Cal P.U.C. C-1, and the Cox Customer service agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>; and
- iii. One of the Active Lifestyle, Control Plus or Solution feature packages on that same line (see Section 1.1.4.1 of this schedule for applicable service activation and monthly recurring rates); and
- iv. The Cox Service Assurance Plan.

C. Terms and Conditions:

- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (T)
- b. The applicable monthly recurring charge for the Cox San Diego Nationwide Connection will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- c. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within California, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.
- e. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox San Diego Nationwide Connection, cont'd.

C. Terms and Conditions, cont'd.

- f. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
- h. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this plan, refer to Schedule Cal P.U.C. C-1.
- i. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

D. Rates and Charges:

	Monthly Recurring Charge
Cox San Diego Nationwide Connection.	\$20.00

(T)

E. Tax Algorithm:

The Company will compute the taxes and surcharges on the monthly recurring charges above based on the jurisdictional split described herein. The Company will apply the intrastate taxes and surcharges specified in Section 4 of this tariff to the amount identified below as "Intrastate Jurisdiction." The Company will apply the Universal Service Fund Fee specified in the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp> to the amount identified below as "Interstate Jurisdiction."

	Intrastate Jurisdiction	Interstate Jurisdiction
Cox San Diego Nationwide Connection.	\$16.20	\$3.80

(T)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox San Diego Connections

A. General

Cox San Diego Connections is a per-line intraLATA only call plan, which offers Cox Residential Customers unlimited direct-dialed intraLATA toll calls for a flat monthly recurring charge (MRC).

B. Eligibility

Residential Customers in Company's San Diego service area, who subscribes to:

- i. One flat-rated Residential Access Line, or one Lifeline Telephone Service line (see Sections 1.1.1, 1.1.2, of this schedule for applicable service activation and monthly recurring rates); and (T)
- ii. Cox Long Distance for intraLATA toll services on that same line (see Section 2 of this tariff; and
- iii. One of the Active Lifestyle, Control Plus or Solution feature packages on that same line (see Section 1.1.4.1 of this schedule for applicable service activation and monthly recurring rates).

C. Terms and Conditions:

- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (T)
- b. The applicable monthly recurring charge for the Cox San Diego Connections will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- c. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above.
- d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any toll location within the San Diego LATA.
- e. The unlimited intraLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- f. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 3,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to intraLATA toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff.

D. Rates and Charges:

	Monthly Recurring Charge
Cox San Diego Connection.	\$4.05

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

The 10,000 Minute Pack

This optional long distance call plan provides Cox Business Customers a block of 10,000 minutes of direct dialed intrastate long distance service. 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 billed at \$.035 per minute in whole minute increments.

Monthly Recurring Charge \$300.00

The 20,000 Minute Pack

This optional long distance call plan provides Cox Business Customers a block of 20,000 minutes of direct dialed intrastate long distance service. 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 billed at \$.03 per minute in whole minute increments.

Monthly Recurring Charge \$500.00

The Cox Centrex San Diego County Call Plan

This optional call plan provides Cox San Diego Business Centrex Customers unlimited direct dialed calls within San Diego County. The unlimited toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the Centrex line subject to this call plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, (4) shall not be applied to calls outside San Diego County, and (5) shall not apply to operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance. The Company may monitor the Customer's toll usage. If the Customer uses the toll minutes under this plan for outbound telemarketing, auto-dialers, call centers or non-voice services, including but not limited to, data services, the Customer will be in violation of the usage restrictions of the plan. If the Customer is in violation of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service. The call plan is billed on a per-Centrex line or station and the charge is in addition to the monthly recurring charge (MRC) associated with the Centrex line.

Monthly Recurring Charge:

	1-Year	2-Year	3-Year	5-Year	M-T-M
Cox SD County Unlimited	\$22.00	\$21.00	\$20.00	\$20.00	\$24.00 (N)

(T)
(N)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

USA Unlimited Calling

A. General

Where facilities exist and operating conditions permit, the Cox Orange County USA Unlimited Call Plan offers Residential Customers in Company's Orange County service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. If the Customer meets the eligibility criteria below, the Customer qualifies for the Canada Unlimited Call Plan. See website referenced in B.1 below for details.

B. Eligibility

Residential Customers in Company's Orange County service area, who subscribes to:

1. One flat-rated Residential Access Line, or one Lifeline Telephone Service line (see Sections 1.1.1, 1.1.2, of this schedule for applicable service activation and monthly recurring rates); and (T)
2. Cox Long Distance for both the intra- and inter-LATA toll services on that same line (see Section 2 of this tariff, Schedule Cal P.U.C. C-1, and the Cox Customer service agreement at <http://www.cox.com/telephone/CustomerServicesAgreement.asp>; and
3. One of the following feature packages: Active Lifestyle, Control Plus or Solutions, OR Voicemail with Cox Service Assurance Plan (CSAP) on the same account (see Section 1.1.4.1 of this schedule for applicable service activation and monthly recurring rates for the regulated services; standard rates apply for the unregulated service (voicemail and CSAP).

C. Terms and Conditions:

- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (T)
- b. The applicable monthly recurring charge for the Cox Orange County Unlimited Connection^(sm) Plan will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- c. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in Section B above on the Primary Line.
- d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within California, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.
- e. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

USA Unlimited Calling, (Continued).

C. Terms and Conditions: (continued)

- f. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
- h. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this plan, refer to Schedule Cal P.U.C. C-1.
- i. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

D. Rates and Charges:

	Monthly Recurring Charge
Plan with any Cox Residential Voice Mail or Cox Service Assurance Plan, or any feature package connected to the eligible line.	\$14.95

E. Tax Algorithm:

The Company will compute the taxes and surcharges on the monthly recurring charges above based on the jurisdictional split described herein. The Company will apply the intrastate taxes and surcharges specified in Section 4 of this tariff to the amount identified below as "Intrastate Jurisdiction." The Company will apply the Universal Service Fund Fee specified in the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp> to the amount identified below as "Interstate Jurisdiction."

	Intrastate Jurisdiction	Interstate Jurisdiction
Plan with eligible service.	\$11.96	\$2.99

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox San Diego Connection Unlimited Plus

A. General

Where facilities exist and operating conditions permit, the Cox San Diego Connection Unlimited Plus package offers Residential Customers in Company's San Diego service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. If the Customer meets the eligibility criteria below, the Customer qualifies for the Canada Unlimited Call Plan. See website referenced in B.1 below for details.

B. Eligibility

Cox Digital Telephone Customers in the Company's San Diego service area, who have requested the Connection Unlimited Plus package, which includes the following services:

- One Residential Access Line
- Cox Nationwide Connection Long Distance
- Solutions feature package
- Standard Voice Mail

C. Terms and Conditions:

- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service.
- b. The applicable monthly recurring charge for the Cox San Diego Connection Unlimited Plus package will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- c. A Customer may subscribe to this package on the Primary Line only.
- d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within California and the U. S. territories.
- e. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- f. 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 up to a maximum of four Residential telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include 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 apply.

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS) (Continued)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Cox San Diego Connection Unlimited Plus, (Continued).

C. Terms and Conditions: (continued)

g. reserved

h. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this plan, refer to Schedule Cal P.U.C. C-1.

i. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

D. Rates and Charges:

	Residential MRC	LIFELINE MRC
Cox San Diego Connection Unlimited Plus package	\$39.95	\$34.95

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Simply Five Savings Plan

Upon Customer's request, this optional calling plan will provide Cox Residential Customers a competitively price alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing Customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate and interstate calls with a monthly recurring charge (MRC) of \$4.99. The MRC will be waived for Customers who subscribe to either Control Plus or Solutions feature packages, and/or subscribe to both cable and high-speed data services offered by the Cox Affiliated Company.

The Business Nickel Call Plan

This Business 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. The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly recurring charge and billed on six-second increments. Additionally, there is a corresponding interstate call plan that includes state-to-state calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. As an added benefit to this plan, the Customer will receive free LD minutes each month depending on the number of lines associated with the account pursuant to the table below. The benefit is granted per account.

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

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- through five-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.

Term Options	MRC	Overage
1 Year	\$7.50	\$0.075
2 Year	\$7.20	\$0.072
3 Year	\$7.00	\$0.070
4 Year	\$6.90	\$0.069
5 Year	\$6.80	\$0.068

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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- through five-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.

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

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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- through five-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.

Term Options	MRC	Overage
1 Year	\$26.00	\$0.052
2 Year	\$25.00	\$0.050
3 Year	\$23.00	\$0.046
4 Year	\$22.50	\$0.045
5 Year	\$22.00	\$0.044

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CBS Minute Pack 1000

This optional long distance call plan offers a Cox Business Customer a block of 1000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one- through five-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.

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

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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- through five-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.

Term Options	MRC	Overage
1 Year	\$109.00	\$0.0436
2 Year	\$105.00	\$0.042
3 Year	\$100.00	\$0.040
4 Year	\$97.50	\$0.039
5 Year	\$95.00	\$0.038

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CBS Minute Pack 5000

This optional long distance call plan offers a Cox Business Customer a block of 5000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one- through five-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.

Term Options	MRC	Overage
1 Year	\$200.00	\$0.040
2 Year	\$195.00	\$0.039
3 Year	\$190.00	\$0.038
4 Year	\$185.00	\$0.037
5 Year	\$180.00	\$0.036

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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- through five-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.

Term Options	MRC	Overage
1 Year	\$280.00	\$0.0373
2 Year	\$275.00	\$0.0367
3 Year	\$270.00	\$0.036
4 Year	\$260.00	\$0.0347
5 Year	\$255.00	\$0.034

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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- through five-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.

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

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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- through five-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.

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

CBS Minute Pack 40,000

This optional long distance call plan offers a Cox Business Customer a block of 40,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one- through five-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.

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

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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.

Term Options	MRC	Overage
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

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.

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

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.

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

(L) Material relocated to page 87.6.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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.

Term Options	MRC	Overage
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

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.

Term Options	MRC	Overage
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

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Unlimited Connection Call Plan

- A. Description: (N)
Where facilities exist and operating conditions permit, the Cox Orange County/**Santa Barbara** Unlimited Connection Call Plan offers Residential Customers in Company's Orange County/**Santa Barbara** service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. (N)
- B. Eligibility (N)
Residential Customers in Company's Orange County/**Santa Barbara** service area that subscribe to:
1. At least one flat-rated Residential Access Line, or one Lifeline Telephone Service line (see Sections 1.1.1, 1.1.2, of this schedule for applicable service activation and monthly recurring rates); and
 2. Cox Long Distance for both the intra- and inter-LATA toll services on that same line (see Section 2 of this tariff, Schedule Cal P.U.C. C-1, and the Cox Customer service agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>; and
- C. Terms and Conditions:
- a. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service.
 - b. The applicable monthly recurring charge for the Cox Orange County/**Santa Barbara** Unlimited Connection Call Plan will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service. (N)
 - c. A Customer may subscribe to multiple call plans on multiple lines as long as each line meets the conditions specified in Section B above.
 - d. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section B above to any place within California, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, **American Samoa** and CNMI. (T)
 - e. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
 - f. **The Company may monitor the Customer's usage to ensure that the Customer's use of the unlimited direct-dial calling offer is consistent with the applicable restrictions and limitations (i.e., Customer call patterns should be consistent with typical Residential usage). If the Customer's usage is not consistent with typical Residential usage, the Company may suspend or terminate the unlimited calling offer immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the Customer's choice.** (T)
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 - g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
- D. Rates and Charges:

	Monthly Recurring Charge
Cox Unlimited Connection Call Plan	\$25.00

2. **MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)**

2.4 **MTS CALLING PLAN OPTIONS (Continued)**

Unlimited Intrastate Long Distance Call Plan

- A. Description:
In Cox's Orange County and Santa Barbara markets, new and existing Residential Customers, who subscribe to one or more Residential Access Lines, may select Cox's unlimited intrastate direct-dialed long distance call plan.
- B. Eligibility:
New and existing Orange County or Santa Barbara Residential Customers may select this call plan option.
- C. Additional Rules:
1. The Residential Customer must select Cox long distance for their PIC and LPIC.
 2. Toll minutes subject to this call plan (1) may be used from any Company residential line for which Company has been designated as the intraLATA toll and interLATA toll services provider, (2) may not be pooled, (3) will not be aggregate, (4) will have no cash value for refund purposes, (5) will not be transferable or assignable, (6) will not be applied to calls outside the state of California, and (7) only applies to direct-dialed intrastate calls.
 3. The Company may monitor the Customer's usage to ensure that the Customer's use of the unlimited direct-dial calling offer is consistent with the applicable restrictions and limitations (i.e., Customer call patterns should be consistent with residential usage). If the Company has any reason to believe that the Customer's usage is not consistent with the applicable restrictions, the Company may terminate the unlimited calling offer immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the Customer's choice. Additionally, the Company reserves the right to place toll restriction on any Customer account whose toll minutes subject to this call plan exceed 5,000 minutes in any month.
- D. Rates and Charges:

	Monthly Recurring Charge
Cox Orange County Intrastate Unlimited Connection Call Plan	\$9.99 (I)
Cox Santa Barbara Intrastate Unlimited Connection Call Plan	\$9.99 (I)

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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

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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(N)

(N)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

2.4 MTS CALLING PLAN OPTIONS (Continued)

Seasonal Saver

Seasonal Saver is a limited service that allows customers to retain their telephone number, equipment and have access to our Voice Mail while the customer is away from their residence for an extended period of time. Outbound dialing or receipt of calls is not available with Seasonal Saver, although calling parties will be able to leave a voice message that the customer is able to retrieve. Customers are unable to reach emergency services by dialing 911 with Seasonal Saver.

Seasonal Saver is available to customers with Cox Digital Telephone service. Customers may subscribe to it for a minimum 30 consecutive days and maximum of 9 months per calendar year, up to twice per 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.

Lifeline customers may subscribe to Seasonal Saver, but will not receive the Lifeline discount for this service. Prior to returning to basic Lifeline service, Lifeline customers will be required to reapply for the Lifeline program to confirm eligibility.

Monthly Recurring Charge: **\$13.00**

Non-Recurring Charge: \$10.00

(I)

2. **MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)**

2.5 **TOLL-FREE SERVICES**

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.**

(T)
(T)

- 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.

MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

1. SERVICE DESCRIPTION (Continued)

- 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 (Resp. Org.). Upon subscription to the Company's Toll-Free Service, the Customer may execute a Letter of Authorization to transfer Resp. Org. responsibility of its toll-free number(s) to the Company's Resp. Org. If the Customer elects to retain a non-Company Resp. Org., the Customer must notify the Company of any changes in the Customer's Resp. Org. in writing within 48 hours of the change. The Customer is responsible for all outstanding indebtedness for services provided by a previous Resp. Org. or toll-free service carrier. The Company assumes no responsibility or liability with respect to any obligations of Customer to such previous service providers existing at the time of transfer to Company.

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

1. SERVICE DESCRIPTION (Continued)

G) Subject to execution of a Resp. Org. Service Agreement between the Company and the Customer, the Company Resp. Org. will perform the function of Resp. Org. for all Company Toll-Free Service orders unless the Customer requests another Resp. Org. The Company's Resp. Org. functions include 1) search for and reservation of toll-free numbers in the SMS/800; 2) creating and maintaining the toll-free number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting.

(1) Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, the Company will, at the Customer's request, subscribe to Toll-Free Directory Listing for the toll-free number(s) assigned to the Customer. A charge for Toll-Free Directory Listings will apply as set forth in this Tariff. In the event that a Customer transfers its toll-free service to another Resp. Org., the Company shall cease to subscribe to Toll-Free Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll-Free Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding Toll-Free Directory Listing charges, including any unexpired portion of any minimum period applicable to such services, and the Company shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll-Free Directory Listing responsibility.

(2) Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a Company Toll-Free Service Customer uses Vertical Features obtained by Company from Local Exchange Company tariffs, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.

(3) In the event that a Customer cancels its Company Toll-Free Service, the Customer **will be required to select a new Resp. Org. Such change shall become effective simultaneous with the change in the Customer Toll-Free Service Provider.** (D/N)
(D/N)
(D/N)

(4) In the event that a Customer cancels its Company Resp. Org. or Toll-Free Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any services obtained by or on behalf of the Customer by Company. (D)

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

1. SERVICE DESCRIPTION (Continued)

- 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.

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

2. TOLL FREE SERVICE TERMINATION

(D)
(D)
(D)
(D)

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.

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

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 originated from 49 states are billed in 6-second increments with a 6-second minimum. Domestic calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

	<u>Orange County Palos Verdes</u>	<u>Santa Barbara San Diego</u>	
Monthly Recurring Charge: Per TF Number (capped at five numbers)	\$5.00 (I)	\$5.00 (I)	(I) (T)
Change Charge: Per change	\$4.50	\$4.50	
Per minute	\$0.15 (I)	\$0.15 (I)	(I)

(2) Reserved

(3) Toll-Free Directory Assistance

Toll-Free Directory Assistance 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

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.5 TOLL-FREE SERVICES

3. BASIC SERVICE

(4) Reserved

(5) Reserved

4. Optional Call Plans

Cox Toll-Free Solutions III

The Cox Toll-Free Solutions III Call Plan provides Business Customers with a reduced rate for toll free calls originated in the continental United States. Business Customers may select from a one-, two- or three-year term call plan. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. Domestic calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

Calls that originate and terminate in the State of California will be assessed in sub-minute increments with an initial 18-second increment and subsequent 6-second billing increments.

18-Second Initial Period	\$ 0.012
6-Second Additional Period	\$ 0.004

(N/L)

(N)

(L)

(L) Material relocated to Obsolete Services, page 186.

2. MESSAGE TELECOMMUNICATIONS SERVICE (MTS) (Continued)

2.6 TOLL RESTRICTION SERVICE

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.

Terms and Conditions

- Where facilities and operating conditions permit, this service will be offered for residential and business application.
- Toll Restriction may prevent the completion of 1+ local calls.
- Toll Restriction is available to Lifeline Customers at no charge.

Rates and Charges

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

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

7. Dedicated Long Distance Service

1. General

Dedicated outbound long distance service permits Business Customers, with substantial outbound call volumes, to complete long distance calls to areas outside of the Customer's local calling area. Dedicated outbound service is distinguished from other services by the existence of a dedicated DS-1 connection from the Customer's premises to the Company's long distance switch. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

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 over a DS-1 facility. The 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.

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 selected term 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: (D) (D)

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.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

7. Dedicated Long Distance Service, Cont'd.

2. Terms and Conditions, cont'd

Customer Requirements:

The Business Customer must select Cox as its 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.

	Monthly Recurring Charge	Non-Recurring Charge
Dedicated DS-1 Facility Charge, per facility (Orange County LATA)	\$300.00	\$250.00
Dedicated DS-1 Facility Charge, per facility (San Diego LATA)	\$350.00	\$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 an 18-second minimum.

Rate per minute \$.15 (l) (l)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

7. Dedicated Long Distance Service, Cont'd.

4. Optional Call Plans

Cox Dedicated LD Solutions III

Cox Dedicated LD Solutions III is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States, but outside of the Customer's local calling area. 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 Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of intrastate and interstate 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 shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

(D)
(D)

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on interstate (continental United States) and intrastate minutes of use.

18-Second Initial Period	\$ 0.012
6-Second Additional Period	\$ 0.004

Cox Dedicated LD Solutions - Nickel Plan

Cox Dedicated LD Solutions - Nickel Plan is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States outside the local calling area. 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 Long Distance (both PIC and LPIC). Interstate pricing associated with the Solutions Nickel Plan is consistent with the Cox Dedicated LD Solutions Interstate pricing; however, the cumulative minutes-of-use (MOUs) are based solely on interstate minutes of use, and would not include intrastate minutes of use rated under the Solutions Nickel Plan.

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below.

Rate per minute	\$0.05
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2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

7. Dedicated Long Distance Service, Cont'd.

4. Optional Call Plans, cont'd

Cox Dedicated LD Enterprise III

Cox Dedicated LD Enterprise III is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States, but outside of the Customer's local calling area. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Customers that choose Cox for their long distance (both PIC and LPIC) and high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term or Customer fails to meet all of the conditions set forth in this tariff, Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default rate of \$.10/minute will apply to re-rate all usage charges up to the termination date. (D)

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on intrastate and interstate (continental United States) minutes of use. (D)

Calls that originate and terminate in the State of California will be assessed a sub-minute increment with an initial 18-second increment and subsequent 6-second billing increments.

18-Second Initial Period	\$ 0.012
6-Second Additional Period	\$ 0.004

Cox Dedicated LD Enterprise – Nickel Plan

Cox Dedicated LD Enterprise Nickel Plan is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States, but outside of Customer's local calling area. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Customers that choose Cox for their long distance (both PIC and LPIC) and high-speed internet service. Interstate pricing associated with the Solutions Enterprise Plan is consistent with the Cox Dedicated LD Enterprise interstate pricing; however, the cumulative minutes-of-use (MOUs) are based solely on interstate minutes of use, and would not include intrastate minutes of use rated under the Enterprise - Nickel Plan.

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below.

Rate per minute	\$0.05
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2. **MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)**

8. **Dedicated Toll Free Service**

1. **General**

Dedicated toll free (TF) service permits Business Customers, with substantial toll free call volume, to receive inbound calls from areas outside of the Customer's local calling area. Dedicated toll free service is distinguished from other services by the existence of a dedicated DS-1 connection from the Customer's premises to the Company's long distance switch. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

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 over a DS-1 facility. A 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.

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 selected term 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: (D) (D)

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.

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

8. Dedicated Toll Free Service, Cont'd.

2. Terms and Conditions

Customer Requirements:

The Business Customer must select Cox as its toll free 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.

	Monthly Recurring Charge	Non-Recurring Charge
DS-1 Facility Charge		
	(per facility)	(per facility)
Dedicated DS-1 Facility Charge, per facility (Orange County LATA)	\$300.00	\$250.00
Dedicated DS-1 Facility Charge, per facility (San Diego LATA)	\$350.00	\$250.00

Dedicated TF Usage Charges:

Usage charges are billed monthly in arrears. The usage rates charged to a Customer will be the rates in effect on the day the call was placed. Domestic calls are billed in 6-second increments with an 18-second minimum.

Rate per minute

\$.15 (l)

(l)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

8. Dedicated Toll Free Service, Cont'd.

(N)

3. Rates and Charges, cont'd.

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

(N)

2. MESSAGE TELLECOMMUNICATIONS SERVICE (MTS)

8. Dedicated Toll Free Service, Cont'd.

4. Optional Call Plan

Cox Dedicated TF Solutions III

Cox Dedicated TF Solutions III is a one, two or three-year term dedicated toll free call plan for toll free calls that originate in the continental United States. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing Customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use charges (MOU) will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

If the plan is terminated prior to the expiration of the selected term Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default rate of \$.10/minute will apply to re-rate all usage charges up to the termination date. (D)

Domestic calls originating outside of California but within 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 within California are billed in 6-second increments with an 18-second minimum. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. (D)

18-Second Initial Period	\$ 0.012
6-Second Additional Period	\$ 0.004

3. **RULES AND REGULATIONS**

RULE 1 DEFINITIONS

Certain terms used generally throughout this tariff for Telecommunications Service of this Company are defined below.

Access Lines: A Telephone facility which permits access to and from both the Customer's premises and the telephone exchange or serving central office.

Add/Drop Multiplexing: A multiplexing function that allows lower level signals to be added or dropped from an Optical Carrier (OC) channel.

Additional Listing: Any listing of a name or other authorized information in connection with a Customer's telephone number in addition to that which is entitled in connection with his regular service.

Advance Payment: Part or all of a payment required before the start of service.

Agent: A person or entity, whose function is to bring about, modify, effect, accept performance of, or terminate contractual obligations between a Company and its applicants or Customers, including but not limited to the Company's employees and Company's providers of telecommunications services.

Applicant: A person who applies for telecommunications service. Includes persons seeking reconnection of their service after Company-initiated termination.

Application: A request made orally or in writing for telephone service.

Asynchronous: A method of transmission in which information is sent with each character (byte) providing synchronization via start and stop bits.

Authorized User: A person, firm or corporation which is authorized by the Company to be connected to the service of the Customer or joint user.

Auxiliary Line Service: Auxiliary line service is additional individual line service furnished to supplement the main individual line service of a Customer.

Base Rate Area: The area, within which the schedule rates for local exchange service apply without exchange line mileage or without special rates in lieu of mileage.

3. RULES AND REGULATIONS (CONTINUED)

RULE 1 DEFINITIONS (CONTINUED)

Bit: The smallest unit of information in the binary system of notation.

Building: A structure under one roof and of such a nature that it can in itself fulfill the requirements of a business or residence establishment, or both; or two or more structures that are connected by means of enclosed passageways (overhead bridges, subways, or a ground level) or common basements, permitting access from one building to the other, that are suitable for the routing, placing, and proper protection of inside cable and wire type facilities. In no case can conduit be considered an enclosed passageway.

Business Service: Determination as to whether or not Customer's service should be classified as Business will be based on the character or use to be made of the service. The practice of advertising a telephone number in newspapers, business cards, or on trucks shall be a contributing, but not an exclusive factor in determining the classification of service. Service will be classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature.

A Customer that requests greater than four (4) lines of Residential Service will be assumed to be a Business Customer. Company may classify as "Residential" requests greater than four (4) lines of service, upon proper substantiation from the Customer that service would be used predominantly for Residential Service.

(N)
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Cable Service: This service is the basic service tier ("BST"). BST includes (1) all signals of domestic television broadcast stations provided to any subscriber; (2) any public, educational, and governmental programming required by the franchise to be carried on the BST; and (3) any additional video programming signals added to the BST by the cable operator.

Central Office: A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Area: The area within which the Customer's lines are connected to the central office operating unit, or units, established by the telephone Company to serve that area. More than one central office may be located in the same building.

Channel: A path (or paths) for electrical communication between two or more stations or telephone Company offices and furnished in such a manner as the telephone Company may elect.

Circuit: A channel used for the transmission of electrical energy in the furnishing of telephone and other communication services.

Class of Service: The various categories of service generally available to the Customer, such as business, residential, public or semi-public service.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

CLC: (Competitive Local Carrier) CLC refers to the non-dominant telecommunications service providers in the local exchange area (e.g., the Company).

Combination Service or Preferred Customer: The term "Combination Service or Preferred Customer" means a residential Customer, either measured or flat rate option, who may qualify for discounts on first and additional lines if the Customer also purchases either Cable Service or high-speed internet service from a Cox Affiliated Company.

(N)
(N)
(N)

Commission: The Public Utilities Commission of the State of California.

Commissions: The percentage of amounts paid as a fee in consideration of service rendered to the Company.

Company: Cox California Telcom, L.L.C. or (Cox), PUC identification number U-5684-C.

Competitive Local Carrier (CLC): A common carrier that is issued a Certificate of Public Convenience and Necessity after the effective date of Decision 95-07-054, to provide local exchange telecommunications service for a geographic area specified by such carrier within the State of California.

Completed Call or Telephonic Communication: A call, or other telephonic communication, originated by a person or mechanical/electrical device from a number to another number which is answered by a person or mechanical/electrical device. The numbers may be located any distance apart within California; and the communication may consist of voice, data, the combination of both, or other transmission via a wire or wireless medium; and may be for any duration of time.

Connecting Arrangement: The equipment provided by the Company to accomplish the direct electrical connection of Customer-provided facilities with the facilities of the Company; or facilities of the Company with other facilities of the Company.

Connecting Company: A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interexchanged.

Construction Charge: A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in this tariff.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

Consumer Affairs Branch (CAB): The Consumer Affairs Branch of the California Public Utilities Commission.

Continuous Property: Continuous property is defined as plot of ground, together with any buildings thereon, occupied by the Customer; which is not separated by public thoroughfares or by property occupied by others.

Contract: The agreement between a Customer and the Company under which service and facilities are furnished in accordance with the applicable provisions of the Tariffs.

Cost: The cost of labor and materials, which includes appropriate amounts to cover the Company's general operating and administrative expenses.

Cox: Cox California Telcom, L.L.C. or (Company), PUC identification number U-5684-C.

Cox Affiliated Company: The term "Cox Affiliated Company" means a wholly owned subsidiary of Cox California Telcom, L.L.C.'s parent company, Cox Communications, Inc., which provides cable service, or high-speed internet access, **alarm or automation services** in the State of California.

(T)
(N)

Cox California Telcom, L.L.C. Network Facility: The equipment and support facilities utilized by Cox to provide telecommunications services pursuant to this tariff.

Cox California Telcom, L.L.C. Service: The term "Cox California Telcom, L.L.C. Service" means any service offered herein.

Customer: The person, firm or corporation which orders service and is responsible for the payment of charges and compliance with the terms and conditions of this tariff.

Customer-Provided Equipment: All communications systems, devices, apparatus and their associated wiring, provided by Customer.

Customer Self-Certification (CSC): For the purpose of the California High Cost Fund-B (CHCF-B), the CSC is a self-certification process where new basic residential telephone Customers will certify to the local telephone provider whether the new residential telephone line is the Customer's Primary Line or Non-Primary Line.

Date of Presentation: Postmark date on billing envelope.

Day: Day Rates apply for any portion of a call occurring Monday through Friday during the period from 8:00 A.M. to but not including 5:00 P.M.

Dedicated: A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

Demarcation Point: The point at which responsibility for installation and repair of telecommunications facilities of the Company ends and the responsibility of the building/property owner/landlord/agent or the end user Customer begins. The Demarcation Point is generally located at the first point of entry to a single or multi-story building and includes the main entrance facility. The Demarcation Point may also be referred to as the Minimum Point of Entry (MPOE) or the Minimum Point of Presence ("MPOP").

Digital Bit Stream: Synchronous flow of binary data in digital from a single Customer-provided source at a predetermined speed.

Direct Inward Dial ("DID"): Provides capability for direct inward dialing to a PBX station without attendant assistance.

Direct Inward Outward Dial ("DIOD"): Provides the combined capabilities of DID and DOD.

Direct Outward Dial ("DOD"): Provides recognition, by the exchange telephone network, of the capability in a PBX for direct outward dialing to an outside station without attendant assistance.

Directory Assistance Listing Service: Directory Assistance Listings are Customer primary/additional listing(s) available only through Directory Assistance. The listing(s) will not appear in the alphabetical (white pages) section of a telephone directory.

Directory Listing: A publication in Pacific Bell's or GTEC's alphabetical directory of information relative to a Customer's name or other identification, address, and telephone number. If the Customer resides in Pacific's territory, the Customer's directory information will be published in the Pacific Bell directory. If the Customer resides in GTEC's territory, the Customer's directory information will be published in the GTEC directory. However, in some instances, a Customer's directory information may appear in both Pacific Bell and GTEC's directories. Additionally, at the Customer's option, the Customer's address may be omitted from the directory information.

Disconnect Notice: The written notice sent to a Customer following billing, notifying him that his service will be discontinued if charges are not satisfied by the date specified on the notice.

District: A geographic area of an exchange, corresponding to a central office area, which serves as the basis for determination of usage rates.

Drop Wire: Wires between an open wire lead or aerial or underground cable terminal and the point of entrance to the premises in which the Customer's telephone service is located. The drop wire terminates at the Network Interface Unit.

3. RULES AND REGULATIONS (CONTINUED)

RULE 1 DEFINITIONS (CONTINUED)

Duplex (Channels) Service: When applied to a channel service, denotes one with the capability of the simultaneous transmission, to the extent of its defined characteristics, of two messages, one in each direction.

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

Emergency: (see below)

Personal Emergency: A situation which exists requiring an immediate response from public safety, law enforcement or medical emergency personnel (E911).

Public Emergency: A "state of extreme emergency" as defined in the California Disaster Act and Civil Defense Act of 1950.

EMERGENCY MEASURES TAKEN PURSUANT TO A "STATE OF EXTREME EMERGENCY".

Whenever there exists a "state of extreme emergency," as now or hereafter defined in the California Disaster Act and Civil Defense Act of 1950, the Company shall take such emergency measures as ordered or directed from time to time by the California Public Utilities Commission. In the absence of such order or direction by the Commission, the Company may take any and all such emergency measures as it may within its discretion deem necessary in the public interest for the preservation and maintenance of service to the Company's local loop demarcation point for all essential users. In the event that emergency measures are initiated by the Company in the absence of an order or direction by the Commission, the Company shall, wherever practicable, notify the Commission in advance of the action which it proposes to take. Any action thus proposed by the Company shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Company shall notify the Commission of the emergency action which it has taken as soon as possible thereafter.

Each and every service furnished by the Company shall be subject to this rule and the Company shall in no event be liable for any damage resulting from measures taken pursuant to this rule except in the case of willful misconduct.

End Office: The term "end office" denotes the LEC switching system office or serving wire center where Customer station loops are terminated for purposes of interconnection to each other and/or to trunks.

Entrance Facilities: Facilities extending from the point of entrance on private property to the premises on which service is furnished.

Evening: Evening Rates apply for any portion of a call occurring Monday through Friday during the period from 5:00 P.M. to but not including 11:00 P.M.

Exchange: A geographical area established for the rating of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may contain the associated plant, equipment and facilities used in furnishing communication service within that area.

Exchange Area: The area within which the telephone Company furnishes telephone service from one specific exchange at the exchange rates applicable within that area.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

Facilities: Includes, in the aggregate or otherwise, but is not limited to, the following:

channels	lines
apparatus	devices
equipment	accessories
communications paths	systems

which are provided by the Company and utilized by it in the furnishing of telecommunications services or which are provided by a Customer and used for telecommunications purposes.

Facilities-based CLCs: Those entities which directly own, control, operate, or manage conduits, ducts, poles, wires, cables, instruments, switches, appurtenances, or appliances in connection with or to facilitate communications within the local exchange portion of the public switched network.

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Flat Rate Service: Unlimited calling privileges to a specified area furnished at a fixed periodic charge.

Formal Complaint: A formal charge that a Company has violated the Public Utilities Code or some order or regulation of the Commission. The complaint must be in writing, be in accordance with the Commission's Rules of Practice and Procedure and made under oath. The proceeding ordinarily requires public hearing and a Commission decision.

Holiday: New Year's Day (January 1), Martin Luther King, Jr.'s Birthday (third Monday in January), President's Day (third Monday in February), Memorial Day (last Monday in May), Independence Day (July 4), Labor Day (first Monday in September), Columbus Day (second Monday in October), Veterans Day (second Monday in November), Thanksgiving Day (fourth Thursday in November), and Christmas Day (December 25).

Household: Any individual or group of individuals who are living together as one economic unit in the same residence. See Section 2.29 for definition of "Household" under the LifeLine Program General Order (G.O.) 153.

(D/N)
(D/N)
(D)

Income from Self Employment: The income used to determine whether a household with a self-employed person is eligible for the LifeLine Program shall include the net business income shown on IRS Form 1040, Schedule C, Line 29. If a net loss is reported on Line 29, then Line 29 shall not be included as part of the income used to determine LifeLine eligibility.

3. RULES AND REGULATIONS (CONTINUED)

RULE 1 DEFINITIONS (CONTINUED)

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

Informal Complaint: Informal request for assistance made to the Commission's Consumer Affairs Branch (CAB) with supporting documentation concerning a Company's service, rates or other matters. CAB staff investigates and tries to arrive at an informal adjustment without public hearing or Commission order. Informal complaint files are not available for public inspection.

Inside Wire: The premises telephone wiring, including the associated jacks, on the Customer's side of the Demarcation Point; however, it does not include Customer premises equipment, e.g., telephone sets. The Customer or premises owner owns the inside wire, may install original or additional inside wire, and is fully responsible for the maintenance of repair of inside wire. (N)
(N)
(N)
(N)

Installation Charge: A nonrecurring charge made at the time of installation of communications service which may apply in place of or in addition to service charges and other applicable charges for service or equipment.

Interface: The term "Interface" denotes that point on the premises of the Customer at which provision is made for connection of facilities provided by the Company to facilities provided by the Customer.

Interface Equipment: Equipment provided by the Company at the interface location to accomplish the direct electrical connection of facilities provided by the Company with facilities provided by other than the Company.

Interface Jack: A connecting device provided for use as a point of demarcation between network access service and Customer owned equipment.

Joint User: A person, firm or corporation which is designated by the Customer as a user of Local Exchange Service furnished to the Customer and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

Kbps: Kilobits per second, denotes thousands of bits per second.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

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; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

LEC: LEC (Local Exchange Carrier) refers to the dominant, monopoly local exchange carrier in an area also served by the Company, e.g., Pacific Bell or GTEC.

Local Service Area: The area, throughout which a Customer of local exchange service obtains telephone service without the payment of a toll charge. A local service area may consist of one, or more than one, central office areas.

Local Telephone Number Portability: The ability of end users to retain their existing telephone numbers when remaining at a location, or changing their location within the geographic area served by the initial carrier's serving central office, regardless of the LEC or CLC selected.

Maintenance Visit Charge: A charge applied when the location of reported trouble is found to be in Customer provided equipment.

Major Rate increases: A rate increase which is greater than a "minor rate increase" as described below.

Mbps: Megabits per second, denotes millions of bits per second.

Mileage: The measurement upon which charges are computed for line extensions.

Minimum Contract Period: The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment whether or not retained by the Customer for such minimum length of time.

Minor Rate Increases: A rate increase which is both less than 1% of Cox's total California intrastate revenues and less than 5% of the affected service's rates. Increases shall be cumulative, such that if the sum of the proposed rate increase and rate increases that took effect during the preceding 12-month period for any service exceeds either parameter above, then the filing shall be treated as a major increase.

Name and Number Only Lising: Upon a Customer's request, only the Customer's name and telephone number (excluding the Customer's address) are published in the alphabetical telephone directory (or directories), street address directory, and directory assistance databases (e.g., 411) available to the general public.

3. **RULES AND REGULATIONS (CONTINUED)**
RULE 1 DEFINITIONS (CONTINUED)

Network Control Signaling: The transmission signals used in the telecommunications network which performs functions such as supervision (control, status and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications network.

Network Interface Unit: (NIU) The terminal equipment furnished the Customer for the provision of network control signaling. For most Residential Customers, this device serves as the Demarcation Point between the Company's network and the Customer's Inside Wire.

Node: Any Company or Customer location that is capable of performing Add/Drop Multiplexing.

Non-facilities-based CLECs: Those entities which do not directly own, control, operate, or manage conduits, ducts, poles, wires, cables, instruments, switches, appurtenances, or appliances in connection with or to facilitate communications within the local exchange portion of the public switched network.

Non-Primary Line: A Non-Primary Line is the second or additional line(s) into the Household.

(D/T)

Non-Published Service: Upon a Customer's request, Customer name, address, and telephone number are not published in telephone directory, or street address directory, and are not obtainable from the directory assistance (e.g., 411) records available to the general public.

The Customer's name, address, and telephone number, as well as call-forwarding information from such non-published telephone numbers, shall be released by the Company in response to legal process or to certain authorized governmental agencies provided the requesting agency complies with Company procedures for the release of Non-Published information.

Nonrecurring Charge: A one-time charge associated with a specific item of equipment or service. This charge applies to installation and to subsequent modifications.

NSF Check: Any negotiable instrument returned by a bank, savings institution, or other eligible institution which is returned by that institution with one of the following instructions: non sufficient funds, uncollectible funds, account closed, account frozen, no account.

NXX Rating Point: The end office/wire center location designated in the Local Exchange Routing Guide as the assignment point for an NPA-NXX code.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

OC-n: Optical Carrier-n. A SONET optical signal transmitted at rates of n x 51.840 Mbps. OC-3 = 155.52 Mbps, OC-12 = 622 Mbps.

Person: A natural person, firm partnership, corporation, association, municipality, cooperative, organization, government agency, real estate trust, or other legal entity.

Point of Demarcation: The Point of Demarcation is a point in a Customer's circuit to which the Telephone Company is responsible for service and beyond which the Customer is responsible for service.

Port: A facility or equipment system or subsystem set aside for the sole use of a specific Customer.

Preferred Customer or Combination Service: The term "Combination Service or Preferred Customer" means a residential Customer, either measured or flat rate option, who may qualify for discounts on first and additional lines if the Customer also purchases either Cable Service or high-speed internet service from a Cox Affiliated Company.

Premises: The space occupied by a Customer or authorized user in a building or buildings, consisting of all space in the same building occupied by a Customer and all space occupied by the same Customer in different buildings on continuous property.

Primary Line: A Primary Line is the first line to the Household.

(D/T)

Primary Service Listing: The Primary Service Listing is a Directory Service whereby Company provides the Customer with an information listing in alphabetical and street address directories and in directory assistance databases, which listing consists of the Customer's name, telephone number and street address for the Access Line subject to the listing.

Private Branch Exchange System: A private exchange system is an arrangement of equipment, consisting of switching apparatus with attendant's telephones, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephone interconnection between these stations, and also communication with the general exchange system.

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

Registered Equipment: The term "Registered Equipment" as used in this tariff denotes equipment which complies with and has been approved within the registration provisions of Part 68 of the Federal Communications Commission's Rules and Regulation.

Resale Line: A Cox Resale Line is the connecting facility between a Customer's premises and a serving central office that provides Customer access to the switched network for placing and receiving calls, where Cox has not constructed facilities but is authorized to purchase such facilities from another carrier for resale to Cox Customers.

3. RULES AND REGULATIONS (CONTINUED)

RULE 1 DEFINITIONS (CONTINUED)

Residence: That portion of an individual house, building, flat, or apartment (a dwelling unit) occupied entirely by a single household as that term is defined by these rules.

A room or portion of a dwelling unit occupied exclusively by a household not sharing equally as a member of the domestic establishment may be considered a separate residence for the application of California LifeLine.

(D/N)

(D/N)
(D)

Residence Service: Service will be classified as residence service where the business use, if any, is merely incidental and where the major use is of a social or domestic nature.

A Customer that requests greater than four (4) lines of Residential Service will be assumed to be a Business Customer. Company may classify as "Residential" requests greater than four (4) lines of service, upon proper substantiation from the Customer that service would be used predominantly for Residential Service.

Room: A space in a building surrounded by walls or closed partitions, provided the opening between the top of such walls or closed partitions and the ceiling is less than two feet.

Service Activation Charge: The nonrecurring charge a Customer is required to pay at the time of the establishment of telephone service or subsequent additions to that service.

Service Charge: A one time, non-recurring charge that applies to certain services provided by the Utility.

Service Order: The written request for the Company's services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order Form by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff.

Service Territory: The area in which a Company is authorized to provide service.

Serving Wire Center: A serving wire center denotes the wire center from which the Customer designated premises would normally obtain dial tone from the Company.

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

Signaling Point: The term "Signaling Point" denotes a switch that is capable of supporting SS7 signaling.

Signaling Point of Interconnection: The term "Signaling Point of Interconnection" denotes the Customer designated location, in the same LATA as the Company STP, where SS7 signaling information is exchanged between the Company and the Customer.

Signaling Transfer Point: The term "Signaling Transfer Point" denotes a signaling point which routes and/or transfers signaling messages through the common channel signaling network.

Standard Network Interface: The point where Company network services or facilities terminate and the Company's responsibility for installing and maintaining such services or facilities ends.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

Synchronous: A method of transmission in which information being transmitted over a line is controlled by a timing device.

Synchronous Optical Network (SONET): A set of International standards for fiber based transmission systems. SONET defines standard optical carrier transmission rates and utilizes a modular multiplexing signal approach based on the application of Synchronous Transport Signals.

Tariff: The rates, charges, rules and regulations adopted and filed by the Company with the Public Utilities Commission of the State of California.

Temporary Business Service: A service required temporarily such as that furnished to contractors for use during a construction project, service to a convention, circus, resort, election campaign office or other service of a similar nature where it is definitely known that service will not be permanent and will, under no foreseeable circumstance, extend beyond twelve (12) months of service.

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(N)

Termination: Permanent disconnection of telecommunications service.

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(D)

Toll Message: A message between stations in different exchange areas and furnished under the provisions of the applicable toll tariff.

Person to Person Toll Message: A toll message in which the user stipulates a desire for communications with a specified person or extension station at a specified location.

Station-to-Station Toll Message: A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

Collect Message: A toll message in which the user stipulates that the called party accept and pay all charges associated with the message.

Third Number Message: A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.

Credit Card Message: A toll message in which associated charges are billed to a credit card number assigned by a telephone Company and issued to either the called or calling party.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 1 DEFINITIONS (CONTINUED)

Toll Rate: The initial period charge prescribed for toll message usually based upon a minimum initial period and distance between changes.

Touch Calling: Multifrequency dialing arrangement furnished from central offices whereby calls are originated through the use of push buttons in lieu of a rotary dial.

Transmission Facilities: The facilities used to provide analog or digital voice grade signals at less than 1.544 Mbps between the demarcation point at the Customers premises and the Company's multiplexing equipment or any other node, exclusive of collocation arrangements.

Trunk: A communication line between two switching systems. The term switching system typically includes equipment in a central office (the telephone Company) and PBXs. A tie trunk connects PBXs. Central office trunks connect a PBX to the switching system at the central office.

Type I Channels: Type I digital channels are provided where both endpoints of a channel are served by the Company's network. Type I Channels are offered at 44.736 Mbps, 6.312 Mbps, 1.544 Mbps, and DS0 levels.

Type II Channels: Type II digital channels are provided where at least one endpoint of a channel is served by the network of an entity with whom the Company's network is interconnected; such channels are provided via a combination of the Company's facilities and the facilities of the interconnected entity. Channels where both endpoints are served by an interconnected entity's network will be provided at the Company's sole discretion on an Individual Case Basis (ICB). Type II Channels are provided at 44.736 or 1.544 Mbps, as well as at DS0.

Type 1 Circuit: Any circuit, including all electronics, that is carried entirely on the Company's network.

3. RULES AND REGULATIONS (CONTINUED)

RULE 1 DEFINITIONS (CONTINUED)

User: Any person who uses telecommunications services provided by the Company under the jurisdiction of the Public Utilities Commission of the State of California.

Voice Grade Facility: A communications path between two points comprised of any form or configuration of physical plant capable of and typically used in the telecommunications industry for transmission within the frequency bandwidth of approximately 300 to 3000 Hertz.

Weekend: Weekend rates apply for any portion of a call occurring during the period from 11:00 P.M. to but not including 8:00 A.M. Sunday through Friday, all Saturday, and Sunday to but not including 5:00 P.M.

RULE 2 DESCRIPTION OF SERVICE

Local Exchange Services consist of any of the services offered pursuant to Section 1 of this tariff, either individually or in combination. Measured Telecommunications Services consist of any of the intra-Local Access and Transport Area (LATA) services offered pursuant to Section 2 of this tariff. Each service is offered independently of the others, unless otherwise noted. Service is offered via the Company's facilities (whether owned, leased or under contract) in combination with resold services provided by other certificated carriers.

RULE 3 APPLICATION FOR SERVICE

Residential Customers desiring to obtain Cox California Telcom, L.L.C. Service must either complete and sign the Company's standard service order form(s), or provide the necessary information orally to a Company representative. Business Customers desiring to obtain service must complete a Commercial Service Agreement for initial service activation.

An applicant for service must pay all previous indebtedness to the Company for telephone services before service will be furnished. Failure to pay for business service shall not constitute sufficient cause for refusal of residence service and failure to pay for residence service shall not constitute sufficient cause for refusal of business service. Carriers may initiate or change service upon request (in any form) from a consumer or subscriber.

(T)
(T)

An application for service becomes a contract upon the signing of the Company's Service Order Form. Neither the contract nor any rights acquired therein may be assigned or in any manner transferred. Service agreements or contracts may not incorporate other information by reference, except for (1) terms and conditions from Commission approved tariffs, (2) information contained in referenced material (e.g., brochures) written in a minimum of 10-point type that is provided simultaneously with the service agreement or contract, and (3) information that is used with formulae identified in the agreement or contract in order to calculate the applicable rate or charge. If the formulae are used to establish a rate in a term contract, that rate shall not change during the duration of the contract.

(N/T)
(L)
(N)

For services offered on a tarified basis, the carrier shall provide the Customer a written confirmation of the order at the point of sale for in person transactions, and, for any other transactions, not later than seven days after it is accepted, or seven days after the carrier providing the service is notified of the order originated through another carrier. The confirmation shall be in a minimum of 10-point type, shall include the key rates, terms and conditions for each service ordered.

(N)
(N)

(L)

(L) Relocated material to following page.

3. **RULES AND REGULATIONS (CONTINUED)**

RULE 3 APPLICATION FOR SERVICE (CONTINUED)

Applicant will be required to provide their legal surname(s), middle name(s) or initial(s), and first name(s). The Company may verify the information: (L)

- California Driver's License number,
- California Identification Card number,
- Social Security Card number,
- INS Identification number,
- U.S. Passport number,
- Business Federal Tax Identification
- Social Security Number of owner, proprietor, or partner in firm
- Other items of identification acceptable to the Company.

The Company may request the applicant to voluntarily provide the SSN for ID purposes. Refusal to provide will not result in denial of service. However, if another form of identification can not be provided, the Company, at its option, may deny service or require a deposit. (L)

(L) Relocated material from preceding page.

3. **RULES AND REGULATIONS (Continued)**

RULE 3 APPLICATION FOR SERVICE (Continued)

3.1 INITIATION OF SERVICE

During the initial contact all applicants for residential service will be given information regarding the Lifeline program and its availability.

Service may be initiated based on a written agreement between the Company and the Customer. The Customer shall be informed of all rates and charges for the services the Customer desires and any other rates or charges which will appear on the Customer's first bill. Service agreements or contracts may not incorporate other information by reference, except for (1) terms and conditions from Commission approved tariffs, (2) information contained in referenced material (e.g., brochures) written in a minimum of 10-point type that is provided simultaneously with the service agreement or contract, and (3) information that is used with formulae identified in the agreement or contract in order to calculate the applicable rate or charge. If the formulae are used to establish a rate in a term contract, that rate shall not change during the duration of the contract.

(N)
—
(N)

The Company shall not make any change or authorize a different telephone corporation to make any change in the provider of any telephone service without the Customer's authorization. Additionally, if a Customer cancels the Company's service, the Company will not re-establish service for that Customer without a new Customer authorization.

(N)
(N)
(N)

If the agreement is oral, within 7 days of initiating the service order, the Company shall provide a confirmation letter setting forth a brief description of the services ordered and itemizing all charges which will appear on the Customer's bill. The letter must be in the same language used to make the sale.

(T)

Within 7 days of initiating service, the Company shall state in writing for all new Customers all material terms and conditions that could affect what the Customer pays for telecommunications services provided by the Company.

(T)

Potential Customers who are denied service for failure to establish credit or pay deposit as described in this tariff must be given the reason for the denial in writing within 10 days of service denial.

Each new residential service applicant will be asked to confirm whether the new residential telephone line is the Primary Line or the Non Primary Line to the applicant's residence.

3.1.2 SUPERSEDURE AND CHANGE IN BILLING

An arrangement for supersedure or change in billing of a working service may be made under the following conditions.

The applicant qualifies for the establishment of service under these Rules and other applicable tariff schedules. Verbal approval is required from the outgoing Customer and applicant for business and residence service. However the verbal approval of the outgoing Customer may be waived if the outgoing Customer can not be reached and the incoming Customer can present evidence to the Company of their responsibility for the account.

The applicant shall be responsible for any remaining outgoing Customer charges for the service and other obligations such as contracts and basic termination charges through the effective date, and for charges for the service beginning the day after the effective date of the supersedure or change in billing. Continuing obligations, such as contracts and basic termination charges, become the obligations of the incoming Customer at the same time. If the applicant is not eligible for an existing product or service, the Company may remove the product or service at the time of the order for the supersedure or change in billing is taken. These products and services include, but are not limited to LifeLine Service, Discount Calling Plans, Combination Service, and employee and officer discounts. Combination Service is defined in Section 1.2.3 (Residential Access and Resale Lines) paragraph 4.

3. RULES AND REGULATIONS (Continued)

RULE 3 APPLICATION FOR SERVICE (Continued)

3.1.2 SUPERSEDURE AND CHANGE IN BILLING (Continued)

The Company may refuse a request for supersedure or change in billing when the outgoing Customer does not provide a final bill address (other than the service address) and a telephone number where they can be reached.

Any deposit held by the Company from the outgoing Customer will be returned to the outgoing Customer pursuant to Rule 7 (Deposits). The Company may require the incoming Customer/applicant to make a suitable deposit pursuant to Rule 7.

3.2 INITIAL SERVICE PERIODS

Except as otherwise provided, the initial (or minimum) period for all services and facilities is one month at the same location.

The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the Customers to the day the succeeding directory is first distributed to Customers.

Except for Temporary Business Service, telephone features, MTS, or where otherwise specified, the Company will require a minimum term commitment of one year for certain business local exchange services and facilities, as well as any special (non-standard) types of arrangements of equipment, or for unusual construction, necessary to meet special demands and involving extra costs.

Cox will comply with the annual requirement for emergency and Customer disclosure information as prescribed by the Commission's GO 168, Carrier Disclosure Rule 1(f).

3.3 BUSINESS AND RESIDENCE SERVICE

Generally, business rates apply at business locations and residence rates apply at residence locations. The determination as to whether Customer service should be classified as business or residence is based on the character of use to be made of the service.

A Customer that requests greater than four (4) lines of Residential Service will be assumed to be a Business Customer. (N)
Company may classify as "Residential" requests greater than four (4) lines of service, upon proper substantiation from (N)
the Customer that service would be used predominantly for Residential Service. (N)

3. RULES AND REGULATIONS (Continued)

RULE 3 APPLICATION FOR SERVICE (Continued)

3.3.1 BUSINESS SERVICE

Business rates apply whenever the use of the service is of a business, professional, institutional or otherwise occupational nature, or where the listing required is such as to indicate business use. Business rates apply for:

1. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public private or parochial schools, hospitals, nursing homes, libraries, institutions, churches and all other places of strictly business nature.

NOTE: For the purpose of this tariff, a boarding house is defined as a house or apartment where rooms are rented or apartments may obtain service at residence rates when, in the judgment of the Company, they are not conducted primarily for business purposes and are listed as residences.

2. Any location where a business designation is provided or when any title indicating a trade, occupation or profession is listed.
3. Service terminating solely on the answering service facilities of a telephone answering firm will carry business rates.
4. At residence locations when the Customer has no regular business telephone service and the use of the service by the Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.

3. RULES AND REGULATIONS (Continued)

RULE 3 APPLICATION FOR SERVICE (Continued)

3.3.2 RESIDENTIAL SERVICE

Residence rates apply when the use of the service is of a domestic nature and provided that service is not used substantially for occupational purposes. Residence rates apply for:

1. Private residence service not employing business listings.
2. Private apartments in hotels, clubs and boarding houses where service is confined to the domestic use of the Customer and business listings are not employed.
3. A clergyman's study located in a residence where the service is listed in the clergyman's name and any associated extra listings are the name of individuals.
4. When a title by which the Customer is commonly known or addressed is included in the directory listing, provided the title is not a professional degree or occupational designation.

Examples: Doctor, Reverend, Professor, Lieutenant, Judge, Mayor, etc.

NOTE: If it is found that a Customer is using residence service for business purposes, the Company will thereafter require the Customer to take business service, except in cases where the Customer thereafter uses the service for residence purposes only.

RULE 4 CONTRACTS

Cox Business Contracts (Term Agreements)

(T)

Unless otherwise specified, the Company requires Business Customers to sign Commercial Service Agreements to establish the services listed in Sections 1 and 2 of this tariff. The agreements require Customers to commit to a one-, two-, three-, or five-year term-of-service commitment. After the initial term, this Agreement shall automatically renew for one (1) year terms unless a party gives the other written termination notice at least sixty (60) days prior to the expiration of the then existing term. Termination by Customer must be in writing. Partial or complete disconnection of certain services during the period of the term commitment will subject a Customer to early termination charges as set forth elsewhere in this tariff.

Residential Contracts (Term Agreements)

(N)

Cox may from time to time offer its Residential Customers term pricing via a contract. Residential Customers may be offered a verbal contract for a period of 12 months or less. For periods longer than 12 months, Cox will require a written contract. Both verbal and written agreements may include a prorated Early Termination Fee.

(N)

3. **RULES AND REGULATIONS (Continued)**

RULE 5 SPECIAL INFORMATION REQUIRED ON FORMS

5.1 CUSTOMER BILLS

The Company or other service providers shall be identified on each bill. Each bill will prominently display a toll-free number for service or billing inquiries, along with an address where the Customer may write. Where the Company uses a billing agent, the name of the billing agent will be provided. Additionally, where charges for two or more carriers appear on the same telephone bill, the charges will be separated by service provider. (T)

Bills will clearly and conspicuously identify any change in service provider, including identification of charges from any new service provider. For purposes of this rule, "new service provider" means a service provider that did not bill the Customer for service during the service provider's previous billing cycle. This definition shall include only providers that have continuing relationships with the Customer that will result in periodic charges on the Customer's bill until the service is canceled. (N)

A bill shall not include any previously unbilled charge for intrastate service furnished prior to three months immediately preceding the date of the bill, and five months for collect, third-party, and calling card calls. This limitation on backbilling will not apply in cases involving Customer fraud. (N)

Each bill for telephone service will contain notations concerning the following areas:

- (1) When to pay the bill;
- (2) Billing detail including the period of service covered by the bill;
- (3) Early termination charges, if any, along with the basis for the calculation;
- (4) Late payment charge and when applied;
- (5) How to pay the bill;
- (6) Questions about the bill;
- (7) Network access for interstate calling;
- (8) The carrier's toll-free number for billing inquiries and disputes, along with a postal address, or an e-mail address if the Customer has agreed to communicate via electronic media, where the Customer may send a billing inquiry or complaint in writing. (N)
- (9) In addition to the above, each bill shall include the following statement:

"This bill is now due and payable; it becomes subject to a late payment charge if not paid within 22 days after the day the invoice is mailed to the Customer. Should you question this bill, please request an explanation from Cox Communications" (T)

3. RULES AND REGULATIONS (Continued)

RULE 5 SPECIAL INFORMATION REQUIRED ON FORMS (Continued)

5.1 CUSTOMER BILLS (Continued)

The Customer bills will also contain a statement that if a Customer believes he or she has been billed incorrectly, he or she may file a complaint with the California Public Utilities Commission, Consumer Affairs Branch, 505 Van Ness Avenue, San Francisco, CA 94102; by phone 800-649-7570; Online: (T)
www.cpuc.ca.gov/complaints. To avoid having service disconnected, payment of the disputed arrangements (T)
should be made "under protest" to the CPUC or payment arrangements should be made agreeable to the Company pending the outcome of the Commission's Consumer Affairs Branch review. The Consumer Affairs Branch shall review the basis of the billed amount, communicate the results of its review to the parties and inform the Customer of their recourse to pursue the matter further with the Commission.

The Company may not disconnect service to a subscriber for nonpayment of a disputed amount if the subscriber has: (a) submitted a claim to CAB for informal review; and (b) deposited the disputed amount with the Commission. No late charge or penalty may be imposed on the amount in dispute deposited with the Commission. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge.

All disputed charges for any telecommunications service are subject to a rebuttable presumption that the charges are unauthorized unless there is (i) a record of affirmative Customer authorization; (ii) a demonstrated pattern of knowledgeable past use; or (iii) other persuasive evidence of authorization.

5.2 DEPOSIT RECEIPTS

Each deposit receipt shall contain the following provisions:

"This deposit, less the amount of any unpaid bills for service furnished by Cox California Telcom, L.L.C., shall be refunded, together with any interest due, within 30 calendar days after the discontinuance of service, or after 12 months of service, whichever comes first. However, deposits may not receive interest if the Customer has received a minimum of two notices of discontinuance of service for nonpayment of bills in a 12-month period."

3. RULES AND REGULATIONS (Continued)

RULE 6 CREDIT

The Company, in order to assure that payment of its charges for service or for loss of or damage to Company property, may require applicants and Customers to establish and maintain satisfactory credit. The Company shall judge in its sole discretion whether an applicant's credit is satisfactory.

The establishment or re-establishment of credit as provided in this section shall not relieve the applicant or Customer from compliance with other provisions of this tariff as to the payment of bills and shall in no way modify the provisions regarding disconnection and termination of service for failure to pay bills due for service furnished.

If the Company finds that the applicant for service has failed to pay the Company for past due telephone service, the Company will refuse to provide service unless the applicant, at the option of the Company, pays the past due bill as well as a deposit.

To insure the payment of all charges due for its service or for loss of or damage to Company property, the Company may require any applicant or Customer to establish and maintain his/her credit in one of the following ways:

1. Demonstrating to the satisfaction of the Company that the applicant's credit is acceptable either through access to their credit history as reported by a major credit reporting agency, or by providing information which is pertinent to the applicant's credit standing.
2. By providing a suitable guarantee in writing.
3. By payment of a cash deposit.¹⁾
5. A cosigner or guarantor may be used providing the cosigner or guarantor has acceptable credit history with a major credit reporting agency, Cox or another acceptable local carrier.

3. RULES AND REGULATIONS (Continued)

RULE 6 CREDIT (Continued)

The Company shall judge in its sole discretion as to whether the reference or guarantee in writing would be acceptable.

Telephone Customer credit information may be exchanged between telephone companies and other utilities. Customer credit information will be retained for three (3) years.

The Company, upon request of its Customers, will provide acceptable options in order to pursue any billing or credit disputes.

If an applicant for service is unable to provide satisfactory credit information, the Company may refuse to provide service unless the applicant furnishes a deposit. (T)

6.1 RESIDENTIAL APPLICANTS

For residential applicants for service, satisfactory credit shall be based upon the following standards:

1. The Company, at its discretion, may verify whether the applicant has maintained satisfactory credit and payment history with the Company or any Cox Affiliated Company, and if so, the applicant would obtain service without a deposit; or
2. The Company, at its discretion, may verify that the applicant had previous service with any telephone company through local and national data exchanges for at least twelve months and the payment record on the account was satisfactory, the applicant would obtain service without a deposit. If the applicant had not paid for the previous service, or the previous service had been disconnected for nonpayment as reported in the local or national data exchanges within the past twelve months; or
3. The Company, at its discretion, shall provide service upon verification of satisfactory credit information derived from the nationally recognized credit bureau agencies. At a minimum, the following information would be evaluated in determining satisfactory credit:
 - a) Major oil company credit card
 - b) Major credit card
 - c) Major retail credit card
 - d) Mortgage history
 - e) Public records
 - f) Collection items

If the applicant is unable to provide satisfactory credit, the Company may require the applicant to furnish a deposit for the connection of telephone service. If a LifeLine Telephone Service applicant is accepted in the program, their deposit, if any, will be refunded upon acceptance.

3. RULES AND REGULATIONS (Continued)

RULE 6 CREDIT (Continued)

6.1 RESIDENTIAL APPLICANTS (Continued)

- 4 If verification of the applicant's credit is required, the Company may provide service if the applicant furnishes advance payment of both the applicable charges for connecting service and the estimated charges for the first 30 days of service. (D)
If the verification of credit provides unsatisfactory credit information, the applicant will be informed of the reason or reasons, after which the Company will refuse to initiate, provide or continue service until the Customer provides a deposit. If the applicant so requests, the Company shall provide these reasons in writing to the applicant.

6.2 BUSINESS APPLICANTS

1. For business applicants for Service, satisfactory credit shall be based upon the following standards:
- a. Demonstrating to the satisfaction of the Company that the applicant's credit is acceptable either through access to their credit history as reported by a major credit reporting agency, or by providing information which is pertinent to the applicant's credit standing.
 - b. By providing a suitable guarantee in writing. The Company shall judge in its sole discretion as to whether the reference or guarantee in writing would be acceptable.
 - c. By payment of a cash deposit.
 - d. A cosigner or guarantor may be used providing the cosigner or guarantor has acceptable credit history with a major credit reporting agency, Cox or another acceptable local carrier.
2. The Company will extend credit to a business applicant without a deposit if the applicant has verifiable previous or existing business telephone service with any telephone Company in the United States for at least twelve months, and the payment record is made available and the account history is satisfactory.
- A. The payment record of an account will be deemed satisfactory if all of the following are met:
- The previous or existing service was not discontinued for non-payment, and was not abandoned, within the past twelve months; and
 - The applicant has not been sent denial or disconnection notices four times for previous or existing service within the past twelve months; and
 - The applicant has paid for all previous and existing service without referral to a collection agency and without a declaration of uncollectibility; and

3. **RULES AND REGULATIONS** (Continued)

RULE 6 CREDIT (Continued)

6.2 **BUSINESS APPLICANTS** (Continued)

- The applicant provides accurate credit information as appropriate.
- B. The Company may require a deposit from a business applicant as a condition of extending credit if the applicant does not meet any one of the above criteria.

6.3 **DISCONTINUANCE OF SERVICE FOR FAILURE TO ESTABLISH CREDIT**

Service may be discontinued for failure to establish credit, not sooner than five (5) days after delivery or eight (8) days after mailing of written notice of intention to disconnect.

6.4 **SERVICE RECONNECTION CHARGE**

Where service has been discontinued for failure to establish credit as authorized by these regulations, a reconnect charge will be made and collected by the Company. (T)

3. **RULES AND REGULATIONS (Continued)**

RULE 7 DEPOSITS

The Company may, in order to safeguard its interest, require an applicant or an existing Customer to make a suitable deposit to be held by the Company as a guarantee of the payment of charges for service or for loss of or damage to Company property. The Company may require a deposit to establish or re-establish service if and only if an applicant for service is unable to demonstrate acceptable credit to the satisfaction of the carrier. Failure to provide a social security number shall not be cause for requiring a deposit. A carrier may not require a deposit for its own benefit for services provided by another carrier, or refuse to accept a deposit in lieu of demonstrating satisfactory credit. The fact that a deposit has been made in no way relieves the applicant or Customer from complying with the Company's regulations and the prompt payment of bills on presentation. (D)

The Company may request a deposit from a Customer 1) if said Customer has service discontinued for nonpayment, with the exceptions provided below, or 2) if the Company obtains evidence that the Customer used a device or scheme to receive service without payment.

A deposit to establish or re-establish basic service may not exceed twice the estimated or typical monthly bill for recurring and usage charges for basic service. A carrier may require an additional deposit for services it provides other than basic service.

The Customer's deposit will be returned following the earlier event of: 1) twelve (12) months of service without a discontinuation of service for failure to pay or 2) the disconnection of service at the Customer's request. Upon disconnection of service, any deposit held by the Company will be applied to the Customer's outstanding balance at the time service is discontinued. If after the deposit has been applied to the Customer's balance and the transaction results in a credit balance, a check in the credit amount will be mailed to the Customer's address of record. Any charges remaining after the deposit has been applied to the Customer's account will be subject to collections.

The Company will not request a deposit from any Customer whom, following the disconnection of local exchange service for non-payment of telephone charges:

1. subsequently changes service provider of local exchange service, irrespective of whether the Customer chooses to port his or her telephone number to the new service provider; or
2. pays the unpaid balance fully plus any applicable reconnection fees within seven (7) calendar days of the discontinuance of service, but only if said Customer also has not had telephone service discontinued more than one (1) time within the preceding eighteen (18) month period.

7.1 INTEREST TO BE PAID ON DEPOSITS

Interest will be added to the deposit using the 3-month financial commercial paper rate as published by the Federal Reserve Board on November 30th of the prior year. However, no interest shall be given if the Customer has received a minimum of two notices in a 12-month period as provided under Rule 8.2.

3. RULES AND REGULATIONS (Continued)

RULE 7 DEPOSITS (Continued)

7.1 INTEREST TO BE PAID ON DEPOSITS (Continued)

Even though a deposit is made, the Customer must still pay bills when requested. A Customer's payment of a deposit does not waive or modify the Company's practice of disconnecting service for failure to pay any bills.

7.2 PAYMENT AND REFUNDS OF DEPOSITS

In the event the Customer fails to establish a satisfactory history, deposits are a form of security that shall be required from Customers to ensure payment of bills. A LifeLine applicant may request that the deposit for line service be paid in three equal installments. (N)
(N)

The Company will refund deposit amounts associated with basic service, with interest, after one continuous year of timely payments for basic service. Deposits, less any outstanding charges, will be refunded within 30 calendar days after the discontinuance of service. Deposit amounts collected from LifeLine applicants for line service will be refunded to the Customer's bill once the Company has been informed by the California LifeLine Certifying agent that that Customer has been approved for the LifeLine program. Carriers shall refund deposits associated with other services not later than 120 days after service is discontinued. (N)
(N)
(N)

In the event a Customer requests services in addition to basic service, the average bill will reflect the aggregate services requested by the Customer. Deposits will be refunded with interest and cannot be used as a credit against subsequent bills.

7.3 FAILURE TO ESTABLISH CREDIT OR PAY DEPOSIT

Except for approved LifeLine Customers, the Company may refuse service if credit is not established satisfactory to the Company and may deny or disconnect service if a deposit is not paid as required in Rule 7. (T)

3. **RULES AND REGULATIONS (Continued)**

RULE 8 NOTICES

Notice shall be deemed properly given if delivered in person or when deposited with the U.S. Postal Service.

Written notices provided to the Customer by the Company shall be as follows:

8.1 RATE INFORMATION

Notice of increases in rates, as well as notices to more restrictive terms and conditions of service, shall be provided in writing to affected Customers and postmarked at least 25 days prior to the effective date of such changes. No Customer notice shall be required for rate decreases. Customers shall be advised of optional service plans in writing as they become available.

8.2 WITHDRAWAL OR DISCONTINUANCE OF SERVICE NOTICE

(T)

(1) Notice by Customers

Customers are responsible for notifying the Company of their desire to discontinue service on or before the date of disconnection. See Rule 20.

(2) Notice by the Company

Discontinuance of service by the Company shall only occur as provided under this tariff or pursuant to Commission rules.

The Company shall notify each affected subscriber at least 25 days in advance of every request to the Commission to withdraw service. The notice must describe the proposed withdrawal and proposed effective date, state that subscribers have the right to choose another utility, and provide the carrier's toll-free Customer service telephone number for responding to subscribers' questions. If the service to be withdrawn is basic service (as defined in these rules), the carrier must also: explain in the notice that the withdrawal is contingent on Commission approval; arrange with the default carrier(s) for continuity of service to affected subscribers who fail to choose another utility and describe in the notice those arrangements and the subscribers' right to receive basic service from the underlying carrier or carrier of last resort; and provide the default carrier's name and toll-free number.

(N)

(N)

3. RULES AND REGULATIONS (Continued)
RULE 8 NOTICES (Continued)

8.2 WITHDRAWAL OR DISCONTINUANCE OF SERVICE NOTICE (Continued)

Notices to discontinue service for nonpayment of bills shall be provided in writing by first class mail to the Customer not less than 7 calendar days prior to termination, except as provided for below in this section. Each notice shall include all of the following information:

1. The name, address and TN of the Customer whose account is delinquent.
2. Information sufficient for the subscriber to identify the carrier and which service(s) are to be terminated, and the delinquent amount(s). If basic service is to be disconnected, the notice shall state the minimum amount that must be paid to retain basic service.
3. The amount, if any, of early termination charges the Customer will be liable for in case of discontinuance of service for non-payment of bills.
4. The date or time when payment or arrangements for payment are required in order to avoid termination.
5. A toll free telephone number of a representative of the Company, who can provide additional information or institute arrangements for payment.
6. The telephone number of the Commission's Consumer Affairs Branch (CAB) where the Customer may direct inquiries.

None of the Classes of Local Exchange Service listed in Section 1.2.1 of this tariff may be discontinued for nonpayment of Company's unregulated competitive services, Company Affiliate Services, or toll and other services provided by third-party entities and billed by Company.

The Company may disconnect service without advanced notice if the acts of the Customer are such that as to indicate intention to defraud the Company or threaten the integrity or security of the company's operations or facilities. This includes, but is not limited to, fraudulently placing and receiving calls and/or providing false credit information to the Company or its representatives.

8.3 CHANGE IN OWNERSHIP OR IDENTITY NOTICE

The Company shall notify each affected Customer at least 30 days in advance whenever it requests Commission approval for a transfer of Customers, as defined. The notice shall follow the requirements where applicable of General Order 96-Series and/or Public Utilities Code § 2889.3; describe the proposed transfer in straightforward terms; explain that the transfer is subject to Commission approval; identify the transferee; describe any changes in rates, charges, terms, or conditions of service; state that Customers have the right to select another utility; and provide a toll-free Customer service telephone number for responding to Customers' questions.

(L) Material relocated to following page.

3. **RULES AND REGULATIONS (Continued)**
RULE 8 NOTICES (Continued)

8.4 **RULES FOR NOTICES**

Notices required in these Rules shall be in writing by one or a combination of bill inserts, notices printed on bills, or separate notices sent by first class mail. In each case, an electronic notice may be substituted where the subscriber has agreed to receive notice in that manner. Notice by first class mail is complete when the document is deposited in the mail; and electronic notice is complete upon successful transmission (as defined in Cal. Civil Code § 1633.15(b)). Every notice in whatever form shall be legible and printed in the equivalent of 10-point or larger type.

(L)
|
(T)
|
(L)
|
(T)

RULE 9 PAYMENT

The Customer is responsible for payment of all charges for facilities and services furnished, including charges for services originated, or charges accepted, at such facilities. This Customer responsibility also includes charges associated with the fraudulent use of facilities and services by the Customer or any end users of the Customer. All bills are payable at the Company's business offices.

At such time as the Company completes installation or connection of the necessary facilities and/or equipment to provide service the Company shall conduct appropriate tests thereon. Upon successful completion of such tests the Company shall notify the Customer that such services are available for use, and the date of such notice shall be called the "Service Date" and shall be the starting date for billing.

Customer shall pay the amount(s) as specified in the tariff for the Services. Service activation and set-up charges, including construction charges, are due in advance. Fixed recurring charges shall be billed in advance after the Service Date is determined and will be due no later than twenty-two (22) days after the day the invoice is mailed to the Customer. Variable recurring charges, early termination charges, service charges, and other charges shall be billed as incurred, and will be due no later than twenty-two (22) days after the day the invoice is mailed to the Customer. Customers wishing to discontinue services subject to termination charges will be informed of an estimate of these charges prior to service termination

(T)
(T)
(T)
(T)

Any amount not received within twenty-two (22) days after the day the invoice is mailed to the Customer will be subject to the Company's standard late charge of 1.5% per month, or, if lower, the legal limit applicable to such charges. Customer agrees to review each invoice promptly and to notify the Company of any discrepancies within 2 months of receipt of each invoice.

(T)

Any prorated bill shall use a 30-day month to calculate the pro-rata amount. Prorating shall apply only to recurring charges. All nonrecurring and usage charges incurred during the billing period shall be billed in addition to prorated amounts.

(L) Material relocated from the previous page.

3. RULES AND REGULATIONS (Continued)

RULE 9 PAYMENT (Continued)

9.1 LOCAL EXCHANGE SERVICE

Charges for basic local exchange service are billed monthly, in advance, for one month's minimum charge and in arrears for minute-of-use charges (except when payment for messages is made by cash deposit in a coin telephone) and early-termination charges billed by Company, if any. Unless otherwise directed by the subscriber at the time the payment is made, the Company shall credit partial payment amounts in the following order: (1) local exchange telephone service and associated mandatory fees and taxes; (2) other communications-related charges; (3) other charges. Per-minute and per-call charges may be billed without being detailed as to the duration, time of day, or destination of individual calls. (T)
(T)
(T)
(T)

9.2 TOLL SERVICE

From all stations, except those equipped with coin boxes, toll messages and charges are billed in arrears. The Company may monitor high toll usage on a daily basis to identify unusual or excessive increases in the Customer's toll usage during the interim period of the billing cycle. The Company will attempt to contact the Customer by telephone to inquire in regards to the high toll usage. If a Customer accumulates high charges for toll calls in a short period of time, and the Customer's credit record indicates that satisfactory payment may not be made on this amount, a Company may issue a special toll bill. The special bill shall be due ten (10) days from the mailing date of the bill, or seven (7) days if delivered. An unusually high toll bill shall be considered an amount in excess of 175 percent of the average of the past three months toll bills or an average for that class of service if three months actual is not available. The Company may also require the Customer to provide a deposit pursuant to Rule 7 in order to continue service. Additionally, the Company may impose toll restriction on the account at any time without notice to prevent the accrual of additional billings.

3. RULES AND REGULATIONS (Continued)

RULE 9 PAYMENT (Continued)

9.3 COLLECT, THIRD PARTY, OR CREDIT CARD BILLING, OR OPERATOR ASSISTED BILLING OF MINUTE OF USE CALLS

Where the user of any service where a Minute-of-Use Rate Schedule is in effect requests that a local area call be charged to the called telephone, a third telephone or to a credit card, supplementary charges apply as delineated in the Operator Service Rate Section in addition to the applicable usage charges.

Where such a user requests that a call billed by Cox outside of the local area be charged to the called telephone, a third telephone or to a credit card, provisions covering IntraLATA Toll Rates as delineated in this tariff are applicable.

9.4 LATE PAYMENT CHARGE

Bills are due and payable on the date of presentation. A late payment charge, as described below, will be applied if payment is not received by the Company on or before the late payment date which date will be prominently displayed on the Customer's bill. The late payment date will be at least 22 days after the day the invoice is mailed to the Customer. Cox California Telcom, L.L.C. shall credit payments on the same day as received to avoid assessing late payment charges incorrectly.

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

If payment for a current bill is received by the Company before the bill's due date, but for technical or other reasons the payment is not applied to the Customer's account prior to the issuance of a subsequent bill, the Customer shall not be liable for that portion of any unpaid balance attributed to a Late Payment Charge.

A Customer shall not be liable for any Late Payment Charge applicable to a disputed portion of that Customer's bill, so long as the Customer pays the undisputed portion of the bill and enters into bona fide negotiations to resolve the dispute.

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3. RULES AND REGULATIONS (Continued)

RULE 9 PAYMENT (Continued)

9.5 NON-SUFFICIENT FUNDS OF NEGOTIABLE INSTRUMENTS

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

A Customer will be placed on a "cash only" basis upon receipt of two (2) NSF items within a twelve (12) month period of time. "Cash only" is herein defined as Cashier's Checks, U.S. currency, or money orders.

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of a Customer's account and the Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

9.6 DEFERRED PAYMENT AGREEMENT

Residential Customers, who are indebted to the Company for past due utility service, shall have the opportunity to make payment arrangements with the Company to retire the delinquent amount by Deferred Payment Agreement. All applicants for service, nonresidential Customers and Customers who have failed to make payment under such a plan during the past twelve (12) months, who are indebted to the Company for past due utility service, may have the opportunity, at the discretion of the Company, to make arrangements with the utility to retire the debt by Deferred Payment Agreement. Where a Customer is offered and agrees to an alternative payment plan, the carrier must provide confirmation of the terms in writing if the Customer so requests. (T)
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The terms and conditions of a Deferred Payment Agreement shall be determined by the Company after consideration of the following:

- a. Size of the past due account;
- b. Customer's or applicant's ability to pay;
- c. Customer's or applicant's payment history;
- d. Reasons for delinquency; and
- e. Any other relevant factors relating to the circumstances of the Customer's or applicant's service.

3. **RULES AND REGULATIONS (Continued)**

RULE 9 PAYMENT (Continued)

9.7 **CANCELLATION OF APPLICATION FOR SERVICE**

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If a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun (all discounted to present value at 6%).

Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred, less net salvage, applies. In such cases the charge will be based on such elements as the cost of the equipment, facilities, and material, the supervision, general and administrative expense, other provision for return on investment, and any other costs associated with the special construction or arrangements.

3. **RULES AND REGULATIONS (Continued)**

RULE 9 PAYMENT (Continued)

9.8 TAXES

Customer shall pay all sales, use, gross receipts, excise, access, bypass, or other local, state and Federal taxes, charges, or surcharges, however designated, imposed on or based upon the provision, sale or use of the Services (excluding taxes on the Company's net income). Such taxes shall be separately stated on the applicable invoice.

All mandated government taxes, surcharges and fees required to be collected from Customers and to be remitted to federal, state or local governments will be listed in a separate section of the telephone bill entitled "Government Fees and Taxes," and all such charges shall be separately itemized. This section of the bill will not include any charges for which the Company is not required to remit to the government the entire amount collected from Customers. The Company shall not label or describe non-government fees or charges in a way that would mislead Customers to believe the charges are remitted to government.

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When a municipal corporation or other political subdivision of the state collects from the Telephone Company a license tax, privilege tax, street use tax, franchise fee, permit fee, or any tax, exaction, or fee measured by poles, guys, wires, conduits, manholes, telephones, other units of plant, income or activities as a public service corporation, such taxes, exactions and fees shall, insofar as practicable, be billed pro rata to the exchange Customers receiving service within the territorial limits of the municipal corporation or political subdivision.

RULE 10 DISPUTED BILLS

All disputed charges for any telecommunications service are subject to a rebuttable presumption that the charges are unauthorized unless there is (i) a record of affirmative Customer authorization; (ii) a demonstrated pattern of knowledgeable past use; or (iii) other persuasive evidence of authorization.

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In case of a billing dispute between the Customer and the Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, the Customer can make the following arrangement:

A. First, the Customer may make a request, and the Company will comply with the request, for an investigation and review of the disputed amount, and shall reach a determination and communicate it to the Customer within 30 days. During the time the investigation is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge. If the subscriber prevails, then no late charge or penalty may be imposed on the amount in dispute

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B. The undisputed portion of the bill must be paid by the Due By Date (No sooner than 22 days of the date of presentation) shown on the bill or the service will be subject to disconnection if the Company has notified the Customer by written notice of such delinquency and impending termination.

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3. RULES AND REGULATIONS (Continued)

RULE 10 DISPUTED BILLS (Continued)

- C. If there is still disagreement after the investigation and review by a manager of the Company, the Customer may appeal to CAB for its investigation and decision. The Company may not disconnect service to a subscriber for nonpayment of a disputed amount if the subscriber has: (a) submitted a claim to CAB for informal review; and (b) deposited the disputed amount with the Commission. No late charge or penalty may be imposed on the amount in dispute deposited with the Commission. During the time any CAB review is pending, no late charges or penalties may be collected, the charge may not be sent to collection, and no adverse credit report may be made based on non-payment of the charge
- D. The Company shall respond to CAB's requests for information within 10 business days.
- E. CAB will review the claim of the disputed amount, communicate the results of its review to the Customer and Company and make disbursement of the deposited amount.
- F. After the investigation and review are completed by the Company as noted in (A) above, if the Customer elects not to deposit the amount in dispute with CAB, such amount becomes due and payable at once. In order to avoid disconnection of service, such amount must be paid within 7 calendar days after the date the Company notifies the Customer that the investigation and review are completed and that such payment must be made or service will be interrupted. However, the service will not be disconnected prior to the Due By Date shown on the bill.

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3. RULES AND REGULATIONS (Continued)

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE

11.1 SERVICE MAY BE DISCONTINUED FOR NONPAYMENT OF BILLS PROVIDED:

1. The bill has not been paid by the due date shown on the bill.
2. Notice of the proposed discontinuance is provided pursuant to the rules listed herein.
3. Service is not initially discontinued on any Saturday, Sunday, legal holiday, or any other day Company service representatives are not available to service Customers.
4. At the Customer's request, multiple lines under the same account may be billed separately as a service and convenience to the Customer. Multiple billing statements originating from the same account will be treated as one account and will remain the responsibility of the account holder. If one of the billing statements is delinquent in a multiple billing-statement account, the Company reserves the right to discontinue service for non-payment to that account.
5. Where a telephone bill contains both charges for basic residential or single line business service and other charges, the bill will distinguish between charges for which non-payment will result in disconnection of basic residential or single line business service, and charges for which non-payment will not result in such disconnection. Those charges for which nonpayment will not result in disconnection of basic residential or single line business service will be clearly and conspicuously identify on the bill.
6. Billing telephone companies that provide basic local exchange service may not disconnect or suspend a subscriber's basic service for failure to pay any non-communications charge on the subscriber's telephone bill. Billing telephone companies must give subscribers notice of this rule when requesting initial authorization and on every bill that contains non-communication-related charges

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11.2 LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE

Carriers of last resort may not disconnect basic residential or single line business service, either flat rate or measured rate, as defined in D.96-10-066, Appendix B, page 5, for nonpayment of any charge other than non-recurring or recurring charges for that same service, including government fees and taxes calculated on that service that are remitted to government

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California Public Utilities Commission's Decision No. 91188, in Case No. 4930, requires that each communications Utility, operating under the jurisdiction of the Commission, include the provisions of the rule set forth in Appendix B of that decision as a part of the rules in the Utility's tariff schedules. Accordingly, Appendix B of Decision No. 91188, Case No. 4930, is quoted herein:

1. Any communications utility operating under the jurisdiction of this Commission shall refuse service to a new applicant and shall disconnect existing service to a Customer upon receipt from any authorized official of a law enforcement agency of a writing, signed by a magistrate, as defined by Penal Code Sections 807 and 808, finding that probable cause exists to believe that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law. Included in the magistrate's writing shall be a finding that there is probable cause to believe not only that the subject telephone facilities have been or are to be used in the commission or facilitation of illegal acts, but that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result.

3. **RULES AND REGULATIONS (Continued)**

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

11.2 LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE
(Continued)

2. Any person aggrieved by any action taken or threatened to be taken pursuant to this rule shall have the right to file a complaint with the Commission and may include therein a request for interim relief. The Commission shall schedule a public hearing on the complaint to be held within 20 calendar days of the filing of the complaint. The remedy provided by this rule shall be exclusive. No other action at law, or in equity shall accrue against any communications utility because of, or as a result of, any matter of thing done or threatened to be done pursuant to the provisions of this rule.
3. If communications facilities have been physically disconnected by law enforcement officials at the premises where located, without central office disconnection, and if there is not presented to the communications utility the written finding of a magistrate, as specified in paragraph 1 of this rule, then upon written request of the Customer the communications utility shall promptly restore such service.
4. Any concerned law enforcement agency shall have the right to Commission notice of any hearing held by the Commission pursuant to paragraph 2 of this rule, and shall have the right to participate therein, including the right to present evidence and argument and to present and cross-examine witnesses. Such law enforcement agency shall be entitled to receive copies of all notices and orders issued in such proceeding and shall have both
 - (i) the burden of proving that the use made or to be made of the service is prohibited by law, or that the service is being or is to be used as an instrumentality, directly or indirectly, to violate or to assist in the violation of the law, and that the character of such acts is such that, absent immediate and summary action in the premises, significant dangers to public health, safety, or welfare will result and
 - (ii) the burden of persuading the Commission that the service should be refused or should not be restored.

3. RULES AND REGULATIONS (Continued)

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

**11.2 LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE
(Continued)**

5. The utility, immediately upon refusal or disconnection of service in accordance with paragraph 1 of this rule shall notify the applicant or Customer in writing that such refusal or disconnection has been made pursuant to a request by a law enforcement agency, naming the agency, and shall include with said notice a copy of this rule together with a statement that the applicant or Customer may request information and assistance from the Commission at its San Francisco or Los Angeles office concerning any provision of this rule.
6. At the expiration of fifteen days after refusal or disconnection of service pursuant to paragraph 1 of this rule the utility, upon written request of the applicant or Customer, shall provide or restore such service unless the law enforcement agency concerned shall have notified the utility in writing of its objection to such provision or restoration of service, in which event service may be provided or restored only in a complaint proceeding pursuant to paragraph 2 of this rule. At the time of giving any such notice of objection, the law enforcement agency shall mail or deliver a copy thereof to the applicant or Customer. Nothing in this paragraph shall be construed to preclude the granting of interim relief in a proceeding initiated pursuant to paragraph 2 of this rule.
7. Each contract for communications service, by operation of law, shall be deemed to contain the provisions of this rule. Such provisions shall be deemed to be a part of any application for communications service. Applicants for service shall be deemed to have consented to the provisions of this rule as a consideration for the furnishing of such service.
8. The term person, as used herein, includes a Customer to communications service, an applicant for such service, or corporation, a company, a co-partnership, an association, a political subdivision, a public officer, a governmental agency, and an individual.

3. RULES AND REGULATIONS (Continued)

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

**11.2 LEGAL REQUIREMENTS FOR REFUSAL OR DISCONTINUANCE OF SERVICE
(Continued)**

9. The term communications utility, as used herein, includes a telephone corporation and a telegraph corporation, as defined in Division 1 of the California Public Utilities Code.
10. 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 Company that is intended to vex, harass or annoy the Company, its employees or agents. A pattern of behavior is intended to vex, harass or annoy if its purpose is to disturb, irritate or interrupt the Company's operations 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 vex, harass or annoy the Company's employees or agents, the Company may, at its option, discontinue service.

FOR THE INFORMATION OF OUR CUSTOMERS, THE ADDRESS OF THE COMMISSION'S OFFICE IS AS FOLLOWS:

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California Public Utilities Commission
Consumer Affairs Division
State Building
505 Van Ness Avenue
San Francisco, CA 94102

3. **RULES AND REGULATIONS (Continued)**

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

11.3 RESIDENCE SERVICE AND OTHER PROVISIONS

For residence services disconnected for nonpayment, the Company will continue to provide access to 911 services to the Customer.

Upon condemnation of all or any material portion of the facilities used by the Company to provide service to a Customer or in the event a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service under this tariff without incurring any liability.

Upon the Customer filing for bankruptcy or reorganization relief, the Company will act in accordance with bankruptcy laws that prohibit immediate discontinuance or suspension of service. In accordance with the automatic stay granted for those seeking bankruptcy relief, the Company will not take efforts to collect the debt and not assess additional fines or late fees once the bankruptcy petition has been filed.

The Company will credit the Customer's outstanding balance up to the bankruptcy filing date or as stipulated by the bankruptcy petition. The protection provided under the automatic stay does not apply to debts accrued after the bankruptcy filing date, therefore the Customer is responsible for debts accrued after the bankruptcy filing date and the Company may resume usual and customary collection efforts.

If all or any significant portion of the facilities or associated equipment used to provide the Service to Customer shall be taken for any public or quasi-public purpose by any lawful power or authority by the exercise of the right of condemnation or eminent domain, Company shall be entitled to elect to terminate service upon written notice to Customer.

The use and restoration of service in emergencies shall be in accordance with the Federal Communications Commission's Rules and Regulations and the Regulations of the Commission, which specify the priority system for such activities.

3. RULES AND REGULATIONS (Continued)

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

11.4 ABANDONMENT OF SERVICE

The Company may discontinue service, including access to 911, to the Customer's account without written notice when it has determined that the Customer has vacated the premises without providing verbal or written notice to the Company ("abandoned service").

- A. In the instance where service has been disconnected for non-payment, the Company will deem the Customer to have abandoned service if any one of the following conditions is met:
1. An owner, manager, agent, broker, lessor or a person controlling or managing property, premises or occupied building informs the Company verbally or in writing that the Customer is no longer a tenant, or that a different tenant now occupies the Customer's former premises. The owner, manager, agent, broker, lessor or a person controlling or managing property, premises or occupied building shall be responsible for the accuracy of any information provided to the Company concerning the disconnection of service to a Customer who currently or previously resided at a premises. This condition applies when the Company has received an order from a new telephone Customer at the premises.
 2. Company personnel or agent determines that another carrier's facilities are serving the Customer's premises through connections previously used by Company to provide service to the Customer.
 3. Company personnel or agent determines by visual verification that the residence is vacant, condemned or destroyed by fire or other disaster.
 4. In the event that there are two or more telephone accounts at the same premises, an account may be deemed abandoned if Company personnel determine that the Company continues to provide telephone service to the premises. At its discretion, the Company may ask a remaining Customer to review and sign the Abandonment of Service Form. In the event that the form is falsified or fraudulent, toll and calling services will be immediately suspended without notice and service will be subject to disconnection unless a deposit is posted and all outstanding charges on the previous Customer's account are paid.
- B. In the instance where service has not been disconnected at a premise, the Company will deem the Customer to have abandoned service if any one of the following conditions is met:
1. An owner, manager, agent, broker, lessor or a person controlling or managing property, premises or occupied building informs the Company verbally or in writing that the Customer is no longer a tenant, or that a different tenant now occupies the Customer's former premises. The owner, manager, agent, broker, lessor or a person controlling or managing property, premises or occupied building shall be responsible for the accuracy of any information provided to the Company concerning the disconnection of service to a Customer who currently or previously resided at a premises. This condition applies when the Company has received an order from a new telephone Customer at the premises.
 2. A newly-connecting Customer submits an Abandonment of Service form attesting that the former Customer no longer resides at the address. In the event that the form is falsified or fraudulent, toll and calling services will immediately be suspended without notice and service will be subject to disconnection unless a deposit is posted and all outstanding charges on the previous Customer's account are paid.

RULE 11 DISCONTINUANCE AND RESTORATION OF SERVICE (Continued)

11.5 IMPAIRMENT OF SERVICE

- A. If a Customer uses the Company's service or equipment in a manner which causes an unusually large volume of calls to be made to such Customer at or about the same time with in such a manner that the Company may reasonably determine that service to others is or will be interfered with, the Company will notify in writing said Customer of the problem and the Customer shall then take action so that the problem will be eliminated, or the Customer may subscribe to such additional service and equipment as necessary to handle the unusual volume of calls. Such notice shall indicate the Customer's right to submit the matter to the Public Utilities Commission for review. Should the Customer not take remedial action within five (5) days, and a second impaired service condition arises, the Company may discontinue the service without further notice. A service may be discontinued without advance notice if the Customer's use of the service creates a call blockage in the Company's network resulting in preventing, obstructing or delaying the telephone service of others.
- B. The Company has the right to refuse telephone service to any premises and at any time to discontinue telephone service either temporarily or permanently, if the Company finds it necessary to do so to protect itself against intentional abuse. Intentional abuse of service includes, without limiting the generality of the foregoing; the use of service or facilities of the Utility to transmit a message or to locate a person or otherwise to give or obtain information, without payment of a message toll charge or an exchange service charge. Another form of such abuse is an intentional uninterrupted connection of one exchange station to another station, excluding those connections charged for on an elapsed time basis, which permits the use of the facilities in a fashion similar to private line service. Intentional abuse also includes intentional receiver off hook conditions.

11.6 TRANSFER OF CREDIT BALANCES

(N)

Upon disconnection of services offered under this tariff, Cox may apply any remaining credit balance for such services against any unpaid amounts for services offered by a Cox Affiliated Company. (N)
(N)

RULE 12 OPTIONAL RATES AND INFORMATION PROVIDED TO THE PUBLIC

The Company will, on request, provide each applicant for service or Customer the following:

- A. The California Public Utilities Commission identification number of its registration to operate as a telecommunications corporation within California (U-5684-C).
- B. The address and telephone number of the California Public Utilities Commission to verify its authority to operate.
- C. A copy of these Consumer Protection Regulations.
- D. A toll-free number to call for service or billing inquiries, along with an address where the Customer may write the Company (888-222-7743).
- E. A full disclosure of all fictitious i.e., "dba" names.
- F. The names of billing agents it uses in place of performing the billing function itself.
- G. Rate information as required by Rule 6(A).
- H. Hours of Operations
Customer Care
 - 8 a.m. – 8 p.m. Monday – Friday
 - 8 a.m. – 5 p.m. Saturday

3. RULES AND REGULATIONS (Continued)

RULE 13 TEMPORARY SERVICE

Temporary service will be provided if such service provision is consistent with the best interest of the Company.

RULE 14 CONTINUITY OF SERVICE

In the event of prior knowledge of an interruption of service for a period exceeding one day, the Customers will, if feasible, be notified in writing, by mail, at least one week in advance.

RULE 15 EXTENSIONS

Not applicable.

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES

To ensure continuity of service during the installation and activation process where an applicant ports their existing telephone number from another service provider to Cox, the Company may, at its option, instruct the prior service provider to discontinue service on a date following the actual installation or activation of service.

16.1 SERVICE ACTIVATION CHARGES

Service Activation Charges are nonrecurring charges for establishing or modifying telephone services. Service Activation Charges are incurred pursuant to Customer requests only.

Unless specifically exempted in this or other Sections of this tariff, Service Activation Charges apply to all Customer-initiated requests, and are in addition to all other scheduled rates and charges.

Standard Service Activation Charges reflect service provided between 9:00 a.m. - 5:00 p.m., at current installation intervals and without work interruptions by the Customer. Unless otherwise indicated, Customer requests for expedited services that require installations on a date that is less than the normal offered interval ("Expedited Service Activation"), a 100% increase in applicable Service Activation Charges shall apply. Expedited Service Activation is not available for LifeLine Service. (T)

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.1 SERVICE ACTIVATION CHARGES (Continued)

If a Customer requests that Service Activation be performed after 5:00 p.m., a 100% increase in the Service Activation charges shall apply.

Service Activation Charges for the initial establishment of telephone service are payable with the first bill rendered for service.

At the time of the request for service, the Customer may elect to pay Service Activation Charges in equal installments over a period of 3 months without interest. Customers selecting this payment option are required to pay each monthly installment in full or be subject to a Late Payment Charge.

All services along the facilities between the point identified as the Company's origination point and the point identified as the Company's termination point will be furnished by the Company, its agents, vendors or contractors.

The Company may undertake to 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.

The Company undertakes to use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer, joint user, or authorized user may not, nor may he permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise tamper with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

Equipment the Company provides or installs at the Customer's premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company provided the equipment.

3. **RULES AND REGULATIONS (Continued)**

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.1 SERVICE ACTIVATION CHARGES (Continued)

The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer, joint user, or authorized user when the service difficulty or trouble report results from the use of equipment or facilities the Customer, joint user, or authorized user provided.

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; subject to this responsibility the Company shall not be responsible for:

1. The transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
2. The reception of signals by Customer provided equipment.

The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, including batteries, facilities or services which are interconnected with Company services.

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The Customer, authorized user, or joint user is responsible for ensuring that Customer provided equipment connected to Company equipment and facilities is compatible with such Company 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 to other persons. Customer will submit to Company a complete manufacturer's specification sheet for each item of equipment that is not provided by the Company and which shall be attached to the Company's facilities. The Company shall approve the use of such item(s) of equipment unless such item is technically incompatible with Company's facilities. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

3. **RULES AND REGULATIONS (Continued)**

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.1 SERVICE ACTIVATION CHARGES (Continued)

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Service and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

The Company 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 carrier which are applicable to such connections.

16.2 SHORTAGE OF EQUIPMENT OR FACILITIES

The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of a lack of facilities, or due to any other cause beyond the Company's control.

The Company also reserves the right to manage and replace its facilities as necessary, taking into account technology advances, equipment lifecycle, availability of equipment and replacement parts, and impending failure of equipment. Replacement of facilities under such circumstances may result in customers being required, for example, to change from circuit-switched voice services to packet-switched voice services. Where necessary for Cox to manage or replace facilities or at the customer's premise, customer must provide access as specified in Section 16.7 of this tariff (Obligations of the Customer) or face disconnection, providing reasonable written notice has been sent.

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Cox shall provide service within 300 feet from the area abutting its Transmission Facilities and will provide such service in a nondiscriminatory fashion to all similarly situated parties.

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

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.3 PROHIBITED USES

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 governmental approvals, authorizations, licenses, consents and permits required to be obtained by the Customer with respect thereto.

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

The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this tariff. The Customer shall not, without prior written consent of the Company, which consent shall not be unreasonably withheld, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this tariff, and any attempt to make such an assignment, transfer, disposition without consent shall be null and void.

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

A Customer may not use the services so as to interfere with or impair service over any facilities and associated equipment, or so as to impair the privacy of any communications over such facilities and associated equipment.

Customer use of any resold service obtained from other service providers shall also be subject to any applicable restrictions in the underlying providers' publicly available tariffs.

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.3 PROHIBITED USES (Continued)

A Customer, joint user, or authorized user shall not represent that its services are provided by the Company, or otherwise indicate to its Customers that its provision of services is jointly with the Company, without the written consent of the Company. The relationship between the Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.

16.4 NON-ROUTINE MAINTENANCE

At the Customer's request, maintenance may be performed outside the Company's regular business hours (9:00 a.m. - 5:00 p.m.) 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 maintenance 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.

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.5 SPECIAL CONSTRUCTION

1. General

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer.

Special construction is that construction undertaken;

1. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
2. of a type other than that which the Company would normally undertake in the furnishing of its services;
3. over a route other than that which the Company would normally utilize in the furnishing of its services;
4. in a quantity greater than that which the Company would normally construct;
5. on an expedited basis;
6. on a temporary basis until permanent facilities are available;
7. involving abnormal costs; or
8. in advance of its normal construction.

2. Special Construction of Facilities

Where special (or in some cases, regular) construction of facilities is required to provide the requested services, including line extensions, construction charges may apply.

1. Income Tax

Contributions in Aid of Construction have been made taxable to the Company by the Tax Reform Act of 1986 for Federal purposes and conformed to by the Franchise Tax Board for purposes of California Corporate Franchise Tax. Therefore, the Company shall bill an additional fee to the Customer to cover the cost of additional income taxes that have resulted from payments that defray the cost of construction, other contributions, and the fair market value of property contributions received in aid of construction, and the prior nonrecurring rates which will remain in effect.

3. RULES AND REGULATIONS

(Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.5 SPECIAL CONSTRUCTION (Continued)

2. Special Construction of Facilities (Continued)

2. Definitions

- a. Contributions: Contributions shall include, but are not limited to, cash, services, facilities, labor, property, and income taxes thereon provided by a person or agency to the Company. The value of all contributions shall be based on the Company's estimates. Contributions shall consist of two components for purposes of recording transactions as follows:

(1) Income Tax Component of Contribution (ITCC), and

(2) The balance of the contribution, excluding income taxes (Balance of Contribution).

- b. Government Agency: A government agency shall include a Federal, California state, county, or local government agency.

- c. Public Benefit: Where, in the opinion of the Company, a benefit to the public as a whole is clearly shown by the government agency making the Contribution for a project.

3. Determination of ITCC:

The ITCC shall be calculated by multiplying the Balance of the Contribution by the tax factor of 0.33 beginning January 1, 1992. The tax factor is established by using Method 5 as set forth in Decision No. 87-09-026 and modified by Decision No. 87-12-028 in OII 86-11-019. The formula used to compute Method 5 includes the following factors:

- a. Corporate Tax rate of 39.21% based on Federal income tax rate of 35% and California Corporate Franchise Tax rate of 6.478%, taking into consideration a Federal deduction for state tax.
- b. A discount rate of 12% and a pre-tax rate of return of 17%.

4. State Taxes

Should any California state tax be imposed on Contributions in Aid of Construction or other Contributions, it shall be collected in accordance with Ordering Paragraph 6 of Decision No. 87-09-026.

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.5 SPECIAL CONSTRUCTION (Continued)

2. Special Construction of Facilities (Continued)

5. Internal Revenue Service

The Company shall recover through rates and penalties, interest, or taxes incurred if the Internal Revenue Service deems the method of tax collection authorized by Decision No. 87-09-026 a violation of the tax normalization rules and imposes additional taxes, penalties and interest.

6. Interest

When interest is payable under this tariff by the contributor to the Company, the interest rate shall be 1/12 of the most recent month's interest rate on commercial paper (prime, three months), published by the Federal Reserve Statistical Release, G.13. Should publication of the interest rate on commercial paper (prime, three months) be discontinued, interest will so accrue at the rate of 1/12 of the most recent month's interest rate on commercial paper, which most closely approximates the rate that was discontinued and which is published in the Federal Reserve Statistical Release, G.13 or its successor publication.

7. Billing

After determination of the applicant/Customer's liability and the appropriate charges for billing by the Company, the bill will be rendered to the applicant/Customer.

3. Line Extensions and Service Connection Facilities

Line Extensions consist of overhead or underground extensions of existing distribution facilities to new service connection facilities, and exclude additions to plant along existing telephone facilities.

1. Charges are for plant extensions of more than 300 feet. The first 300 feet of plant extension is considered "free footage allowance."

2. Charges are:

- a. Applicable to aerial and underground facilities whether Company or jointly owned or rented, all classes, types and grades of service.
- b. Not applicable to new subdivisions and real estate developments (See "C." following).

3. The Company will construct all facilities, or at Company's option, Customer may construct facilities according to Company specifications.

4. Charges are computed using prevailing labor rates and material costs in effect at the time of application, and are developed on an individual case basis.

3. RULES

AND

REGULATIONS

(Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.5 SPECIAL CONSTRUCTION (Continued)

3. Line Extensions and Service Connection Facilities (Continued)

5. An estimate of the costs for a line extension will be prepared pursuant to a bona fide application. Estimates of costs are subject to change prior to the start of actual construction. Charges are payable in advance and are not refundable. However, when a revised estimate resulting in a lower project cost is provided prior to the start of construction, refunds of any overpayments will be provided.

4. Route, Type And Measurement

1. The line extension and service connection facility distance for determining free footage and charge is measured from the point of connection at the existing distribution facility to the point of connection with the Company's network interface at the building being served.
2. Construction of line extensions is subject to the acquisition of or access to all necessary easements and/or rights of way.

5. Line Extensions And Service Connection

1. Line Extensions and Service Connection Facilities to and within New Subdivisions or Real Estate Developments which have approved Subdivision Maps, are subject to the following: For each home within the approved Subdivision, 300' of "Free Footage Allowance" will be provided. Any costs in excess of the "Free Footage Allowance" will be reimbursed to the Company or constructed by Developer, to Company or Industry specifications.
2. All charges must be paid in advance. No interest will be paid on such advances.

6. Contracts

1. Contracts will be required by the Company as a condition precedent to establishment of the service when extensions to plant of any distance are necessary. Such contracts may require advance payment in full to Company, when the plant extension exceeds the 300-foot "free footage allowance."
2. The contract will specify a proposed service date, however if private easements are necessary or if authorization for pole attachment is required by others, Company reserves the right to adjust/revise the proposed service date without penalty.

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.5 SPECIAL CONSTRUCTION (Continued)

7. Collective Application And Grouping Of Applicants

- a. When construction is required to serve a new applicant, the applicant will be required to identify any other potential applicants who might be served from the new construction or an extension thereof and who might benefit by being included in the project. Allowances are made only for those prospective Customers making bona fide applications for service.
- b. All applicants are grouped in a single project when there is no more than one-half mile of construction between successive applicants. Separate projects are established whenever the construction between any two successive applicants exceeds one-half mile. Two or more projects are combined, however, whenever this results in lower charges (or no increase in charges) for all of the applicants involved.
- c. An applicant at any premises receives only a single free footage allowance regardless of the number of residence services ordered at that premises.
- d. Where an applicant orders residence service at more than one premises, he is treated as being a separate applicant at each premises for purposes of this schedule.
- e. Bona fide applications for multiple business service located in separate premises on continuous property may be treated as separate applicants provided the applicants execute an agreement as described in D, above (Contracts).

8. Apportionment Of Charges To Group Of Applicants Within A Single Project

- a. Applicants are divided into two groups. The first group includes all applicants whose collective free footage allowance equals or exceeds the construction required to serve them. No charge is made to such applicants. The second group includes all remaining applicants on the project. The over-all charge for the project is divided equally among all the applicants in the second group.
- b. Exceptions:

No applicant is required to pay a higher charge than they would if the project were established for them alone.

Charges for extensions to plant on private property are assumed by applicants on whose property such extensions are made and these charges are not included in the over-all charges for the project. Likewise the free footage allowance on private property is not included in the collective free footage allowance for the project.

3. RULES AND REGULATIONS

(Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.6 FACILITIES ON CUSTOMER'S PREMISES AND STATION EQUIPMENT

16.6.1 FACILITIES ON CUSTOMER'S PREMISES

This provision applies to Residential Customers

1. 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. **Services, including access to 9-1-1 services, will also not be available during power outages if Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, wildfire conditions, forced government evacuations and fuel shortages.**
 - a. If the Customer does not subscribe to Lifeline service, 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.
 - b. If the Customer does subscribe to Lifeline service, the Customer is entitled to receive one battery for Equipment installed at the Customer premises. The battery will be delivered to the Lifeline Customer at the service address where eligibility for Lifeline was established. The Lifeline Customer is responsible for installing and monitoring the battery and contacting Cox when the battery the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced. Lifeline customers may request a replacement battery from Cox free of charge.

(N)
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(N)

3. **RULES AND REGULATIONS (Continued)**

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.6 FACILITIES ON CUSTOMER'S PREMISES AND STATION EQUIPMENT (N)

16.6.2 STATION EQUIPMENT (T)

Customer provided terminal equipment on the premises of the Customer, authorized user, or joint user, the operating personnel there, and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Customer, authorized user, or joint user. Conformance of Customer provided station equipment with part 68 of the FCC Rules is the responsibility of the Customer.

The Customer, authorized user, or joint user 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 to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

16.6.2.1 STATION EQUIPMENT – PRIVACY ASSURANCE (T)

1. That any Customer in California which provides its own terminal equipment and which monitors or records conversations between its employees and its Customers, and others engaging in conversations, where such conversations make use of the public telephone network, shall provide notice of the monitoring or recording by use of one of the methods authorized for equipment provided by the Company;
2. The Company shall notify the Customer when it has learned of monitoring or recording which does not use one of the authorized methods of providing notice and, unless the Customer will discontinue such use, Section 3 below shall apply;
3. The Company shall discontinue service to a Customer for noncompliance with this rule if, after written notice of at least five days, the Customer has not initiated compliance with such notice. Service will be restored after the Customer establishes compliance with the rule and pays the reconnection charge.
4. Appeals Procedure: In the event of a dispute between the Company and a Customer as to whether the Customer is in fact in violation of provisions of Paragraph No. 1, above, or if a Customer desires special relief from those provisions by reason of special hardship or impossibility of compliance, the Customer may file a formal complaint with the California Public Utilities Commission in the manner provided under the Commission's Rules of Practice and Procedure. During the period the complaint is pending before the Commission the Company shall not terminate service for noncompliance.
5. Liability of Company: The Company shall not, by taking action pursuant to this rule, be liable for any loss, damage, or injury, established or alleged, which may result or be claimed to result therefrom.

3. **RULES AND REGULATIONS (Continued)**

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.7 OBLIGATIONS OF THE CUSTOMER

The Customer shall be responsible for:

1. The payment of all applicable charges as set forth in 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, authorized user, or joint user or the non-compliance by the Customer, authorized user, or joint user with these regulations; or by fire or theft or other casualty on the premises of the Customer, authorized user, or joint user unless caused by the negligence or willful misconduct of the employees or agents of the Company;
3. Providing 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, authorized user, or joint user and the level of heating and air conditioning necessary to maintain the proper environment on such premises; (N)
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;** (N)
5. **If the Customer is a Lifeline Customer and 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;** (T)
6. Obtaining, maintaining, and otherwise having full responsibility for all rights of way and conduit necessary for installation of facilities and associated equipment used to provide Service to the Customer, authorized user, or joint user from the point of entry to the termination point of the Customer's premises. Any and all costs associated with the obtaining and maintaining of 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)
7. 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 harm to the Company's employees or property might result from installation or maintenance by the Company; (T)
8. 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 rights-of-way for which the Customer is responsible, and obtaining permission for Company agents or employees to enter the premises of the Customer, authorized user, or joint user at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of service as stated herein, removing the facilities or equipment of the Company;

3. RULES AND REGULATIONS (Continued)

RULE 16 SERVICE ACTIVATIONS AND FACILITIES ON CUSTOMER'S PREMISES (Continued)

16.7 OBLIGATIONS OF THE CUSTOMER (Continued)

9. Making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes; (T)
10. Keeping the Company's equipment and facilities located on the Customer's premises or rights-of-way obtained by the Customer free and clear of any liens or encumbrances relating to the Customer's use of the Company's services or from the locations of such equipment and facilities. (T)
11. Pay all installation, service or other charges upon receipt of Cox's statement for same. Charges will be according to Cox's rate schedule or tariff applicable at the time services are rendered. Some fees and charges are payable in advance. If Customer terminates service prior to the end of a prepaid period, Cox shall refund Customer the prorated unused portion of the fees and charges; provided, however, if such prorata unused portion is less than \$5.00, Cox shall make the refund only upon the request of Customer, unless otherwise required by state or local laws, statutes or ordinances. (T)
12. 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. (T)
13. Providing the Company with written notification of any change in name, ownership or control. (T)
14. Ensuring that the Customer-provided equipment (CPE), such as Private-Branch Exchange (PBX) equipment, provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (T)
15. 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)

RULE 17 MEASUREMENT OF SERVICE

17.1 TIMING OF CALLS

The Customer's usage charge is based on the actual usage of the Company's network. Usage begins when the called party picks up the receiver. When the called party picks up is determined by hardware answer supervision in which the local telephone Company sends a signal to the switch or the software utilizing audio tone detection. When software answer supervision is employed, up to 60 seconds of ringing is allowed before it is billed as usage of the network. A call is terminated when either party hangs up. The Company does not charge for uncompleted calls.

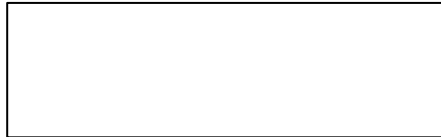
3. RULES AND REGULATIONS (Continued)

RULE 17 MEASUREMENT OF SERVICE (Continued)

17.2 CALCULATION OF DISTANCE

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4. The formula is:



RULE 18 TESTS AND ADJUSTMENT OF BILLS FOR ERROR

18.1 TESTING AND ADJUSTING

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

3. **RULES AND REGULATIONS (Continued)**

RULE 18 TESTS AND ADJUSTMENT OF BILLS FOR ERROR (Continued)

18.2 INSPECTIONS

Upon suitable 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, authorized user, or joint user is complying with the requirements set forth above for the installation, operation, and maintenance of Customer provided facilities, equipment, and wiring in the connection of Customer provided facilities and equipment to Company owned facilities and equipment.

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 such action. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.

RULE 19 SUPPLY TO SEPARATE PREMISES AND RESALE

Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Telecommunications Service and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

Local Exchange and Dedicated Access Service 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 carrier which are applicable to such connections.

3. RULES AND REGULATIONS (Continued)

RULE 19 SUPPLY TO SEPARATE PREMISES AND RESALE (Continued)

19.1 INTERCONNECTION PROVISIONS

Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

19.2 JOINT USE ARRANGEMENTS

Joint use arrangements will be permitted for all services offered pursuant to this tariff. From each joint use arrangement, one member will be designated the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from this Customer. Without affecting the Customer's ultimate responsibility for payment of all charges of the service, each joint user shall be responsible for the payment of the charges billed to it.

19.3 OWNERSHIP OF FACILITIES

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors. The Customer shall not have, nor shall it assert, any right, title or interest in any of the fiber optic or other facilities and associated equipment provided by the Company hereunder.

3. RULES AND REGULATIONS (Continued)

RULE 19 SUPPLY TO SEPARATE PREMISES AND RESALE (Continued)

19.4 RIGHTS-OF-WAY

Where economically feasible, the Company shall directly or through third parties use reasonable efforts to obtain and maintain rights-of-way necessary for installation of facilities used to provide service. Except as otherwise provided herein, any and all costs associated with acquiring the rights-of-way up to the point of entry to the Customer's location shall be borne entirely by the Company. Any and all costs associated with obtaining and maintaining of the rights-of-way from the point of entry at the Customer's location to the termination point where service is finally delivered to the Customer, including, but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided facilities, shall be borne entirely by the Customer. The Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions and restrictions of such rights-of-way and agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, the Customer agrees that it shall assist the Company in the procurement and maintenance of such rights-of-way.

19.5 SERVICES PROVIDED BY OTHER CARRIERS

The Company shall have no responsibility with respect to billings, charges or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional and long distance services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

3. **RULES AND REGULATIONS (Continued)**

RULE 19 SUPPLY TO SEPARATE PREMISES AND RESALE (Continued)

19.6 GOVERNMENTAL AUTHORIZATIONS

The provision of service is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it.

19.7 MOVES, ADDS, AND CHANGES

Upon receipt of written authorization or oral confirmation from the Customer, as the Company deems necessary, the Company will add, delete or change locations or features of specific lines and equipment. The Company shall charge the Customer a non-recurring charge for such service as set forth in Section 1.1.13 herein. In addition, the Customer may be subject to early termination charges as set forth in Sections 1.1.3.4, 1.1.5.4, and 1.1.6.7 of this tariff.

RULE 20 TERMINATION OF SERVICE

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(D)
(D)
(D)
(D)

The Customer may terminate any service subject to this tariff upon either written or verbal notice to the Company, unless otherwise specified below. The Customer will be responsible for payment of all charges due for service provided up to the date of service termination, in addition to any applicable termination charges. Further, the following rules apply:

1. MTS services with monthly recurring rates: ♦ the Customer pays a prorated portion of the monthly recurring charge based on the days of the billing period or month during which these services were active
2. Directory listing service: in case of directory listings where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will continue only to the date of termination of the extra listings subject, however, to a minimum charge for one month:
 - a) The contract for the main service is terminated.
 - b) The listed party becomes a Customer for some class of exchange service.
 - c) The listed party moves to a new location.
 - d) The listed party dies.

3. RULES AND REGULATIONS (Continued)

RULE 20 TERMINATION OF SERVICE (Continued)

3. Local exchange services provisioned on a month-to-month basis: ♣ the Customer pays a prorated portion of the monthly recurring charge based on the days of the billing period or month during which these services were active.
4. Local exchange services subject to term-of-service commitments: ♣ the Customer will furnish the Company with a completed Letter of Termination form thirty (30) days prior to the proposed disconnection date, should the Customer desire to terminate, in whole or in part, services subject to a term-of-service commitment governed by the terms of this tariff and a signed and executed Commercial Service Agreement. In accordance with Rule 9, the Company shall furnish the Customer an estimate of any applicable early termination charges. Early termination charges will not apply under the following conditions:
 - (a) The Company determines that the Customer has substituted services subject to early termination charges with other services also subject to early-termination charges in such a manner that the monthly recurring billings paid by Customer to Company for the new services equals or exceeds the monthly recurring billings paid by Customer for the substituted services. The Company will assess any other applicable fees, e.g., fees applicable to changes in class of service set forth in Section 1.1.13. The Company shall require the Customer to sign a new Commercial Service Agreement for the new service(s) subject to this subparagraph. A Customer may not subscribe to additional features and other services not subject to early-termination charges in order to avoid early termination charges under this subparagraph.
 - (b) The Customer establishes credit and re-activates service following disconnection for failure to establish credit under Rule 6.3, prior to, or on, the due date of the invoice containing the early-termination charges. The Company, however, will assess service activation charges to re-activate local exchange services disconnected for failure to establish credit.
 - (c) The Customer brings the account for telephone services current and re-activates service following disconnection for nonpayment under Rule 8.2, prior to, or on, the due date of the invoice containing the early-termination charges. The Company, however, will assess service activation charges to re-activate local exchange services disconnected for nonpayment.
 - (d) The Company disconnects the Customer's service pursuant to Rule 11.2, Paragraph 1. However, if service is restored according to Rule 11.2, Paragraphs 2, 3, or 6, then the term-of-service agreement, along with all other rules, regulations, and applicable early termination charges, restarts.
 - (e) The Company disconnects a Customer's service pursuant to Rule 11.5. However, if service is restored, then the term-of-service agreement, along with all other rules, regulations, and applicable early termination charges, restarts.
 - (f) The Customer's premises are destroyed by fire, a natural disaster, or are otherwise deemed condemned by appropriate government authorities. A Customer seeking to avoid early termination penalties under this subparagraph must submit a copy of a legal instrument, insurance claim, or other documentation prepared by a government agency of competent jurisdiction or a qualified third party attesting that the premises are no longer habitable along with the Letter of Termination.

3. **RULES AND REGULATIONS (Continued)**

RULE 21 PROVISION AND OWNERSHIP OF DIRECTORIES

The Company, in contract with Pacific Bell and Verizon-California, distributes to its Customers without charge such directory information as in its opinion is generally necessary for the efficient use of the service. Cox will comply with the annual requirement for emergency and Customer disclosure information as prescribed by the Commission's GO 168, Carrier Disclosure Rule 1(f). Any additional directories or information requested by a Customer will be furnished without additional charge where, in the opinion of the Company, such provision will lead to a more efficient use of the service by that particular Customer. The Company shall have the right to make a charge as set forth in Section 1.8 herein for directories issued in replacement of directories lost, destroyed, defaced, or mutilated.

Customers may use with, or attach to, directories furnished by the Company, binders, holders, inserts, auxiliary covers or attachments, providing they do not contain advertising and are not so attached as to impede reference to essential service information or otherwise interfere with service. No other binders, holders, inserts, auxiliary covers or attachments of any kind not furnished by the telephone company shall be attached to or used with the directories furnished by the Company.

RULE 22 PROVISION AND OWNERSHIP OF TELEPHONE NUMBERS

The Customer has no property right in the telephone number or any right to continuance of service through any particular office. The Company may change the telephone number or the central office designation, or both, of a Customer whenever it deems it desirable in the conduct of its business. **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).**

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(N)

RULE 23 CHANGE OF SERVICE PROVIDER

23.1 SOLICITATION OF CUSTOMER AUTHORIZATION FOR SERVICE TERMINATION AND TRANSFER

Solicitations by Cox, or its agents, for Customer authorization for termination of service with an existing carrier and the subsequent transfer to Cox must include Cox's current rate information and information regarding Cox's terms and conditions of service.

23.2 RESERVED

3. RULES AND REGULATIONS (Continued)

RULE 24 PRIVACY

Cox is restricted from releasing nonpublic Customer information in accordance with Public Utilities Code Sections 2891, 2891.1, and 2893. For each new Customer, and on an annual basis for continuing Customers, Cox shall provide in writing a description of how the carrier handles the Customer's private information and a disclosure of any ways that such information might be used or transferred that would not be obvious to the Customer. Cox is subject to the credit information and calling record privacy rules set forth in Appendix B of Decision Nos. 92860 and 93361, except as modified by Decision Nos. 83-06-066, 83-06-073, and 83-09-061.

24.1 Private Identification Number ("PIN") Access

The FCC 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 Customer's account. Telephone Service is subject to the Cox privacy policy posted at <http://www.cox.com/policy/#OnlinePrivacyPolicy>.

(N)
|
(N)

RULE 25 BLOCKING ACCESS TO 900 AND 976 INFORMATION SERVICES

At the request of a Customer, Cox shall block that Customer's access to 900 and 976 pay-per call telephone information services. Cox shall inform their Customers of the availability of this service at the time service is ordered. This blocking service shall be made available free of charge to residential Customers, although Cox will impose a \$.95 charge if the Customer asks for deactivation of blocking.

RULE 26 DEAF AND DISABLED EQUIPMENT DISTRIBUTION PROGRAM AND PRODUCTS AND SERVICES FOR DISABLED CUSTOMERS

Cox has contracted with Pacific Bell and GTEC to offer equipment and services to eligible deaf and disabled Customers.

This rule is applicable to products and services for certified disabled individuals as prescribed by the California Public Utilities Commission.

26.1 DEFINITIONS:

Certified Disabled: Individuals with physical impairments limiting their use of the telephone and who require special equipment or services to access the exchange and toll networks. A certifying authority must determine such a disability.

Certifying Authority: Disabled Individuals must be certified by a licensed physician or surgeon acting within the scope of their license, or by a qualified state agency determined by the Commission, to receive specialized telephone communications equipment. Deaf and hearing-impaired individuals must be certified by a licensed physician, audiologist, or a qualified state agency determined by the Commission as described below, to receive telecommunication devices capable of serving their needs.

Qualified State Agencies: The Department of Rehabilitation is qualified to certify disabled, deaf and hearing repaired individuals to receive specialized or supplementary telephone communication equipment.

3. RULES AND REGULATIONS (Continued)

**RULE 26 DEAF AND DISABLED EQUIPMENT DISTRIBUTION PROGRAM AND
PRODUCTS AND SERVICES FOR DISABLED CUSTOMERS (Continued)**

26.1 DEFINITIONS: (Continued)

State agencies desiring to be qualified to certify disabled, deaf, and hearing impaired individuals to receive specialized or supplementary telephone communication equipment shall send a letter to the Commission's Executive Director, with a copy to the Telecommunication Division (TD) Director, identifying the state agency, personnel, and qualifications of personnel being designated to certify the disabled deaf and hearing impaired individual. Upon receipt of a respondent letter from the Commission's Executive Director authorizing its certification program, such agency may begin its certification program.

The Department of Rehabilitation and other qualified state agencies shall notify the TD Director by letter of any changes in the designated personnel with qualifications at least 20 working days prior to certifying any individuals.

Recertification: A disabled person who has a medical certificate on file with a California local exchange carrier shall not be required to refile a medical certificate for participation in the disabled program unless the local exchange carrier is unable to locate the certificate, in which case a new filing will be necessary.

Temporary Disability: Temporarily disabled persons who submit a medical certificate to the new local exchange carrier shall be included in the disabled program only for the actual period of certified disability.

26.2 Regulations

A certified disabled individual, as defined in 26.1, preceding, need not be a Customer of the Company. Where residence service is involved, this individual must reside in the household of a Customer who will be responsible for payment for service provided in this schedule. Where business service is involved, the certified disabled individual must be the Customer or an employee of the Customer who will be responsible for payment of service provided in this schedule.

Service in this schedule will apply upon receipt of a completed certification form provided by the Company. A letter from a competent authority, refer to in 26.1, preceding, (on official letterhead) is acceptable in lieu of the certification portion of the form. However, the Customer will be required to complete the remainder of the form.

The Company may, at its discretion, conduct an investigation to determine the validity of the completed certification form. If the Company determines that the certification is invalid, the Customer will be required to pay for the difference between the rates paid in this schedule and the full rates in other applicable schedules. The Customer will be responsible for returning any special equipment.

Business Customers may be required to reapply for service in this schedule annually. Residence service Customers will be required to reapply as determined by the Company but not more than once a year. The Company will notify the business Customer of the need to reapply. Upon receipt of the notification, the business Customer must state which of the following conditions continue to exist:

3. RULES AND REGULATIONS (Continued)

**RULE 26 DEAF AND DISABLED EQUIPMENT DISTRIBUTION PROGRAM AND
PRODUCTS AND SERVICES FOR DISABLED CUSTOMERS (Continued)**

26.2 Regulations

(1) Notify the Company through reapplication, that the disabled individual is still currently employed and that the service in this schedule is still required,

-or-

(2) Notify the Company that the employment of a particular disabled individual has been terminated and that the service is no longer required. The Company will then proceed to disconnect the service or equipment provided, in this schedule.

-or-

(3) Notify the Company that the employment of a particular disabled individual has been terminated and that the service is still required. The Company will then provide the service in 26.3 following. The Customer will be responsible for returning any special equipment.

When the business or residence Customer fails to reapply for service or to certify that the individual is still disabled, the service in 26.3 following. The Customer will be responsible for returning any special equipment.

Where there is no longer a certified disabled individual on the premises, a business or residence Customer must notify the Company that service in this schedule is no longer required and request the service be disconnected or provided in other appropriate schedules. The service charges will not be applicable to this change.

Special equipment for disabled Customers will not be furnished where Customer provided terminal equipment is not technically compatible with the special equipment offering.

3. **RULES AND REGULATIONS (Continued)**

**RULE 26 DEAF AND DISABLED EQUIPMENT DISTRIBUTION PROGRAM AND
PRODUCTS AND SERVICES FOR DISABLED CUSTOMERS (Continued)**

26.3 Rates and Charges

Each service enhancement for access lines listed below is furnished to those certified disabled individuals, as defined in 26.1, preceding, at no charge to the Customer. The tariffed rate for such services and applicable Service Charges shall be recovered from the Deaf Equipment Acquisition Fund Trust (hereinafter Trust Fund) as provided for in Commission Decision No. 87-04-027.

(1) Feature Speed Calling

Eight-code capacity
Thirty-code capacity

(2) Feature Three Way Calling

(3) One Number Dialer

Touch-Tone Dial

(4) Charges for Directory Assistance calls will be waived for certified Customers who cannot use the telephone directory due to a visual or physical impairment. (N)
(N)

Special equipment, which enables basic access to the voice network, may be available through the Company's agent at no charge to the Customer. As appropriate, the Trust Fund will reimburse the Company for such equipment.

Discounted rates will not apply to the following business services:

(1) Business services with more than 5 lines

(2) Non-paid disabled volunteer workers

(3) Agencies that do not meet the requirements of Decision
No. 87-04-027, Appendix C.

3. RULES AND REGULATIONS (Continued)

RULE 27 LIMITATION OF LIABILITY

27.1 LIABILITY

1. The provisions of this rule do not apply to errors and omissions caused by willful misconduct, fraudulent conduct or violations of laws.
2. In the event of an error or omission is caused by the gross negligence of Cox or its Agents, the liability of Cox and its Agents shall be limited to and in no event exceed the sum of \$10,000.

3. RULES AND REGULATIONS (Continued)

RULE 27 LIMITATION OF LIABILITY (Continued)

27.1 LIABILITY (Continued)

3. Except as provided in Sections 1 and 2 of this rule, the liability of Cox and its Agents for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in any of the services or facilities furnished by Cox or to Cox by its Agents, including, exchange, toll, private line, alphabetical directory listings (excluding the use of bold face type), 9-1-1 services, and all other services shall in no event exceed an amount equal to the pro rata charges to the Customer of the periods during which the services or facilities area affected by the mistake, omission, interruption, delay, error or defect on any one service or facility affects or diminishes the value of any other service said liability shall include such diminution, but in no event shall exceed the total amount of the charges to the Customer for all services or facilities for the period affected by the mistake, omission, interruption, delay error or defect.
4. **The Company shall not be liable for any damages or losses nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment, including service interruptions due to power outages and failures of batteries.** (N)
(N)
(N)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY

The following allowances are provided for interruptions in service, as specified for particular services furnished by Cox:

1. Cox shall allow, for interruptions in service of 24 hours or more not due to conduct of the Customer, an amount equal to the pro rata charges for each 24-hours period, or major fraction thereof after the initial period of interruption in the following services:
 - a. Mobile Telephone Service
 - b. Air Raid Warning Systems
- NOTE: The allowance on Items a and b above applies to services within the same or different exchanges.

3. RULES AND REGULATIONS (Continued)

RULE 27 LIMITATION OF LIABILITY (Continued)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

- c. Special Access Services and Channels, as follows:
- (1) Special Access Telephone Service
 - (2) Speaker-Microphone Service
 - (3) Special Access Teletypewriter Service.
 - (4) Channels for Data Transmission
 - (5) Channels for Program Transmission in connection with Loudspeakers, Sound Reproduction or Sound Recording.
 - (6) Channels for One-Way Speech Network in Connection with Loudspeakers.
 - (7) Wideband Services.
 - (8) Digital Data Service.
 - (9) Channels for Remote Metering, Supervisory Control and Miscellaneous Signaling Purposes.
 - (10) Alarm Transport Service.
 - (11) Loudspeaker Paging System Service.
 - (12) High Capacity Digital Service.
 - 13) Switched Digital Service.
 - (14) Channels for the Transmission of Closed Circuit Television Signals.
 - (15) Channels for the Remote Operation of Private Mobile Radiotelephone Systems.

NOTE: The allowance on Items (1) through (13) above applies only to service within the same exchange area.

3. **RULES AND REGULATIONS (Continued)**

RULE 27 LIMITATION OF LIABILITY (Continued)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

- (d) Wide Area Telephone Service
Where credit is allowed against initial charges, the initial period shall be reduced in the same proportion, and additional hourly rates shall apply to each hour or major fraction thereof for Wide Area Telephone Service furnished in excess of the initial period as so reduced.
- (e) Special Service Arrangements.

2. The Company shall allow, for interruptions in exchange telephone service 24 hours or more not due to conduct of the Customer, an amount equal to the prorated fixed monthly charge for the affected exchange service based on the duration of the interruption. To calculate this allowance, the Company will divide the applicable fixed monthly charge(s) by 30 (regardless of the calendar month), then multiply the result by the number of days of interrupted service. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples.

The Company, at its option, may provide products or services up to a \$25 value as a gesture of goodwill whenever the Company deems it appropriate to compensate Customers for their inconvenience.

If a Residential Customer is not completely satisfied with Cox Telephone Service, the Company will refund the first month's charges on the Primary Line, excluding local toll and long distance charges. If a business Customer (1) is not completely satisfied with Company's Business Access Line or Centrex Service; (2) has three or more months remaining in the term-of-service commitment for the affected service from the time the Customer invokes this clause; and (3) is current in his or her payments for telephone service, the Company may refund the Customer an amount not to exceed two times the sum of the monthly recurring charges billed in the last monthly statement applicable to the following: (1) the affected local exchange services provided by the Company; plus (2) the monthly recurring charge applicable to any telephone feature or package associated with the affected local exchange services; plus (3) the monthly recurring charge, if any, applicable to toll service associated with the affected local exchange services. The refund shall exclude any usage charges, and per-minute intraLATA toll and interLATA toll charges. A Customer may obtain this refund only once during any term commitment for local exchange service.

Additionally, Cox offers an On Time Guarantee to its Customers that guarantees if a Cox technician, or agent, does not arrive within the prearranged four hour service window for an installation or service call, Cox will credit a Residential Customer's account \$20 on the next bill. Cox Business Services will credit \$25 if a service window is not met.

(L1)

(L1)

(L1) Material relocated to page 204.

3. **RULES AND REGULATIONS** (Continued)

RULE 27 LIMITATION OF LIABILITY (Continued)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

(L2)

(L2)

3. Cox shall allow for interruptions of 30 minutes or more not due to conduct of the Customer (including authorized users), an amount equal to the pro rata charges in half-hour multiples for each 30 minute period, or major fraction thereof after the initial period, of interruption in the following private line services and channels:

- a. Special Access Line Telephone Service.
- b. Special Access Line Teletypewriter Service.
- c. Channels for Data Transmission.
- d. Channels for Remote Metering, Supervisory Control and Miscellaneous Signaling Purposes.
- e. Speaker-Microphone Service.
- f. Wideband Services.
- g. Channels for One-Way Speech Networks in Connection with Loudspeakers.
- h. Channels for the remote operation of private mobile radiotelephone Systems.

NOTE: The allowance on Items a through h above applies only to service between separate exchange areas.

4. Cox shall allow, for interruption of 30 seconds or more not due to conduct of the Customer (including failure of facilities provided by the Customer), an amount equal to the pro rata charges in five-minute multiples for each five minute period or major fraction thereof of interruption in private line channels for program transmission in connection with loudspeakers, sound reproduction or sound recording.

(L2) Material relocated to page 204.

3. **RULES AND REGULATIONS (Continued)**

RULE 27 LIMITATION OF LIABILITY (Continued)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

5. Cox shall allow, for interruptions of two consecutive hours or more not due to conduct of the Customer (including (L) failure of facilities provided by the Customer), an amount equal to 1/720 of the fixed monthly charge for each hour or major fraction thereof of interruption in private line channels for television transmission for use in closed circuit educational television services. For purposes of these regulations, an interruption is deemed to exist from the time it is reported to or detected by Cox. (L)
6. Limitations on Allowances – Interruptions in service that are caused by the conduct of the Customer and for which (N) no credit allowance will be made, include, but are not limited to, the following:
 - 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. (N)

(L) Material relocated from previous page.

3. **RULES AND REGULATIONS (Continued)**

RULE 27 LIMITATION OF LIABILITY (Continued)

27.2 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

7. Pursuant to California Public Utilities Commission (CPUC) Decisions (D.)18-08-004 and 19-08-025, emergency disaster relief customer protections shall become effective when a disaster has caused a loss/disruption or degradation to a utility's service and the Governor of California or the President of the United States declares a State of Emergency. These protections must be made available to any impacted customer for one year or until the utility has full restoration of its services. The following Emergency Customer Protections will be provided to impacted Cox residential and small business telephone customers: (T)
- i. **Waiver of one-time activation fee for establishing** remote call forwarding, remote access to call forwarding, call forwarding features and messaging services;
 - ii. **Waiver of the monthly rate for one month** for remote call forwarding, remote access to call forwarding, call forwarding, call forwarding features, and messaging services;
 - iii. **Waiver of the service charge for installation of service** at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
 - iv. **Waiver of the fee for one jack** and associated wiring at the temporary location regardless of whether the customer has an Inside Wire Plan;
 - v. **Waiver of the fee** for up to five free jacks and associated wiring for Inside Wiring Plan customers upon their return to their permanent location;
 - vi. **Waiver of the fee** one jack and associated wiring for non-Inside Wiring Plan customers upon their return to their permanent location.

(T)

3. RULES AND REGULATIONS (Continued)

RULE 27 LIMITATION OF LIABILITY (Continued)

27.3 CREDIT ALLOWANCES – DIRECTORY

Nothing in this tariff shall prohibit, limit, or cause Company to be liable for, the disclosure of Customer telephone numbers and/or addresses to Public Safety Answering Points (PSAPs) for the purpose of providing emergency operator services (e.g., 911 service). Nothing in this tariff shall prohibit, limit, or cause Company to be liable for, the disclosure of Customer addresses to other local exchange carriers for the purpose of directory delivery.

- A. Subject to the provisions of Section 27.1.3 of this Rule, for Customers who select a Primary Service Listing or Name and Number Only Listing for alphabetical telephone directories specified in Section 2.11, Cox shall allow, for errors and omissions (excluding the use of bold face type), or, in the case of a Name and Number Only Listing the inadvertent publication of a Customer's street address, an amount within the following limits:
1. For Primary Service Listings and Name and Number Only Listing for which there is no charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error or omission occurred.
 2. For Additional Listings, an amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission occurred.
 3. For listings in information records furnished without additional charge, an amount not in excess of the minimum monthly charge to the Customer for exchange service during the period the error or omission continued.
 4. For listings in information records furnished at additional charge, an amount not in excess of the charge for the listing during the period the error or omission continued.
 5. For listings in telephone directories furnished in connection with mobile telephone service, an amount not in excess of the guarantee and fixed charges for the service during the effective life of the directory in which the error or omission occurred.

3. RULES AND REGULATIONS (Continued)

RULE 27 LIMITATION OF LIABILITY (Continued)

27.3 CREDIT ALLOWANCES – DIRECTORY (Continued)

B. For listings that appear in alphabetical telephone directories specified in Section 2.11 of this tariff for which the Customer had subscribed to either Directory Assistance Listing Service, Non-Published Service, or Non-Published Service-Special, Cox shall allow an amount within the following limits:

1. An amount not in excess of the minimum monthly charge to the Customer for exchange service during the effective life of the directory in which the error occurred; and . . .
2. If the Customer wishes to change the published telephone number, an amount not in excess of the fee to change said telephone number as set forth in Section 1.13 of this tariff, plus 120 minutes of prepaid calling cards to allow the Customer to contact friends and family who might have a need to know of the new telephone number; or . . .
3. If the Customer wishes to keep the existing telephone number, an amount not in excess of the non-recurring charge plus the monthly recurring charges for the Solutions Package, which contains various privacy features as defined in Section 1.2 above, or, at the option of the Customer, an amount not in excess of the non-recurring and recurring charges for some of the privacy features in the Solutions Package, plus the cost of a Caller ID box to be selected by Company if appropriate, from the date the Customer becomes aware of the publication of the listing information until the next annual publication of the directory or directories in which the Customer's listing information was published.

C. In addition to the credit allowances described in Sections 27.3, subsections A and B above, the Company at its sole discretion may extend additional credit allowances to certain Customers who had subscribed to Directory Assistance Listing Service, Non-Published Service, Non-Published Service-Special or Name and Number Only Service where their address was published in the alphabetical telephone directories specified in Section 2.11. These Customers must certify that they qualify for the allowance based on the guidelines listed below and that they have reasonable concerns regarding their safety as a result of the publication of their address information. The guidelines for this additional credit are as follows:

Level 1: Customers who have received particular, directed threats from a specific person in the past.

Level 2: All types of sworn law enforcement officers (including correctional officers and judges) who are in regular contact because of their occupations with criminals who may wish to endanger their safety.

Level 3: Individuals who are involved in law enforcement, but who are generally not at risk as a result of their occupations (such as non-sworn support personnel).

Level 4: Individuals who may have security concerns, but not as result of occupational choice (such as teachers, relatives of officers and judges, etc.).

To be eligible for compensation under Levels 1 through 4 above, Customers must complete, certify and submit to Company a simple questionnaire and/or supply sufficient documentation to support their claims to assist Company with evaluating their claim. The Customer is only eligible for one credit allowance under this section. If the Customer is eligible pursuant to more than one guideline listed, he or she will be allowed the credit of greater value. The credit allowances under this section will be provided, if at all, only after the Customer has signed an individual-case-based contract which will be subject to the review and approval of the CPUC.

3. RULES AND REGULATIONS (Continued)

RULE 28 CALIFORNIA TELECONNECT FUND

In accordance with California Public Utilities Commission ("CPUC") Decision 96-10-066, Decision 15-07-007 and successor decisions concerning the California Teleconnect Fund ("CTF"), qualifying entities are eligible for discounts on certain Cox Services. Services offered pursuant to the CTF program may not be resold to or shared with any other non-qualifying entity or person. Qualified entities must receive service in the state of California. CTF discounts are available only to those CTF participants who have an approval letter from the California Public Utilities Commission.

Eligible Services

The products/services included in the CTF Eligible Service List are subject to a 50% non-voice subsidy on all monthly recurring rates (excluding non-recurring charges) for qualifying entities where services are available.

Schools and Libraries

- (a) CTF participant with pending E-rate application - apply the statewide average E-rate discount before applying the CTF discount to CTF-eligible services until the customer presents the new E-rate discount to the carrier.
- (b) CTF participant that has not filed for E-rate – apply the current statewide average E-rate discount before applying the CTF discount to CTF- eligible services.

(T)

(T)

3. RULES AND REGULATIONS (Continued)

RULE 28 CALIFORNIA TELECONNECT FUND (Continued)

- (c) CTF participant that applied for E-rate discount but denied – apply the 0% E-rate discount documented in the funding commitment letter and 50% CTF discount to CTF-eligible services.
- (d) CTF Participant that has been approved for E-rate for the entire fiscal year, but the dollar amount granted is not sufficient to cover all the CTF-eligible services for the entire fiscal period – apply the actual E-rate discount documented in the funding commitment letter even if the E-rate funding has been depleted prior to the end of the fiscal period, before applying the 50% CTF discount to CTF-eligible services.
- (e) The statewide average discount is deducted from the participant's services solely for the purposes of calculating the CTF discount. The statewide average discount shall be added back to the billed amount for payment by the participant. However, when the participant receives its approved E-rate benefit, the participant's account will be retroactively adjusted to reflect the approved E-rate.
- (f) Pursuant to Decision 16-04-021, the CTF discount available for E-Rate eligible schools is capped at the level equal to the federal E-Rate discount.

(T)

(T)

3. RULES AND REGULATIONS (Continued)

RULE 28 CALIFORNIA TELECONNECT FUND (Continued)

Municipal and County-Government-Owned and Operated Hospitals and Health Clinics

- (a) Owned and operated by a municipal, county government, or a hospital district
- (b) Non-Profit
- (c) Hospitals and Health Clinics that are not owned and operated by a municipal or county government may qualify as a Community Based Organization (see below)

Community Colleges

- (a) Must have a Management Information System Code

California Telehealth Network

- (a) The California Telehealth Network (CTN) is eligible (as a consortium) to receive the discount on CTF-eligible CTN related services only
- (b) Individual CA Telehealth members must apply individually to receive the discount on non-CTF related services

Community Based Organizations

- (a) Tax exempt organizations offering health care, job training, job placement, 2-1-1 referral services, educational instruction, or a community technology program may qualify for the CTF discount for Community Based Organizations ("CBOs"). A "tax exempt organization" shall refer to an organization described in Section 501(c)(3) or 501(d) of the Internal Revenue Code, Title 26 of the United States Code.
- (b) Qualifying Services must be 50% or more of a CBO's mission.
- (c) In order to qualify for the CBO discount, the CBO must provide proof that it is a tax exempt organization and that it provides health care, job training, job placement, 2-1-1 referral services, educational instruction, or a technology program.
- (d) Revenue must be less than \$5 million, except for 2-1-1 CBOs or the new Health Care/Health Care Service CBOs. CBOs with small individual chapters or offices may apply for their local organization if the local individual organization operates below the \$5 million revenue cap.
- (e) Provides its community access to the internet, either directly or indirectly, except for Health Care Services and 2-1-1 Referral Service.
- (f) CTF eligibility must be submitted and approved for each physical location.
- (g) CBOs must recertify CTF eligibility every 3 years.

3. RULES AND REGULATIONS (Continued)

RULE 28 CALIFORNIA TELECONNECT FUND (Continued)

- (h) Head Start and Pre-K programs must apply the federal E-Rate discount to eligible services prior to applying the CTF discount. If a Head Start or Pre-K program has not applied for federal E-Rate funding, the statewide average E-Rate discount will be used to determine the CTF discount.
- (i) A Health Care/Health Services CBO must be staffed by licensed medical personnel on site, and must accept Medicare and MediCal or provide services without charge or at a minimal fee.
- (j) Rural Health Care Providers (RHCP) – Public or not-profit healthcare provider in rural areas may be eligible for Federal rural healthcare discounts under the Rural Health Care Program of the Universal Service Fund. Beginning no later than September 21, 2011, Rural Health Care (RHC) funding received by a RHCP shall first be taken into account prior to applying the CTF discount to the eligible service charges subscribed by the RHCP. The 50% CTF discount shall be calculated as follows:
1. The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP that does not apply for Rural Health Care (RHC) funding in a given year.
 2. The 50% discount shall be applied to the entire CTF eligible service charges subscribed by the RHCP awaiting approval for RHC funding for fiscal year 2012-2013 and beyond. Once approved, the CTF discount shall be trued up for that fiscal year to take into account RHC funding received.
- (k) Many of the rules identified below for CBOs will be implemented by the Commission as set forth in Phase 3 of Rulemaking 13-01-010 as stated in D.15-07-007, Ordering Paragraph #7.

(N)

(N)

RULE 29 EMPLOYEE AND OFFICER DISCOUNTS

All employees and officers of the Company, who reside within the Company's service area, are eligible to receive a discount on their monthly recurring charge (MRC) for telephone services that are provided by the Company.

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Cal. P.U.C. Sheet No. 153.1-T

Advice Letter No. 1452B

Decision No. D.15-07-007

Issued By: Marcie Evans
Analyst, Regulatory Affairs
5887 Copley Drive
San Diego, CA 92111

Date Filed: May 19, 2017
Effective: July 1, 2016
Resolution No. _____

4. TAXES AND SURCHARGES

Except as provided herein, the Customer is responsible for the payment of any sales, use, excise, access or other local, state and federal taxes, charges or surcharges (excluding taxes on the Company's net income) imposed on or based upon the provision, sale, or use of Metropolitan Area Network Service. LifeLine Customers are not subject to the following surcharges and taxes: 1) California LifeLine surcharge; 2) California High Cost Fund-A surcharge; 3) California High Cost Fund-B surcharge, 4) California Teleconnect Fund surcharge; 5) California Relay Service and Communications Devices Fund surcharge; 6) federal excise tax; 7) any local franchise taxes; and 8) the PUC user fee. Further, in some instances, LifeLine Customers are not subject to interest and penalties assessed by taxing authorities that stem from taxes, fees, and surcharges that are not applicable to LifeLine Service. (T)

All such taxes and surcharges shall be itemized on Cox California Telcom, L.L.C.'s bills to the Customer. (T)

4.1 SURCHARGE TO FUND C.P.U.C. REIMBURSEMENT FEE

4.1.1 Applicability

This surcharge is for the purpose of funding the C.P.U.C. and applies to the aggregate amount of intrastate Customer billings.

4.1.2 Rates

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public Programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

4.2 SURCHARGE TO FUND CALIFORNIA RELAY SERVICE AND COMMUNICATIONS DEVICE FUND

4.2.1 Applicability

This surcharge is for the purpose of funding the California Relay Service and Communications Device Fund and applies to aggregate intrastate Customer billings.

4.2.2 Rates

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

4. TAXES AND SURCHARGES

4.3 SURCHARGE TO FUND LIFELINE TELEPHONE PROGRAM

(T)

4.3.1 Applicability

This surcharge is for the purpose of funding the LifeLine Program and applies to all intrastate Customer billings.

4.3.2 Rates

The LifeLine surcharge will be applied to all intrastate Customer billings as they appear on the Customer's bill. The surcharge will be applied to the Customer's intrastate Customer billing.

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public Programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

4.4 CALIFORNIA HIGH COST FUND

4.4.1 Applicability

This surcharge is for the purpose of funding Universal Support to the high cost area of California and applies to all Customer billings.

4.4.2 Rates

California High Cost Fund - A (CHCF-A)

This surcharge will be applied to all intrastate Customer billings as they appear on the Customer's bill. The surcharge will be applied to the Customer's intrastate billing.

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public Programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

California High Cost Fund - B (CHCF-B)

The California High Cost Fund-B surcharge will be applied to the Customer's intrastate billing

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public Programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

4. TAXES AND SURCHARGES

4.5 SURCHARGE TO FUND CALIFORNIA TELECONNECT FUND DISCOUNTS

This surcharge provides the funding for the discounted advanced services provided to qualified schools, libraries, hospitals, health clinics, and community based organizations.

In compliance with CPUC Resolution T-16901, all telecommunications carriers are required to apply CPUC mandated Public Programs surcharge rates and the CPUC Reimbursement Fee rate. For a list of the Public Programs surcharges and Reimbursement Fee, and the amounts, please refer to Pacific Bell (d/b/a SBC California) tariffs.

4.6 SURCHARGE TO FUND CALIFORNIA E-911 SERVICE

This surcharge provides the funding for E-911 service whereby people in need of emergency assistance may, by dialing "9-1-1" from within the serving area, gain access to the Public Safety Answering Point ("PSAP"). A surcharge of 0.50 percent will be applied to all End Users of intrastate telecommunications services.

(C)

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Twelfth Revised Cal. P.U.C. Sheet No. 159-T

RESERVED

Advice Letter No. 967

Decision No. _____

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

Date Filed: October 7, 2011
Effective: October 7, 2011
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. 160-T

RESERVED

Advice Letter No. 91

Decision No. _____

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

Date Filed: November 21, 2001
Effective: December 1, 2001
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 161-T

RESERVED

Advice Letter No. 91

Decision No. _____

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

Date Filed: November 21, 2001
Effective: December 1, 2001
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 162-T

RESERVED

Advice Letter No. 91

Decision No. _____

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

Date Filed: November 21, 2001
Effective: December 1, 2001
Resolution No. _____

5. **SAMPLE FORMS**

5.1 **SAMPLE: BILL**

(D)

(L)

Month Day, Year Account number Page x of X	
MONTHLY SERVICES Month Day - Month Day	
TELEPHONE	
Monthly Services	\$
Total Telephone	\$
TOTAL MONTHLY SERVICES	\$
TAXES, FEES AND SURCHARGES	
Telephone Taxes, Fees and Surcharges	
Taxes	\$
Total Taxes	\$
Fees and Surcharges	\$
Total Fees and Surcharges	\$
Total Telephone Taxes, Fees and Surcharges	\$
TOTAL TAXES, FEES AND SURCHARGES	\$
Payment options Online: Visit cox.com to register for 24-hour online access or make payments to your account. Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing. Phone: Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card. In Person: Visit www.cox.com/sandiego for a list of Cox Authorized Payment Centers.	
CUSTOMER INFORMATION Basic Local Phone Service: You must pay all regulated phone charges to avoid disconnection of basic local phone service. Telephone Information: The California Public Utilities Commission provides information about phone service in California, protection against Fraud and other helpful information at www.calphoneinfo.com Phone Customers: Please call Cox at the number on this bill statement if you would like to block 3rd party charges, such as collect and operator assisted calls, from your phone bill. You are subject to Cox's terms and conditions, which can be found at www.cox.com/rcsa and www.cox.com/policy . Cox's terms and conditions include, but are not limited to, an agreement to arbitrate disputes, payment of various types of fees, including return payment, collection and late fees and other important terms affecting your services. Please carefully read and understand all of the terms of use. Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated. Phone Customers: If after contacting Cox we are unable to resolve your concern about your Phone Service , you may submit a complaint to the California Public Utilities Commission at: CPUC, Consumer Affairs Branch (CAB), 505 Van Ness Ave, Room 2003 San Francisco, CA 94102; By Phone: 800-649-7570; Online: www.cpuc.ca.gov/complaints . If you have limitations hearing or speaking, you may dial 711 to reach the California Relay Service, who will assist in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice - 800-735-2929; Voice to TTY/VCO/HCO - 800-735-2922; Speech to Speech (STS) - 800-857-7784. To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.	

(L) Material relocated from Sample Forms, Section 5.2, page 164.

(L)

5. **SAMPLE FORMS** (Continued)

5.2 **PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION**
a. Sample 1

(L1)(T)

(N)

⚠ PAYMENT DUE IMMEDIATELY ⚠

COX

Acct. #
07/01/19
Account Balance: \$

Dear :

Cox Communications appreciates the opportunity to be your entertainment and communications provider of choice. Recently, we have attempted to contact you by phone about your account and have not yet received your payment by the due date.

As of the date of this letter, your total account balance is \$.

Please remit the total account balance within 10 days of the date of this letter to avoid service interruption.* If your service is interrupted, you will be required to pay the outstanding balance. You may also be subject to a reactivation or reconnect installation fee, and a deposit or additional deposit.

If you signed up for **Cox Pay**, this service has been suspended until your account is current. If you subscribed to Cox services under a service contract, and your service is disconnected prior to your contract's expiration date, you could be required to pay an additional early termination fee.

Please contact us to discuss any unusual circumstances that may make it difficult for you to pay the full balance, and how we can work with you to bring your account current.

Go to cox.com and click My Bill Overview to pay online or call (800) 221-3931 to pay by phone. For additional information on disputes, payment/equipment return options and store locations, please see the reverse side of this letter.

Thank you,

Cox Communications
Collections Department

*** Important Notices on Reverse Side**

DETACH HERE/PLEASE RETURN THIS PORTION WITH PAYMENT/ DETACH HERE

For Return Mail Only – Do Not Send Payments to this address
P.O. Box 1259, Dept. #99010
Oaks, PA 19456

Name
Address
City, State, Zip Code

SEE REVERSE SIDE FOR PAYMENT OPTIONS

For your convenience, we accept cash, check, money order, credit card & debit card. If you would like to pay by check or money order, please send your payment along with this form in the enclosed envelope.

Date: 07/01/19
Re: Account #
Amount Due: \$

Send Payment to:
Cox Communications
Attention: CSS
P.O. Box 79173
Phoenix, AZ 85062-9173

(N)

(L1) Material relocated to Sample Forms, Section 5.1, page 163.

5. SAMPLE FORMS (Continued)

5.2 PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION

a. Sample 1 (cont.)

Payment Options

Prompt payment of the amount due will avoid additional collection, reactivation and/or reconnection service fees. For your convenience, payment can be made:



PAY ONLINE

Via online at cox.com and click on My Bill Overview under the My Account section and follow the indicated procedures to pay by check or debit/credit card. Assistance with billing and payment questions is available 24/7 via our live chat support.



MOBILE APP

Cox Connect is a free app that's available on your iPhone, iPad Touch, iPad, and Android devices. It puts the power to view and pay your bill, access features and settings related to your services, and get support at your fingertips anytime, anywhere. For Apple users, download on the AppStore. For Android users, get it on Google Play.



PAY BY PHONE

By phone at (844) 221-3931 with your credit card information. Mon – Fri 8:00am to 8:00pm, Sat – Sun 9:00am – 6:00pm. Unattended payments by phone available 24 hours.



PAY IN STORE

Visit one of our convenient payment locations. To access the retail locations nearest you, see the Contact Us Page on Cox.com. Enter your zip code and select Map It to display your nearest Solutions Store.



PAY BY MAIL

Via mail with the detached coupon on the front of this page in the enclosed envelope. Remember, your payment must arrive within 10 days of the date of this letter to avoid disconnection.

*If you would like, you may set up your account via **Automatic Payments (EasyPay)**: With Cox's Automatic Payment Plan, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing costs, plus your payment is always on time. Enroll at www.cox.com, call us at the number listed above or visit one of our service centers.*

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as OnDemand./pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Any balance that remains delinquent may be referred to a third party for collections. If your account is referred to a third party, you agree to reimburse Cox the fees of any collection agency, which may be based on a percentage of your outstanding balance at a maximum of 25%, and all costs and expenses, including reasonable attorneys' fees Cox incurs in any collection effort. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% if any past due telephone charges are assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Billing Dispute and Resolution:

Customers can direct cable billing or service complaints to Cox at the telephone number listed on your bill. If you believe Cox has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints. For customers with specific complaints regarding closed captioning, please submit written complaints to the dedicated contact at the address listed on your bill for closed-captioning problems or email closedcaption@cox.com.

Phone Customers: If after contacting Cox we are unable to resolve your concern about your Phone Service, you may submit a complaint to the California Public Utilities Commission at:

CPUC, Consumers Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102; By Phone: 800-649-7570; Online:

www.cpuc.ca.gov/complaints

If you have limitations hearing or speaking, you may dial 711 to reach California Relay Service, who will assist you in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice – 800-735-2929; Voice to TTY/VCO/HCO – 800-735-2922; Speech to Speech (STS) – 800-857-7784.

To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(N)

(N)

5. **SAMPLE FORMS** (Continued)

5.2 **PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION**
b. Sample 2

IMMEDIATE ACTION REQUIRED

COX

Acct. #
07/01/19
Account Balance: \$

Dear :

We have attempted to contact you by phone about your account. Your account is delinquent, and service interruption may occur.

As of the date of this letter, your total account balance is \$.

Please remit the total account balance within 10 days of the date of this letter to avoid service interruption.* If your service is interrupted, you will be required to pay the outstanding balance. You may also be subject to a reactivation or reconnect installation fee, and a deposit or additional deposit.

If you signed up for ~~CoxPay~~, this service has been suspended until your account is current. If you subscribed to Cox services under a service contract, and your service is disconnected prior to your contract's expiration date, you could be required to pay an additional early termination fee.

Please contact us to discuss any unusual circumstances that may make it difficult for you to pay the full balance, and how we can work with you to bring your account current.

To remit payment, go to cox.com and click My Bill Overview to pay online or call (800) 221-3931 to pay by phone. For additional information on disputes, payment/equipment return options and store locations, please see the reverse side of this letter.

We appreciate your prompt attention to this matter.

Thank you,

Cox Communications
Collections Department

*** Important Notices on Reverse Side**

DETACH HERE/PLEASE RETURN THIS PORTION WITH PAYMENT/ DETACH HERE

Return Mail Only – Do Not Send Payments to this address
P.O. Box 1259, Dept. #99010
Phoenix, AZ 85062-1259

Name
Address
City, State, Zip Code

SEE REVERSE SIDE FOR PAYMENT OPTIONS

For your convenience, we accept cash, check, money order, credit card & debit card. If you would like to pay by check or money order, please send your payment along with this form in the enclosed envelope.

Date: 07/01/19

Re: Account #

Amount Due: \$

Send Payment to:

Cox Communications

Attention: CSS

P.O. Box 79173

Phoenix, AZ 85062-9173

(N)

(N)

5. **SAMPLE FORMS (Continued)**

5.2 PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION
b. Sample 2 (cont.)

Payment Options

Prompt payment of the amount due will avoid additional collection, reactivation and/or reconnection service fees. For your convenience, payment can be made:



PAY ONLINE

Via online at cox.com and click on My Bill Overview under the My Account section and follow the indicated procedures to pay by check or debit/credit card. Assistance with billing and payment questions is available 24/7 via our live chat support.



MOBILE APP

Cox Connect is a free app that's available on your iPhone, iPad Touch, iPad, and Android devices. It puts the power to view and pay your bill, access features and settings related to your services, and get support at your fingertips anytime, anywhere. For Apple users, download on the AppStore. For Android users, get it on Google Play.



PAY BY PHONE

By phone at (844) 221-3931 with your credit card information. Mon – Fri 8:00am to 8:00pm, Sat – Sun 9:00am – 6:00pm. Unattended payments by phone available 24 hours.



PAY IN STORE

Visit one of our convenient payment locations. To access the retail locations nearest you, see the Contact Us Page on Cox.com. Enter your zip code and select Map It to display your nearest Solutions Store.



PAY BY MAIL

Via mail with the detached coupon on the front of this page in the enclosed envelope. Remember, your payment must arrive within 10 days of the date of this letter to avoid disconnection.

*If you would like, you may set up your account via **Automatic Payments (Cox Pay)**. With Cox's Automatic Payment Plan, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing costs, plus your payment is always on time. Enroll at www.cox.com, call us at the number listed above or visit one of our service centers.*

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as OnDemand./pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Any balance that remains delinquent may be referred to a third party for collections. If your account is referred to a third party, you agree to reimburse Cox the fees of any collection agency, which may be based on a percentage of your outstanding balance at a maximum of 25%, and all costs and expenses, including reasonable attorneys' fees Cox incurs in any collection effort. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% if any past due telephone charges are assessed to your account.

For more details on billing and payment policies visit

www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Billing Dispute and Resolution:

Customers can direct cable billing or service complaints to Cox at the telephone number listed on your bill. If you believe Cox has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints. For customers with specific complaints regarding closed captioning, please submit written complaints to the dedicated contact at the address listed on your bill for closed-captioning problems or email closedcaption@cox.com.

Phone Customers: If after contacting Cox we are unable to resolve your concern about your Phone Service, you may submit a complaint to the California

Public Utilities Commission at:

CPUC, Consumers Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102; By Phone: 800-649-7570; Online:

www.cpuc.ca.gov/complaints.

If you have limitations hearing or speaking, you may dial 711 to reach California Relay Service, who will assist you in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice – 800-735-2929; Voice to TTY/VCO/HCO – 800-735-2922; Speech to Speech (STS) – 800-857-7784.

To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(N)

(N)

5. **SAMPLE FORMS (Continued)**

5.2 **PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION**
c. Sample 3

❶ PAST DUE NOTICE ❶

COX.

Acct. #
07/01/19
Account Balance: \$

Dear :

In these busy times, we understand how easy it is to misplace a bill or simply forget to make a payment. This is a friendly reminder that your payment was not received by the due date.

As of the date of this letter, your total account balance is \$.

To avoid service interruption, please submit payment for the talk account balance within 10 days of the date of this letter. If your service is interrupted, you will be required to pay the outstanding balance. You may also be subject to a reactivation or reconnect installation fee, and a deposit or additional deposit.

If you signed up for ~~Cox~~Cox, this service has been suspended until your account is current. If you subscribed to Cox services under a service contract, and your service is disconnected prior to your contract's expiration date, you could be required to pay an additional early termination fee.

Please contact us to discuss any unusual circumstances that may make it difficult for you to pay the full balance, and how we can work with you to bring your account current.

Go to cox.com and click My Bill Overview to pay online or call (800) 221-3931 to pay by phone. For additional information on disputes, payment/equipment return options and store locations, please see the reverse side of this letter.

We know you have choices of providers, and Cox Communications appreciates the opportunity to be your provider of choice. You're a valued customer, and we thank you for your prompt attention to this matter.

Thank you,

Cox Communications
Collections Department

*** Important Notices on Reverse Side**
DETACH HERE/PLEASE RETURN THIS PORTION WITH PAYMENT/ DETACH HERE

For Return Mail Only – Do Not Send Payments to this address
P.O. Box 1259, Dept. #99010
Oaks, PA 19456

SEE REVERSE SIDE FOR PAYMENT OPTIONS
For your convenience, we accept cash, check, money order, credit card & debit card. If you would like to pay by check or money order, please send your payment along with this form in the enclosed envelope.

(N)

Name
Address
City, State, Zip Code

Date: 07/01/19
Re: Account #
Amount Due: \$
Send Payment to:
Cox Communications
Attention: CSS
P.O. Box 79173
Phoenix, AZ 85062-9173

(N)

5. **SAMPLE FORMS (Continued)**

5.2 PAST DUE BILLING NOTICE, SUBJECT TO SERVICE INTERRUPTION
c. Sample 3 (cont.)

Payment Options

Prompt payment of the amount due will avoid additional collection, reactivation and/or reconnection service fees. For your convenience, payment can be made:



PAY ONLINE

Via online at cox.com and click on My Bill Overview under the My Account section and follow the indicated procedures to pay by check or debit/credit card. Assistance with billing and payment questions is available 24/7 via our live chat support.



MOBILE APP

Cox Connect is a free app that's available on your iPhone, iPod Touch, iPad, and Android devices. It puts the power to view and pay your bill, access features and settings related to your services, and get support at your fingertips anytime, anywhere. For Apple users, download on the AppStore. For Android users, get it on Google Play.



PAY BY PHONE

By phone at (844) 221-3931 with your credit card information. Mon – Fri 8:00am to 8:00pm, Sat – Sun 9:00am – 6:00pm. Unattended payments by phone available 24 hours.



PAY IN STORE

Visit one of our convenient payment locations. To access the retail locations nearest you, see the Contact Us Page on Cox.com. Enter your zip code and select Map It to display your nearest Solutions Store.



PAY BY MAIL

Via mail with the detached coupon on the front of this page in the enclosed envelope. Remember, your payment must arrive within 10 days of the date of this letter to avoid disconnection.

*If you would like, you may set up your account via **Automatic Payments (Easy Pay)**: With Cox's Automatic Payment Plan, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing costs, plus your payment is always on time. Enroll at www.cox.com, call us at the number listed above or visit one of our service centers.*

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as OnDemand./pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Any balance that remains delinquent may be referred to a third party for collections. If your account is referred to a third party, you agree to reimburse Cox the fees of any collection agency, which may be based on a percentage of your outstanding balance at a maximum of 25%, and all costs and expenses, including reasonable attorneys' fees Cox incurs in any collection effort. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% if any past due telephone charges are assessed to your account.

For more details on billing and payment policies visit

www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Billing Dispute and Resolution:

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Public Utilities Commission at:

CPUC, Consumers Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102; By Phone: 800-649-7570; Online:

www.cpuc.ca.gov/complaints

If you have limitations hearing or speaking, you may dial 711 to reach California Relay Service, who will assist you in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice – 800-735-2929; Voice to TTY/VCO/HCO – 800-735-2922; Speech to Speech (STS) – 800-857-7784.

To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(N)

(N)

5. **SAMPLE FORMS** (Continued)

5.3 **NOTICE OF RETURNED PAYMENT**

(D)

(N)



Dear :

We regret to inform you that your recent payment to Cox Communications was returned unpaid by your financial institution.

To avoid service interruption, please submit payment of \$ plus a returned payment fee of \$25.00, within ten (10) days of the date of this letter. Please arrange for payment of this balance in the form of cash, money order, certified check or alternate credit or debit card.

If your service is interrupted, you will be required to pay the outstanding balance. You may be subject to a reactivation or reconnect installation fee and a deposit or additional deposit.

If you signed up for ~~EasyPay~~, this service has been suspended until your account is current. If you subscribed to Cox services under a service contract, and your service is disconnected prior to your contract's expiration date, you could be required to pay an additional early termination fee.

Go to cox.com and click My Bill Overview to pay online, or call (844)221-3931 to pay by phone. For additional information on disputes, payment/equipment return options and store locations, please see the reverse side of this letter.

You're a valued customer, and we appreciate your prompt attention to the matter.

Thank you,

Cox Communications
Collections Department

*** Important Notices on Reverse Side**

DETACH HERE/PLEASE RETURN THIS PORTION WITH PAYMENT/ DETACH HERE

Return Mail Only – Do Not Send Payments to this address
Box 1259, Dept. #99010
s, PA 19456

SEE REVERSE SIDE FOR PAYMENT OPTIONS

For your convenience, we accept cash, check, money order, credit card & debit card. If you would like to pay by check or money order, please send your payment along with this form in the enclosed envelope.

Name
Address
City, State, Zip Code

Date: 07/01/19
Re: Account #
Amount Due: \$

Send Payment to:
Cox Communications
Attention: CSS
P.O. Box 79173
Phoenix, AZ 85062-9173

(N)

5. SAMPLE FORMS (Continued)

5.3 NOTICE OF RETURNED PAYMENT (Cont.)

(N)

Payment Options

Prompt payment of the amount due will avoid additional collection, reactivation and/or reconnection service fees. For your convenience, payment can be made:



PAY ONLINE

Via online at cox.com and click on My Bill Overview under the My Account section and follow the indicated procedures to pay by check or debit/credit card. Assistance with billing and payment questions is available 24/7 via our live chat support.



MOBILE APP

Cox Connect is a free app that's available on your iPhone, iPod Touch, iPad, and Android devices. It puts the power to view and pay your bill, access features and settings related to your services, and get support at your fingertips anytime, anywhere. For Apple users, download on the AppStore. For Android users, get it on Google Play.



PAY BY PHONE

By phone at (844) 221-3931 with your credit card information. Mon – Fri 8:00am to 8:00pm, Sat – Sun 9:00am – 6:00pm. Unattended payments by phone available 24 hours.



PAY IN STORE

Visit one of our convenient payment locations. To access the retail locations nearest you, see the Contact Us Page on Cox.com. Enter your zip code and select Map It to display your nearest Solutions Store.



PAY BY MAIL

Via mail with the detached coupon on the front of this page in the enclosed envelope. Remember, your payment must arrive within 10 days of the date of this letter to avoid disconnection.

*If you would like, you may set up your account via **Automatic Payments (Easy Pay)**: With Cox's Automatic Payment Plan, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing costs, plus your payment is always on time. Enroll at www.cox.com, call us at the number listed above or visit one of our service centers.*

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as OnDemand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Any balance that remains delinquent may be referred to a third party for collections. If your account is referred to a third party, you agree to reimburse Cox the fees of any collection agency, which may be based on a percentage of your outstanding balance at a maximum of 25%, and all costs and expenses, including reasonable attorneys' fees Cox incurs in any collection effort. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% if any past due telephone charges are assessed to your account.

For more details on billing and payment policies visit

www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Billing Dispute and Resolution:

Customers can direct cable billing or service complaints to Cox at the telephone number listed on your bill. If you believe Cox has not properly resolved your issue, you may contact your local franchise authority. Refer to your monthly cable bill or call the local customer service number listed on your bill for the address of your franchise authority contact designated to receive consumer complaints. For customers with specific complaints regarding closed captioning, please submit written complaints to the dedicated contact at the address listed on your bill for closed-captioning problems or email closedcaption@cox.com.

Phone Customers: If after contacting Cox we are unable to resolve your concern about your Phone Service, you may submit a complaint to the California

Public Utilities Commission at:

CPUC, Consumers Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102; By Phone: 800-649-7570; Online:

www.cpuc.ca.gov/complaints.

If you have limitations hearing or speaking, you may dial 711 to reach California Relay Service, who will assist you in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice – 800-735-2929; Voice to TTY/VCO/HCO – 800-735-2922; Speech to Speech (STS) – 800-857-7784.

To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(N)

5. SAMPLE FORMS (Continued)

5.4 NOTICE OF SERVICE TERMINATION OF BUSINESS LOCAL EXCHANGE SERVICE

(T)

(Date)

(Account Number)

(CUSTOMER NAME)

(STREET ADDRESS)

(CITY, STATE, ZIP CODE)

Dear Cox Business Services Customer:

We have spoken with you about your intent to cancel local exchange services provided by Cox Business Services at the address above. We require written authorization before we schedule the termination of service to protect you from unauthorized termination of your business-critical systems. We have completed this form in accordance with our conversation. Please review this information carefully, sign and date this form, and remit it back to us for processing.

Telecommunications Services to be terminated:

___ All your existing Cox telecommunications Services:

___ The following local exchange services (please attach a sheet if corrections to this list are necessary):

Contract Status:

___ You have completed the term commitment for this service in your Commercial Service Agreement dated _____.

___ Your term commitment specified in your Commercial Service Agreement for the service(s) listed above dated _____ has not expired; the expiration will occur on _____. If you terminate today, your estimated termination charges ☺ would be: _____. If you dispute this information, please attach a sheet explaining your dispute.

Cox Owned Equipment:

___ You have no Cox-owned equipment on site.

___ Cox Owned equipment is on your site. Cox needs to retrieve this equipment before your account can be closed and a final bill issued.

By signing below, you authorize Cox Business Services to terminate the local exchange services listed above and/or attached hereto. Cox Business Services will schedule the disconnection 30 days from the date Cox Business Services receives this form signed and dated. If you are changing provider of local exchange service, please contact that preferred provider promptly to ensure that you will not lose service. If you have any questions about the information on this form, please call (TELEPHONE NUMBER) _____.

Customer Name (please print): _____ Date: _____

Authorized Person's Name, if different from Customer Name (please print): _____

Customer or Authorized Person's Signature: _____

Please fax this form as soon as it is signed back to (FAX NUMBER). A final bill will be sent to the address above unless you provide us with a forwarding address: _____

5. **SAMPLE FORMS** (Continued)

5.5 **NOTICE OF COLLECTIONS ACTIVITY, POST-DISCONNECTION**

(N)



Dear :

Our records indicate that your balance of \$ is still outstanding. Prior attempts by Cox to collect you're account balance have been unsuccessful.

If you do not take immediate action, your account will be turned over to a third-party collection agency that will continue efforts to collect the outstanding debt on behalf of Cox. They could also assess additional collection fees and report this debt to all major credit bureaus, which would reflect negatively on your credit history.

To avoid further collections activity and prevent referral to a third-party collection agency, please pay the outstanding balance and return Cox-owned equipment immediately.

To make your payment online, go to cox.com and click My Bill Overview, or call (844)221-3931 to pay by phone. For additional information on billing, payment policies and fees, please see the reverse side of this letter.

To return outstanding equipment:

- Our 'Returns Anywhere' allows you the flexibility to return Cox equipment to any UPS store located within the United States. The UPS Store locations can be found online at www.theupsstore.com/locations, or by calling 1-800-789-4623 option 2*.
- You can drop off or ship Cox equipment to designated Cox service locations. For locations, go to cox.com, click the Contact link at the top right of the webpage, then click Find a Solutions Store. Once the map displays, click the Product Drop Off checkbox, located in the menu to the right of the map.
- Customers may select to return Cox-owned equipment via US Postal Service. Call us at 866-867-7644. We will send you a shipping box and label to your address; then, all you have to do is pack the box and return it via your local post office.
- You can make a special request order for us to pick up the equipment at a time that is convenient for you. Call us at 866-867-7644 and ask for a Technician Equipment Pick Up appointment. There is a mandatory fee of up to \$20 to schedule a technician pickup.

Thank you for your attention to this important matter

Thank you,

Cox Communications
Collections Department

*** Important Notices on Reverse Side**

DETACH HERE/PLEASE RETURN THIS PORTION WITH PAYMENT/ DETACH HERE

Return Mail Only – Do Not Send Payments to this address
Box 1259, Dept. #99010
Phoenix, AZ 85062-9173

SEE REVERSE SIDE FOR PAYMENT OPTIONS

For your convenience, we accept cash, check, money order, credit card & debit card. If you would like to pay by check or money order, please send your payment along with this form in the enclosed envelope.

Date: 07/01/19
Re: Account #
Amount Due: \$
Send Payment to:
Cox Communications
Attention: CSS
P.O. Box 79173
Phoenix, AZ 85062-9173

Name
Address
City, State, Zip Code

(N)

5. **SAMPLE FORMS** (Continued)

5.5 **NOTICE OF COLLECTIONS ACTIVITY, POST-DISCONNECTION (cont.)**

(N)

Payment Options

Prompt payment of the amount due will avoid additional collection, reactivation and/or reconnection service fees. For your convenience, payment can be made:



PAY ONLINE

Via online at cox.com and click on My Bill Overview under the My Account section and follow the indicated procedures to pay by check or debit/credit card. Assistance with billing and payment questions is available 24/7 via our live chat support.



MOBILE APP

Cox Connect is a free app that's available on your iPhone, iPod Touch, iPad, and Android devices. It puts the power to view and pay your bill, access features and settings related to your services, and get support at your fingertips anytime, anywhere. For Apple users, download on the AppStore. For Android users, get it on Google Play.



PAY BY PHONE

By phone at (844) 221-3931 with your credit card information. Mon – Fri 8:00am to 8:00pm, Sat – Sun 9:00am – 6:00pm. Unattended payments by phone available 24 hours.



PAY IN STORE

Visit one of our convenient payment locations. To access the retail locations nearest you, see the Contact Us Page on Cox.com. Enter your zip code and select Map It to display your nearest Solutions Store.



PAY BY MAIL

Via mail with the detached coupon on the front of this page in the enclosed envelope. Remember, your payment must arrive within 10 days of the date of this letter to avoid disconnection.

*If you would like, you may set up your account via **Automatic Payments (EasyPay)**: With Cox's Automatic Payment Plan, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing costs, plus your payment is always on time. Enroll at www.cox.com, call us at the number listed above or visit one of our service centers.*

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as OnDemand./pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Any balance that remains delinquent may be referred to a third party for collections. If your account is referred to a third party, you agree to reimburse Cox the fees of any collection agency, which may be based on a percentage of your outstanding balance at a maximum of 25%, and all costs and expenses, including reasonable attorneys' fees Cox incurs in any collection effort. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% if any past due telephone charges are assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Billing Dispute and Resolution:

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Public Utilities Commission at:

CPUC, Consumers Affairs Branch (CAB), 505 Van Ness Ave, Room 2003, San Francisco, CA 94102; By Phone: 800-649-7570; Online:

www.cpuc.ca.gov/complaints.

If you have limitations hearing or speaking, you may dial 711 to reach California Relay Service, who will assist you in relaying your phone conversation with Cox. You may also dial the following toll-free numbers and be routed to the California Relay Service provider: TTY/VCO/HCO to Voice – 800-735-2929; Voice to TTY/VCO/HCO – 800-735-2922; Speech to Speech (STS) – 800-857-7784.

To avoid having your phone service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with details on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

(N)

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Fourth Revised Cal. P.U.C. Sheet No. 166.4-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 166.5-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. 166.6-T

5. **SAMPLE FORMS** (Continued)

RESERVED

(D)

Advice Letter No. 168

Decision No. _____

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

Date Filed: July 29, 2003
Effective: August 5, 2003
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 166.7-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 166.8-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 166.9-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Third Revised Cal. P.U.C. Sheet No. 166.10-T

5. SAMPLE FORMS (Continued)

Reserved For Future Use.

(D)

(D)

Advice Letter No. 431

Decision No. _____

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

Date Filed: June 29, 2007
Effective: June 30, 2007
Resolution No. _____

5. **SAMPLE FORMS** (Continued)

5.12 **RESIDENTIAL REFERRAL COUPON**

(T)



Referral Coupon for Cox Communication's Referral Program

Current Cox Digital Telephone Subscriber:

Name: _____

Address: _____

Phone #: _____

New Cox Digital Telephone Subscriber:

Name: _____

Address: _____

Phone #: _____

For information on this program's benefits and limitations, please read Section 1.19 of this tariff.

5. **SAMPLE FORMS** (Continued)

5.13 **BUSINESS REFERRAL COUPON**

(T)

One Good Turn Deserves Another

Refer a colleague that signs up and you will get your choice of either a \$50 credit on your Cox bill or a gift card to spend on yourself.

We're glad to have you on board with Cox Business Services. To show you how much we appreciate you as a Customer, we're offering this special, Limited time referral offer.

This is how it works.

Getting your referral reward is easy. In fact, this could be the easiest money you've ever made. Or a way to pick out a gift especially for you! Just fill in the coupons below, send them to Cox and encourage your colleagues to subscribe. When they do, you will receive the reward of your choice. We will credit your Cox Business account \$50 or you'll receive a \$35 gift card that works just like a credit card.

Everyone Wins

Anyone who has a computer and a business in our service area can request high-speed Internet access. And considering the speed and reliability of our service, you're actually doing your colleagues a favor by referring them to Cox. And if they use or need other telecommunications services like local telephone and long-distance services, web hosting, etc., we might be the perfect partner.

There's no limit to the number of businesses you can refer, so go ahead and let everyone know. What do you have to lose?

**Now is a good time to start with this limited time offer!
(expires 12/31/01)**

Don't wait. Tell your colleagues about Cox Business Services. They'll thank you for it. And so will we.

Here's what to do.

1) Fill out both parts
2) Select reward option of your choice

3) Fold mailer in half and seal open end with tape
4) Add postage and mail

5) Get a \$50 credit or \$35 gift card for each referral that signs up for an eligible service

6) Copy for additional cards

Fold Here

Your information

Name _____
Company _____
Address _____
Phone # _____
Account # _____
e-mail address _____

Your colleague's information

Name _____
Company _____
Address _____
City _____
Phone # _____
Services they might be interested in: _____

For each referral that signs up, I would like my reward to be:

____ \$50 credit on my Cox Business account as listed above.
____ \$35 gift card to spend at the online or retail store
of your choice.

And for those of you into details, here's the small print.

© Spectrum Marketing

5. SAMPLE FORMS (Continued)

(T)

5.14 ABANDONMENT OF SERVICE FORM

(T)

Cox California Telcom, LLC
(SYSTEM ADDRESS)
(SYSTEM ADDRESS)



Abandonment of Service Statement by Customer

Service Address: _____

Please read the following statements and initial them to indicate that you understand each of the statements and agree to assume each of the obligations specified therein; failure to do so will your request for telephone service at the above address:

_____ I attest that the Cox Communications (the Company) telephone Customer who used to reside at the above.
initial service address no longer resides there

_____ I attest that I now reside at the above address, or will begin residency at this address on _____.
initial Move-in Date

_____ I understand that the provision of telephone service by Cox Communications is done in accordance with rates,
initial terms and conditions specified in the applicable tariff and/or contracts on file with the California Public Utilities Commission. These terms and conditions include, but are not limited to, credit and deposit requirements, disconnection-of-service policies, and service guarantees.

_____ I understand that, in the event the Company determines that this statement is false or fraudulent, my toll and
initial calling card services will be immediately suspended without written notice, and my local exchange telephone service will be subject to disconnection unless I submit a deposit in accordance with the Company's Schedule Cal P.U.C. A-1, Section 3, Rule 7, and pay all outstanding charges on the previous Customer's telephone service account.

Under penalty of perjury, I declare I have examined and agree to all the above requirements.

Print Name Signature Date

FOR OFFICE USE

ONLY

FOR FSS USE ONLY

Prior AC _____
Prior TN _____
All Initials Present Y____ N____
SDT Removal Date _____
SDT Phone Number _____

Tech # _____
Tech Name _____
Visual Verification _____
Property Agent Verification _____
Property Agent Name _____

6. MISCELLANEOUS

6.1 PROMOTIONAL PRICING

Promotional Pricing of network and exchange services and private line and special access services may be offered to the Company's Customers.

The Company may waive and/or discount specific tariffed rates and/or charges, provide Customers with credits, based on meeting certain conditions, or offer other incentives to purchase tariffed services as approved by the California Public Utilities Commission.

6.2 REGULATIONS

All tariffed services, approved by five day Advice Letter filing and listed in Section 6 following, may be offered during a promotional period. The Company will notify the California Public Utilities Commission by five day Advice Letter filing to repeat or extend the promotional period. Customers may sign up for the promotional offer once during the entire promotional period.

The promotional pricing shall be subject to and offered only where facilities exist and operating conditions permit. Customer notification of promotional pricing shall be at the option of the Company.

The Company may promote selected new and existing services on regional, LATA, or rate center basis.

The Company may advertise and market promotional pricing campaigns prior to the effective date of the promotion provided that all marketing material explicitly state "...this promotion will be effective on (mm/dd/yy) pending CPUC approval." Additionally, the Company will also explicitly state during the period between the effective date and forty days following that "...the promotion now effective is pending possible Commission action. All rates, terms and conditions are subject to change without notice."

6.3 RATES AND CHARGES

Nonrecurring and monthly recurring rates and charges may be waived or discounted during a promotional period.

IntraLATA toll charges may be discounted during a promotional period.

6.4 THIRD PARTY PROMOTIONS

Third parties may participate in a promotion by offering merchandise and services at their discretion. The Company may include third party offers in advertising material sent to the Customer. The discounts, waivers, credits and other incentives described in section 6.3 above may also be offered by the Company to Customers in conjunction with third party promotions. In addition, third parties may condition their offers on the purchase of the Company's product or service by the Customer.

6. MISCELLANEOUS (CONTINUED)

6.5 PROMOTIONAL SERVICES

1. \$4.99 Telephone Starter for Six Months. (ACDSCDT6)

A. Description and Eligibility

This promotion is available to new residential Customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Starter Telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the starter package to \$4.99 for a period of 6 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **September 30, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Starter package for six (6) months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotion offered by the Company.
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

2. Discounted Essential and Premier Telephone Package with Price Lock Guarantee (BNIC51C324)

(D/N)

A. Description of Eligibility

This promotion is available new residential Customers who subscribe to the Essential or Premier telephone packages and also purchase video and internet service from a company affiliate, through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period of 24 months, Cox will offer reduced monthly recurring charges for these telephone packages as follows:

	<u>San Diego/Orange County/Palos Verdes</u>	<u>Santa Barbara</u>
Essential:	\$22.99	\$23.91
Premier:	\$25.99	\$26.91

Cox also will waive the installation charge. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **August 31, 2015**.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the monthly recurring charge of Essential and Premier Telephone packages for the Primary line only, and waives the installation fee.
- b. All usage, taxes, fees and surcharges apply.
- c. This promotion is not available for services offered under the California Lifeline Program.
- d. The promotion has no cash value; is not transferable, and applies per subscriber.
- e. This offer may be combined with other promotions offered by the Company.
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

(D)

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

3a. \$9.99 Telephone Premier Discount for Twelve Months with Free Installation. (AC162TX12U)

(D/N))

A. Description and Eligibility

This promotion is available to new residential Customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Premier telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of 12 months and provide free installation. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017.

(D)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

3a1. Retention Offer - \$9.99 Telephone Essential or Premier Discount for Twelve Months with Free Installation. (REPT9912)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who add either the Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of 12 months and provide free installation. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

3b. \$9.99 Telephone Essential or Premier Discount for Twenty-Four Months with Free Installation. (AC133TX24U)

A. Description and Eligibility

This promotion is available to new residential customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to either the Essential or Premier telephone packages. During the promotional period, Cox will **waive the installation charge for Telephone service and will** reduce the Monthly Recurring Charge (MRC) for the Essential package or the Premier package to \$9.99 for a period of twenty-four (24) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2013.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer

3c. Retention Offer: \$9.99 Telephone Essential or Premier for Twelve Months. (RECTE09122) (D/N)

A. Description and Eligibility

This promotion is available to **existing residential Customers, who indicate an intent to cancel their telephone service.** During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017.** (D/N)
(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotion offered by the Company.
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

4. Free Telephone for One Month with Free Installation. (AC12STX01, AC12STX01F)

A. Description and Eligibility

This promotion is available to new residential Customers, who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Starter, Essential or Premier telephone packages. During the promotional period, Cox will waive the installation charge for Telephone services and will waive the Monthly Recurring Charge ("MRC") of the selected telephone service for a period of one month. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **February 1, 2016**.

(D/N)

B. Additional Rules

- a. The promotion is limited to the one telephone line and waives the MRC associated with the selected telephone package for one month
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

4a. \$9.99 Telephone Essential or Premier for Six Months. (DS141TX06)

A. Description and Eligibility

This promotion is available to new residential Customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who add either the Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier package to \$9.99 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by September 30, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotion offered by the Company.
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. **MISCELLANEOUS (CONTINUED)**

6.5 **PROMOTIONAL SERVICES (continued)**

5. **\$5.00 Discount for any level of Cox Digital Telephone for Twelve Months. (REMTX0512)**

A. Description and Eligibility

This promotion is available to new residential Customers, who subscribe to either the Starter, Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge ("MRC") for the selected service by \$5.00 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2013.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. **\$14.99 CDT Premier Telephone Package for Twelve Months (DS153TM12) or Twenty Four Months (DS153TM24)** (D/N)

A. Description and Eligibility

This promotion is available to new residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Premier Telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier package to \$14.99 for a period of twelve (12) months or twenty-four (24) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by February 1, 2016.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the Premier package for twelve months or twenty-four months. (D/N)
(N)
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may **not** be combined with other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service; (D/N)
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. **This promotion is not available for services offered under the California Lifeline Program.** (D/N)

6. MISCELLANEOUS (CONTINUED)

6.5 PROMOTIONAL SERVICES (continued)

7. Retention Offer – Starter, Essential or Premier CDT Telephone Packages \$14.99 for Twelve Months. (RCTX1512)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone packages to \$14.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2013.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

7a. The Cox Circuit Switch to Packet Switch Installation Promotion

A. Description and Eligibility

This promotion is available to existing Cox Digital Phone customers who receive an offer from Cox of a \$20 credit to change their voice service from circuit-switched to packet-switch technology and completes this change. In order to qualify, customers must receive the offer from Cox via US Mail or email, and must schedule a technician visit for the installation of packet-switch equipment. Once the installation is complete, Cox will apply the one-time credit of \$20 on their Cox Digital Telephone invoice.

B. Additional Rules

- a. The promotion is limited to the one credit per household;
- b. All recurring charges, usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Customers who fail to maintain eligibility for fulfillment of this offer are not eligible to receive the promotional credit, a refund or any other consideration.
- e. The Company reserves the right to discontinue this offer by filing an update to this tariff.

(N)

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

8. Retention Offer – Essential or Premier CDT Telephone Packages \$9.99 for Twelve Months. (RRCTX1012)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel Data or Video service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier telephone package to \$9.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2013.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

8a. Event Premier Telephone Promotional Offer (SPECIALT12)

(N)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who attend a Cox promotional event, and through participation in a game or similar activity, receive an offer for 12 months of Premier Telephone Service, as described in section 7.3 of this tariff. Under this promotion, Cox will waive the Primary Line installation and monthly recurring charges for telephone service for 12 months. After the 12 month promotional period ends, customer will be responsible for any future installation and monthly recurring charges for this service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2017.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the monthly recurring and installation charges for a 12 month period for the Primary line only;
- b. Customer will be responsible for future installation and monthly recurring charges after the promotional period ends;
- c. All usage, taxes, fees and surcharges apply;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. This promotion is not available to customers receiving Lifeline service.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

9. Retention Offer – Premier CDT Telephone Package \$19.99 for Six Months. (REFTM1906)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel telephony service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier telephone package to \$19.99 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **April 21, 2014**.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for six months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

9a. Retention Offer – Upgrade from Starter or Essential to Premier Telephone Package \$24.99 MRC for Twelve Months. (REFTM2512)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel telephone service. During the promotional period, **Customer can choose to change their service package from Starter or Essential to Premier and Cox will charge the promotional monthly rate of \$24.99 for a period of twelve (12) months. After the 12 month promotional period ends, Customer will continue to receive service under the Premier service package, but at the then standard price.** The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**. (D/N) (D/N) (D/N)

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the Premier telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

10 Retention Offer – Starter, Essential or Premier CDT Telephone Packages \$5.00 off MRC for Six Months. (RORXX0506, RORTX0506)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel Cox-provided telephone service, if Customer does not also subscribe to cable or high-speed Internet service offered by a Cox Affiliated Company. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone package by \$5.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017. (D/N)

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for six months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

10a Retention Offer – Starter, Essential or Premier CDT Telephone Packages \$10.00 off MRC for Six Months. (RORXX1006, RORTX1006)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel Cox-provided telephone service, if Customer does not also subscribe to cable or high-speed Internet service offered by a Cox Affiliated Company. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone package by \$10.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017. (D/N)

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for six months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

11. 20% Retention Discount on any Telephone Package for Twelve Months. (RECTX2012, REMTX2012)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter, Essential or Premier telephone packages by 20% for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

B. Additional Rules

- a. The promotion is limited to the one telephone line and discounts 20% off the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

11a. Retention Offer –Essential CDT Telephone Packages \$15.00 off MRC for Six Months. (RECTETFF06)

(N)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel Cox-provided telephone service, if Customer does not also subscribe to cable or high-speed Internet service offered by a Cox Affiliated Company. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential telephone package by \$15.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for six months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

11b. 30% Retention Discount on any Telephone Package for Twelve Months. (RECTX3006)

(T)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter, Essential or Premier telephone packages by 30% for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

B. Additional Rules

- a. The promotion is limited to the one telephone line and discounts 30% off the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

11c. Retention Offer - \$9.99 Telephone Essential or Premier Discount for Twelve Months. RECTE09122

(N)

A. Description and Eligibility

This promotion is available to existing residential Customers who indicate intent to cancel Cox-provided telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of 12 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

12. Retention Offer – Starter or Essential CDT Telephone Packages \$9.99 for Twelve Months (RECTE09121)

(T)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter or Essential to \$9.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

(N/D)

(N/D)

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

13. \$9.99 Starter, Essential or Premier CDT Packages for Six Months with Free Install. (REPTX0906) (N)

A. Description and Eligibility

This promotion is available to new residential customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier package to \$9.99 for a period of six (6) months **and provide a free Professional Installation for telephone service.** The (N)
promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013.** (N/D)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

=

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

14. Seasonal Saver (Essential or Premier) to \$19.99 MRC for Four Months. (RASTX2006)

(D/N)

A. Description and Eligibility

This promotion is available to existing residential customers on the Seasonal Saver Package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier package to \$19.99 for a period of **four (4)** months. The promotion applies to the Primary Line only. **Customer must subscribe to this promotion by March 31, 2014.** (D/N)
(N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

15. 40% Retention Discount on any Telephone Package for Twelve Months; 20% Discount for Months 13-24. (RT13T4012A)

A. Description and Eligibility

This promotion is available to existing residential Customers who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter, Essential or Premier telephone packages by 40% for the initial twelve (12) months and by 20% for the remaining 12 months of service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 40% of the MRC associated with the selected telephone package for twenty four total months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

15a. 40% Acquisition Discount on CDT Essential or Premier Telephone Packages for Twelve Months. (AC140TE12)

A. Description and Eligibility

This promotion is available to existing or new residential Customers. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Essential or Premier telephone packages by 40% for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **February 1, 2016**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 40% of the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply and are not subject to the discount;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may **not** be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

16. 40% Retention Discount on any Telephone Package for Twelve Months (ROTTX4012)

(D/N)

A. Description and Eligibility

This promotion is available to existing residential Customers who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter, Essential or Premier telephone packages by 40% for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**.

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 40% of the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

(N)
(D)

16a. 50% Retention Discount on Essential or Premier telephone package for Six Months

A. Description and Eligibility

This promotion is available to existing residential Customers who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Essential or Premier telephone packages by 50% for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 50% of the MRC associated with the selected telephone package for six (6) months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

16b. Retention Offer – Starter Upgrade to Premier Telephone Package, \$5.00 MRC for Six Months.
(AC161T06UA)

(D/N)

A. Description and Eligibility

This promotion is available to existing residential Customers indicating an intent to cancel cable and/or high-speed Internet services offered by Cox's Affiliate Company, and Cox-provided telephone service. During the promotional period, Customers can upgrade their telephone service from the Starter Package to the Premier Package, and Cox will reduce the Premier Packages Monthly Recurring Charge (MRC) to \$5.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Premier Package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer.

17. Retention Offer – Essential Upgrade to Premier Telephone Package, \$5.00 MRC for Six Months.
(AC161T06UB, AC171T06UB)

(D/N)

A. Description and Eligibility

This promotion is available to existing residential Customers indicating an intent to cancel cable and/or high-speed Internet services offered by Cox's Affiliate Company, and Cox-provided telephone service. During the promotional period, Customers can upgrade their telephone service from the Essential Package to the Premier Package, and Cox will reduce the Premier Packages Monthly Recurring Charge (MRC) to \$5.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Premier Package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

17a. Free Telephone Install with Premier Telephone and Platinum Bundle. (BN133PX12, BN133PX24, RPRBN1624)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Premier Telephone package and Cox Platinum bundle. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **September 30, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(N/D)

(N)

(D)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

17b. Free Telephone Install with Premier Telephone and Gold Bundle. (BN133GX12, BN133GX24, RPRBG1424)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Premier Telephone package and Cox Gold bundle. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **September 30, 2013**

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

17c. Retention Offer: \$4.00 MRC on CDT Starter or Essential for 12 months, \$12.00 MRC for months 13-24. (RECTX0424)

A. Description and Eligibility

This promotion is available to existing residential Customers who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter or Essential telephone package to \$4 for the initial 12 months and to \$12 for the following 12 months of service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. This promotion is limited to the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(N)

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

18. Free Telephone Install with Essential Telephone and Silver Bundle. (BN133SX12, BN133SX24, RPRBV1224)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Essential Telephone package and Cox Silver bundle. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **September 30, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

18a. Premier Telephone Package - \$14.99 MRC for Twelve Months, ½ off Pro Install, free self install (DS143TM12)

(N)

A. Description and Eligibility

This promotion is available to new Residential Customers who subscribe to service through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier telephone package to \$14.99 for the initial twelve (12) months of service and reduce the Professional install charge by 50% or waive the charge for self install. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by September 30, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Premier telephone package for twelve (12) months and provides a discounted Professional install or no charge for self install;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. Lifeline Customers will be charged the Lifeline rate for the access portion of this offer;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

19. 15% Discount on CDT Essential or Premier Telephone Packages for Twelve Months. (OS14OTE12) (D/N)

A. Description and Eligibility

This promotion is available to new residential Customers, who already receive high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the Essential or Premier telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Essential or Premier telephone packages by 15% for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by February 1, 2016.

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 15% of the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply and are not subject to the discount;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

(D/N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

20. 40% Retention Discount on any Telephone Package for 6 Months. (RECTE4006)

(D/N/T)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) on the Starter, Essential or Premier telephone packages by 40% for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(D/N)

(D)

(D/N/T)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and discounts 40% of the MRC associated with the selected telephone package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount;
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- h. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

21. Keep America Connected Promotion

(N/D)

A. Description and Eligibility

This promotion is available to existing residential and small business customers affected by the coronavirus pandemic. During the promotional period, Cox will not terminate phone services to any residential or small business customer if the customer informs Cox of an inability to pay their bills due to impacts caused by the coronavirus pandemic. Cox will waive any late fees that residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic. This promotion is available through May 15, 2020, but may be extended at Company's discretion.

B. Additional Rules

- a. The promotion is not transferable and applies per subscriber.;
- b. Customer must request promotion benefits, which are not applied proactively.

(N)

(D)

21a. 50% or 100% Discount off MRC/Fees for Cox Business Voice Customers Affected by the Coronavirus Pandemic

(N)

A. Description and Eligibility

This promotion may be offered to business customers affected by the coronavirus pandemic. During the promotional period, customers meeting the conditions set forth below will be eligible to receive 50% off or 100% off the Monthly Recurring Charge (MRC) and associated taxes and fees for up to 60 days.

B. Additional Rules

- a. To be eligible for the 50% discount, business customers must inform Cox voice services are still needed in a reduced capacity during the promotional period due to business disruptions resulting from the coronavirus pandemic;
- b. To be eligible for the 100% discount, business customers must inform Cox all voice services are not needed during the promotional period due to business disruptions resulting from the coronavirus pandemic;
- c. All usage, and some taxes, fees and surcharges apply and are not subject to the discounts. Fees and surcharges that are percentage based are subject to the applicable discount. Fees and surcharges that are flat fees are not subject to the applicable discount;
- d. The promotion is not transferable and applies per subscriber;
- e. Customer must request promotion benefits, which are not applied proactively;
- f. The Company reserves the right to discontinue the offer upon notice to the Commission.

(N)

6. **MISCELLANEOUS**

6.5 **PROMOTIONAL SERVICES (continued)**

22. **\$4.99 Essential or \$9.99 Premier CDT for 12 months (AC143TX12).**

(D/N)

A. Description and Eligibility

This promotion is available to new residential Customers, who already receive high-speed Internet services offered by Cox's Affiliated Company, and who subscribe to the **Essential or Premier** telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the **Essential** package to \$4.99 or **Premier package to \$9.99** for a period of 12 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **February 1, 2016**.

(D/N)

(D/N)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the **Essential or Premier** package for **twelve (12)** months; (D/N)
- b. All usage, taxes, fees and surcharges apply; (D/N)
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may **not** be combined with other promotions offered by the Company; (N)
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount;
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission; (T)
- h. **This promotion is not available for services offered under the California Lifeline Program.** (N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

23. \$10.00 Premier Telephone Package for Twelve Months (AC163TM12, AC171TM12S).

(D/N)

A. Description and Eligibility

This promotion is available to new or existing residential Customers, who subscribe to the Premier telephone package. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier package to \$10.00 for a period of 12 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Premier package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount;
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

(D)

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

24 Starter, Essential or Premier Telephone Packages, \$19.99 for Twelve Months.

(N/D)

A. Description and Eligibility

This promotion is available to existing residential Customers. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for Starter, Essential or Premier telephone packages to \$19.99 for a period of 12 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 30, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount;
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

(N)

...(D)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

25. Retention Offer - \$14.99 Telephone Essential or Premier for Twelve Months.
(RECTM14061)

(D/N)

A. Description and Eligibility

This promotion is available existing residential Customers, who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$14.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

(D)

(N)

25a. Retention Offer - \$9.99 Telephone Essential or Premier for Twelve Months.
(RECTE09122)

(N)

A. Description and Eligibility

This promotion is available existing residential Customers, who indicate an intent to cancel their telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by June 26, 2017.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. Lifeline customers will be charged the Lifeline rate for the access line portion of this offer.

(N)

6. **MISCELLANEOUS**

6.5 **PROMOTIONAL SERVICES (continued)**

26. **Starter, Essential or Premier Telephone Package Retention, \$9.99 MRC for Twelve Months (RECTX0912)**

(N)
(N)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone package to \$9.99 for a period of **twelve** (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(N)
(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may **not** be combined with other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount;
- g. **Lifeline customers may only subscribe to the Essential or Premier telephone package under this promotion and will be charged the Lifeline rate for the access line portion of this offer;**
- h. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

(N)
(N)
(N)
(N)
(N)
(N)
(N)
(T)

6. **MISCELLANEOUS**

6.5 **PROMOTIONAL SERVICES (continued)**

27. **24 Month Service Agreements**

(D/N)

Description: New and existing Residential Customers in the Cox California Service Areas, who agree to a 24 Month Service Agreement and meet the eligibility criteria set forth below, qualify to receive **protected retail rates** for the twenty-four month term of the agreement. (D) (D/N)

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 (Cox Digital Telephone) and subscribe to the Cox Affiliated Company's video and/or high-speed internet services. (D/N)

Terms and Conditions:

1. If during the Subscription Term (i) Customer disconnects or downgrades any of the services in the Customer's 24-Month Service Agreement, 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:
 \$360, which will be reduced by \$15.00 for each complete month, or; (N)
 \$240, which will be reduced by \$10.00 for each complete month, or,
 \$96, which will be reduced by \$4.00 for each complete month, (N)
during the Subscription Term that the Customer maintains and pays for the Services under the 24 Month Service Agreement, **depending on the applicable 24 Month Service Agreement. Details posted at** (N)
<https://www.cox.com/aboutus/policies.html#service-agreement> . Customers may upgrade or downgrade service (N)
within a core Cox service category, e.g. from one Cox Digital Telephone package to another, without incurring an (N)
ETF. However, the protected retail rate(s) for the new package/tier of core Cox service(s) will be Cox's published (N)
regular month-to-month, non-promotional rate(s) for such service(s) in effect as of the date Customer instructed (N)
Cox to change core Cox services and Customer agrees to pay such adjusted protected retail rates for the (N)
remainder of the Subscription Term. (N)- 2. Customer may cancel their Subscription Term and service under this promotion within 30 days of the commencement of the Subscription Term ("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 may transfer the Services to another location within the Cox service area without being subject an ETF.- 5. Customer's 24-month term commitment will begin on the date the Customer agrees to the 24 month Service Agreement.- 6. At the end of Customer's Subscription Term, pricing for Cox Digital Telephone Services will revert to the tariff pricing in effect at that time.- 7. **Customers residing in Bulk Property communities are excluded from a Protected Retail Rate Offer.** (N)- 8. This offer may not be combined with any other discount offer under this tariff.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

**28. Free Telephone Install with Essential Telephone or Starter Telephone and Bronze Bundle.
(BN133BX12, BN133BX24, BN133BX24A, REPBB1136; RPRBB1124)**

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who **upgrade to the Bronze Bundle, including the Starter or Essential Telephone Packages, through a Price Lock Guarantee Service Agreement (see Section 6.5.27 of this tariff)**. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

(N)
(N/D)
(N/D)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(T)

**28a. Free Telephone Install with Essential Telephone or Premier Telephone and Bronze Bundle.
(REPBV9924)**

(N)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who add the Essential or Premier Telephone Package in order to subscribe to the Bronze Bundle through a Price Lock Guarantee Service Agreement (see Section 6.5.27 of this tariff). During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

29. Free Telephone Install with Premier Telephone and Optical Bundle. (BN133OX12)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who **upgrade** to the Premier Telephone package and Cox Optical bundle. (T)
During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**. (D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

29a. Free Telephone Install with Premier Telephone and Platinum Bundle. (RPRBN1624)

(N)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who add the Premier Telephone Package in order to upgrade to the Platinum Bundle through a Price Lock Guarantee Service Agreement (see Section 6.5.27 of this tariff). During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

**29b. Free Telephone Install with Starter or Premier Telephone and Hispanic Bronze Bundle.
(BN133BX24H, BN133OX12H, BN13BX24HG)**

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who upgrade to the Starter or Premier Telephone package and Cox Hispanic Bronze bundle. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **March 31, 2014**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

30. Free Telephone Install with Premier Telephone and Gold Bundle. (REPBG1524)

A. Description and Eligibility

This promotion is available to existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who add the Premier Telephone Package in order to upgrade to the Gold Bundle through a Price Lock Guarantee Service Agreement (see Section 6.5.27 of this tariff). During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

30a. Free Telephone Install with 2 Product Bundle (BN141SX12U, BN142BX12, BD142BX12) (D/N))

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive high-speed Internet services offered by Cox's Affiliated Company, and who **add any telephone** package. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **September 30, 2014**. (D)
(D/N)
(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

30b. Free Telephone Install with Essential or Premier Telephone and 2 product bundle including DVR. (AC133XO06U)

A. Description and Eligibility

This promotion is available to new and existing residential Customers, who already receive cable service offered by Cox's Affiliated Company and DVR service, and who subscribe to the Essential or Premier telephone package. During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

(D)

(T)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

30c. Free Telephone Install with Essential Telephone and Silver Bundle. (REPBV1424)

(N)

A. Description and Eligibility

This promotion is available to existing residential Customers, who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who add the Essential Telephone Package in order to upgrade to the Silver Bundle through a Price Lock Guarantee Service Agreement (see Section 6.5.27 of this tariff). During the promotional period, Cox will waive the Primary Line installation charge for telephone service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2013**.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. Except as provided above, this offer may not be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. This promotion is not available for services offered under the California Lifeline Program.

(N)

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

31 Free Telephone Install with Transfer. (INSTALL3PT)

A. Description and Eligibility

This promotion is available to existing residential Customers who already receive telephone, cable and high-speed Internet services offered by Cox's Affiliated Company, and who transfer their residential service to a new address. During the promotional period, Cox will waive the install fee for the Starter, Essential or Premier Telephone package. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with any other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

31a Free Telephone install with 3P Bundle with Starter (BN134BX24H, BN34XX12H, BN134XX12, BN1413X24H)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who upgrade to a three product bundle, including the Starter Telephone package, through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by March 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

32. Free Telephone install with 3P Bundle with Essential (BN141BX12, BN141SX12U, BN142BX12, BD142BX12)

(D/N)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who add the Essential Telephone package. During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by **September 30, 2014**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission

32a. Free Telephone install with 3P Bundle with Premier (BN134OX12, BN141GD24, BN141GV24)

A. Description and Eligibility

This promotion is available to new customers who subscribe to cable and Internet service offered by Cox's Affiliated Company and the Cox-provided Premier Telephone package, through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by March 31, 2014

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

33. Free Telephone install with 3P Bundle with Premier (BN141OX12H)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who upgrade to a three product bundle, including the Premier Telephone package. During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by March 31, 2014

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission

33a. \$9.99 MRC Telephone Essential or Premier for Three months with free installation (A2141TE03)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable or high-speed Internet services offered by Cox's Affiliated Company, and who add either the Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$9.99 for a period of 3 months and provide free installation. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 30, 2014.**

(D/N)
(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for three months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

34. \$15.00 MRC Telephone Essential or Premier for Twelve months (AC151TX12A) (D/N)

A. Description and Eligibility

This promotion is available to existing residential Customers who already receive cable and high-speed Internet services offered by Cox's Affiliated Company, and who add either the Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier Package to \$15.00 for a period of **twelve (12)** months. (D/T)
The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **February 1, 2016**. (D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Essential or Premier package for **twelve (12)** months; (T)
- b. All usage, taxes, fees and surcharges apply;
- c. **This promotion is not available for services offered under the California Lifeline Program;** (D/N)
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

34a. Free Telephone install with 3P Bundle with Essential (BR141BX24U)

A. Description and Eligibility

This promotion is available to existing residential Customers who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who upgrade to a three product bundle, including the Essential Telephone package, through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by March 31, 2014

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

35. Retention Offer – Essential or Premier CDT Telephone Packages \$5.00 off MRC for twelve Months. (RHMTE0512, RCMTE0512) (N/T)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel **Cox-provided telephone service, if Customer does not also subscribe to cable or high-speed Internet service offered by a Cox Affiliated Company.** During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone package by \$5.00 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for twelve months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

35a. Retention Offer – Essential CDT Telephone Packages \$10.00 off MRC for Six Months. (RECTETE06)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel Cox-provided telephone service, if Customer does not also subscribe to cable or high-speed Internet service offered by a Cox Affiliated Company. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Essential or Premier telephone package by \$10.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **June 26, 2017**.

B. Additional Rules

- a. The promotion is limited to the one telephone line and reduces the MRC associated with the selected telephone package for six months.
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.
- h. This promotion is not available for services offered under the California Lifeline Program.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

36. Starter, Essential or Premier Telephone packages Retention, \$14.99 MRC for twelve months (RRMTX1512)

(D/N)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone packages to \$14.99 for a period of 12 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

36a. \$5.00 MRC discount for Cox Telephone Essential or Premier for twelve months (RCMTX0512A, REMTE0512)

(D)

A. Description and Eligibility

This promotion is available to new residential Customers, who subscribe to either the Essential or Premier telephone packages. During the promotional period, Cox will reduce the Monthly Recurring Charge ("MRC") for the selected service by \$5.00 for a period of twelve (12) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by December 31, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for Twelve months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

37. Starter, Essential or Premier telephone package Retention, \$9.99 MRC for Six months (RECTE0906, RRCTX1006)

(T)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate intent to cancel service provided by Cox's Affiliated Company and Cox-provided telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier telephone package to \$9.99 for a period of 6 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

37a Premier Telephone packages Retention, \$14.99 MRC for six months (RECTM1406)

A. Description and Eligibility

This promotion is available to existing residential Customers, who indicate an intent to cancel telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier telephone packages to \$14.99 for a period of 6 months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the selected telephone package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

38. Seasonal Saver: \$5.00 off MRC for Customers returning to Starter, Essential or Premier for six months (RASTX0506)

(T)

A. Description and Eligibility

This promotion is available to existing residential customers who have been receiving service under the Seasonal Saver Package (see section 2.4, MTS Calling Plan Options, Seasonal Saver of this tariff) and return to Starter, Essential or Premier telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier package by \$5.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(T)

(D/N)

(T)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Starter, Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

38a Seasonal Saver: \$10.00 off MRC for Customers returning to Starter, Essential or Premier for six months (RASXX1006)

(T)

A. Description and Eligibility

This promotion is available to existing residential customers who have been receiving service under the Seasonal Saver Package (see section 2.4, MTS Calling Plan Options, Seasonal Saver of this tariff) and return to Starter, Essential or Premier telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier package by \$10.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

(T)

(D/N)

(T)

(D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Starter, Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

38. Seasonal Saver: \$20.00 off MRC for Customers returning to Starter, Essential or Premier for six months (RASXX2006)

A. Description and Eligibility

This promotion is available to existing residential customers who have been receiving service under the Seasonal Saver Package (see section 2.4, MTS Calling Plan Options, Seasonal Saver of this tariff) and return to Starter, Essential or Premier telephone service. During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Starter, Essential or Premier package by \$20.00 for a period of six (6) months. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by **December 31, 2014**.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Starter, Essential or Premier package for six months;
- b. All usage, taxes, fees and surcharges apply;
- c. Lifeline Customers will be charged the Lifeline rate for the access line portion of this offer;
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may be combined with some other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service.
- h. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.

39. Free Telephone install with 3P Bundle with Price Lock Guarantee (BN142XX12, BN142BX24, BN142SX24, BN142GD24, BN142GV24, BN142BX24H, BD142BX24, BD142SX24, BR141BX24U, WB142BX24, WB142BX24H, BD143GX12) (D)
(N)

A. Description and Eligibility

This promotion is available to new and existing residential Customers who already receive cable and/or high-speed Internet services offered by Cox's Affiliated Company, and who upgrade to a three product bundle, including the Starter, Essential or Premier Telephone packages, through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will waive the installation charge for Telephone service. The promotion applies to the Primary Line installation only. Customer must subscribe to this promotion by **September 30, 2014**. (D/N)

B. Additional Rules

- a. The promotion is limited to one telephone line and waives the installation fee for the Primary line only;
- b. All usage, taxes, fees and surcharges apply;
- c. This promotion is not available for services offered under the California Lifeline Program
- d. The promotion has no cash value; is not transferable, and applies per subscriber;
- e. This offer may not be combined with any other promotions offered by the Company;
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

40. Premier Telephone Package - \$14.99 MRC for Twelve Months, \$24.99 for Twelve Additional Months, PLG (DS143TM24)

A. Description and Eligibility

This promotion is available to new Residential Customers who subscribe to service through a Price Lock Guarantee Service Agreement (see section 6.5.27 of this tariff). During the promotional period, Cox will reduce the Monthly Recurring Charge (MRC) for the Premier telephone package to \$14.99 for the initial twelve (12) months of service and reduce the MRC to \$24.99 for the remaining twelve (12) months of service. The promotion applies to the Primary Line only. Customer must subscribe to this promotion by September 30, 2014.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with the Premier telephone package for twenty-four (24) total months;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may be combined with some other promotions offered by the Company;
- e. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission;
- f. Lifeline Customers will be charged the Lifeline rate for the access portion of this offer;
- g. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- i. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount

41. Seasonal Saver \$5.99 MRC Retention Offer

A. Description and Eligibility

This promotion is available to existing Residential Customers on the Seasonal Saver Plan (see section 2.4, MTS Calling Plan Options, Seasonal Saver of this tariff) expressing a desire to disconnect services. These Customers may be offered a discounted Monthly Recurring Charge (MRC) of \$5.99. The promotion applies to the Primary Line only.

B. Additional Rules

- a. The promotion is limited to one telephone line and reduces the MRC associated with Seasonal Saver;
- b. All usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per subscriber;
- d. This offer may not be combined with some other promotions offered by the Company;
- e. Customers must maintain a good payment record to remain eligible for the discount. Customers whose telephone service is disconnected for non-payment while still eligible for the discount will lose eligibility for this discount upon reestablishing service;
- f. Customers who fail to maintain eligibility for this discount prior to the complete fulfillment of the offer are not eligible to receive a refund or any other consideration for the unused portion of the discount.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

42. CDT Economy Promotional Offer

A. Description and Eligibility

This promotion is available to existing residential Customers a currently subscribed to Cox Digital Telephone service, who express a desire to disconnect phone service. Under this promotion, Cox will provide a Residential flat-rate telephone line provisioned with Caller ID at a Monthly Recurring Charge ("MRC") of \$18.50 for qualifying customers. Customer must select Cox Long Distance for intra- and inter-LATA service. Long distance usage is not included in the MRC and will be billed at Cox's standard rates. Customer must subscribe to this promotion by **December 31, 2017**.

B. Additional Rules

- a. This promotion is available to Customers on a per-line basis. Each line includes local direct-dial calling and the Caller ID feature;
- b. Customer must subscribe to Cox Long Distance as their long distance provider; Long distance usage is additional and will be charged at standard rates unless customers subscribes to a separate promotional offer;
- c. All applicable usage, taxes, fees and surcharges apply;
- d. The promotion has no cash value; is not transferable, and applies per line;
- e. This offer may be combined with some other promotions offered by the Company, where noted;
- f. Customers must maintain a good payment record to remain eligible for the promotion. Customers whose telephone service is disconnected for non-payment while still eligible for the promotion may lose eligibility upon reestablishing service.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

43. Cox Voice[^] Economy Promotional Offer

(T)

A. Description and Eligibility

This promotion is available to existing residential Customers a currently subscribed to Cox Digital Telephone service, who express a desire to disconnect phone service. Under this promotion, Cox will provide a Residential flat-rate telephone line provisioned with Caller ID at a Monthly Recurring Charge ("MRC") of \$18.39 for qualifying customers. Customer must select Cox Long Distance for intra- and inter-LATA service. Long distance usage is not included in the MRC and will be billed at Cox's standard rates. Customer must subscribe to this promotion by **December 31, 2018**.

B. Additional Rules

- a. This promotion is available to Customers on a per-line basis. Each line includes local direct-dial calling and the Caller ID feature;
- b. Customer must subscribe to Cox Long Distance as their long distance provider; Long distance usage is additional and will be charged at standard rates unless customers subscribes to a separate promotional offer;
- c. All applicable usage, taxes, fees and surcharges apply;
- d. The promotion has no cash value; is not transferable, and applies per line;
- e. This offer may be combined with some other promotions offered by the Company, where noted;
- f. Customers must maintain a good payment record to remain eligible for the promotion. Customers whose telephone service is disconnected for non-payment while still eligible for the promotion may lose eligibility upon reestablishing service.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

[^] CDT package rebranded as Cox Voice

6. MISCELLANEOUS

6.5 PROMOTIONAL SERVICES (continued)

44. Cox Voice Economy Promotional Offer

A. Description and Eligibility

This promotion is available to existing residential Customers a currently subscribed to Cox Digital Telephone service, who express a desire to disconnect phone service. Under this promotion, Cox will provide a Residential flat-rate telephone line provisioned with Caller ID at a Monthly Recurring Charge ("MRC") of **\$18.40** for qualifying customers. Customer must select Cox Long Distance for intra- and inter-LATA service. Long distance usage is not included in the MRC and will be billed at Cox's standard rates. Customer must subscribe to this promotion by **March 23, 2021**.

B. Additional Rules

- a. This promotion is available to Customers on a per-line basis. Each line includes local direct-dial calling and the Caller ID feature;
- b. Customer must subscribe to Cox Long Distance as their long distance provider; Long distance usage is additional and will be charged at standard rates unless customers subscribes to a separate promotional offer;
- c. All applicable usage, taxes, fees and surcharges apply;
- d. The promotion has no cash value; is not transferable, and applies per line;
- e. This offer may be combined with some other promotions offered by the Company, where noted;
- f. Customers must maintain a good payment record to remain eligible for the promotion. Customers whose telephone service is disconnected for non-payment while still eligible for the promotion may lose eligibility upon reestablishing service.
- g. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

45. Lifeline Promotional Offer

A. Description and Eligibility

This promotion is available to new and existing residential Customers who meet qualifications for the Lifeline program. Under this promotion, Cox will provide local access, Unlimited Cox Long Distance call plan for both intra- and inter-LATA toll services, voicemail, and the following features: 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 at a Monthly Recurring Charge ("MRC") of **\$6.84** for qualifying customers for a period of three (3) months. The service is non-transferable and is limited to one discount per household. Customer must subscribe to this promotion by **September 30, 2021**.

(T)

B. Additional Rules

- a. This promotion is available to LifeLine Customers on a per-line basis. Each line includes local access, long distance and select features;
- b. All applicable usage, taxes, fees and surcharges apply;
- c. The promotion has no cash value; is not transferable, and applies per line;
- d. This offer may be combined with some other promotions offered by the Company, where noted;
- e. Customers must maintain a good payment record to remain eligible for the promotion. Customers whose telephone service is disconnected for non-payment while still eligible for the promotion may lose eligibility upon reestablishing service.
- f. The Company reserves the right to discontinue this offer upon notice to the California Public Utilities Commission.

6. MISCELLANEOUS

6.6 Alternative Services

Pursuant to the Commission's Decision 01-07-026, the following table outlines the Alternative Services offered by the Company. Alternative Services as defined by the Commission's Rule 3 states that "...If a utility provides alternative means of obtaining a particular service, or its functional equivalent, or a choice between different rate plans, the utility's tariff shall disclose the alternatives available to the Customer, and shall describe how the Customer selects an alternative."

The price quotes below for measured and flat rate service includes touch-tone, single-line, dial tone local service. The service provides access to long distance service, E-911 emergency operators, operator services, and directory assistance. A Subscriber Line Charge or End User Access Charge will apply to the every access line that is capable of making long distance calls, except for LifeLine Customers.

RESIDENTIAL LOCAL SERVICE <u>Local Calling</u> (Zones 1, 2 & 3) Flat Rate (Zones 1 & 2) Measured Rate	<u>Service</u> <u>Activation</u> <u>Charge</u>	<u>First Line</u> <u>Monthly</u> <u>Charges</u>	<u>Additional</u> <u>Line Monthly</u> <u>Charges</u>
<u>FLAT RATE SERVICE</u> - The term "flat-rate service" denotes residential service where, for a stated monthly rate, unlimited calling is allowed to all other exchange service lines in the calling area.	See Section 1.1.1.1 Service Activation and Reconnection Charge	See Section 1.1.1.2 Monthly Recurring Rates Residential Access Line Service	See Section 1.1.1.2 Monthly Recurring Rates Residential Access Line Service
<u>MEASURED RATE SERVICE</u> - The term "Measured Rate Service" denotes service for which charges are made according to a measured amount of usage.	See Section 1.1.1.1 Service Activation and Reconnection Charge	See Section 1.1.1.2 Monthly Recurring Rates Residential Access Line Service	See Section 1.1.1.2 Monthly Recurring Rates Residential Access Line Service
<u>LIFELINE TELEPHONE SERVICE (LifeLine)</u> – (applicants that meet certain income requirements may be eligible for reduced one-time and monthly charges. <u>Fiat Rate LifeLine</u> (unlimited local calls)	See Section 1.1.2.2 Service Activation Charge	See Section 1.1.2.3 Monthly Recurring Charges (LifeLine)	See Section 1.1.2.3 Monthly Recurring Charges (LifeLine)
<u>In-State Toll Calls</u> (for calls that terminate outside your local calling area, but inside the state of California.)	None	\$.18 per minute	\$.18 per minute

(L) Material relocated to the Obsolete Section, page 206.

6. MISCELLANEOUS

6.7 Optional Services

Pursuant to the Commission's Decision 01-07-026, the following table outlines the Optional Services offered by the Company.

Optional Custom Calling Features

	<u>One-Time Connection Charge</u>	<u>Monthly Recurring Φ</u>
<u>Anonymous Call Rejection:</u> Allows the subscriber to reject incoming calls from callers who have blocked their caller identification information. All other calls are accepted.	Free	Free (OC) \$2.99 (SD)
<u>Busy Line Redial:</u> Allows a subscriber to continually redial the last number he or she originates, despite whether the call was completed or not. Feature may be used on a "Per Use" basis instead of monthly. Each use in OC will be assessed a \$.70 charge with a maximum of \$4.90 per month. Each use in SD will be assessed a \$1.99 charge with a maximum charge of seven per month.	\$4.50	\$ 3.99 (I) (T) (T)
<u>Call Forwarding:</u> Allows a subscriber to program his or her telephone so that incoming calls are forwarded to another number.	\$4.50	\$ 3.99 (I)
<u>Call Forwarding Busy:</u> Forwards all incoming calls to a Customer defined alternate number when the Customer's line is off hook.	\$4.50	\$ 3.99 (I)
<u>Call Forwarding Do Not Answer:</u> Forwards all incoming calls to a Customer defined alternate number after a user defined number of rings.	\$4.50	\$ 3.99 (I)
<u>Call Forwarding Remote Access:</u> Allows the Customer to edit, activate or deactivate Call Forwarding features remotely.	\$4.50	\$.90
<u>Call Forwarding on Call Waiting Calls:</u> Provides the Customer the capability to forward unanswered waiting calls to a subscriber-designated number by using the combined functions of Call Waiting and Call Forward Do Not Answer.	\$4.50	\$ 3.99 (I)
<u>Call Hold:</u> Allows the Customer to hold one call for any length of time provided that neither party goes On-Hook.	\$4.50	\$ 3.99 (I)
<u>Call Return:</u> Allows the subscriber to make an outgoing call to the last number that called the subscriber. Feature may be used on a "Per Use" basis instead of monthly. Each use in OC will be assessed a \$.70 charge with a maximum of \$4.90 per month. Each use in SD will be assessed a \$1.99 charge with a maximum charge of seven per month.	\$4.50	\$ 3.99 (I) (T) (T)
<u>Call Transfer:</u> Provides the capability to transfer or add a third party, using the same line.	\$4.50	\$ 3.99 (I)
<u>Call Waiting:</u> 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 hookswitch 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.	\$4.50	\$ 3.99 (I)
<u>Caller ID:</u> Allows the called party to see the name and telephone number of the calling party on the telephone with Caller ID display or an adjunct unit.	\$ 4.50	\$7.25 (I)

OC denotes Orange County Service Area
SD denotes San Diego Service Area

6. MISCELLANEOUS

6.7 Optional Services (continued)

Optional Custom Calling Features

	<u>One-Time Connection Charge</u>	<u>Monthly Recurring Charge</u>
<u>Call Waiting ID:</u> Allows the subscriber to receive calling party identifying information in addition to the call waiting alert tone. Call Waiting ID allows the subscriber several options for treating the second incoming call. The subscriber may forward the call, place the call on hold, send the call to treatment, place the existing call on hold and answer the incoming call, or answer the incoming call and drop the existing call.	\$ 4.50	\$ 11.00
<u>Customer Originated Call Trace:</u> Allows a subscriber to initiate a trace on an incoming "nuisance" call. This service is only offered on a "Per Use" basis at a charge of \$4.60 per use.	N/A	N/A
<u>Long Distance Alert:</u> 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 subscriber to an incoming long distance call.	\$4.50	\$3.99(I))
<u>Priority Ringing:</u> 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.	\$4.50	\$3.99(I))
<u>Remote Call Forwarding:</u> Allows the Customer to rent a directory number (RCF base number) in a remote location. Calls placed to the RCF number are automatically forwarded to the Customer's principal number. The RCF Customer is billed for the forwarded portion of the call.	\$4.50	\$18.00
<u>Selective Call Acceptance:</u> Allows the subscriber to create a list of telephone numbers. Incoming calls from these numbers are accepted. All other calls are forwarded to an announcement.	\$4.50	\$3.99(I))
<u>Selective Call Forwarding:</u> Allows the subscriber to create a list of up to 31 telephone numbers. Incoming calls from these numbers may be forwarded to another number instead of being completed at the subscriber's telephone number. All other calls are completed as usual.	\$4.50	\$3.99(I))
<u>Selective Call Rejection:</u> Allows the subscriber to create a list of up to 31 telephone numbers. Incoming calls from these numbers are forwarded to an announcement informing the caller that the called party does not wish to receive the call. All other calls are accepted.	\$4.50	\$3.99(I))
<u>Speed Calling - 8 Numbers:</u> Allows a subscriber to preprogram up to eight telephone numbers, and then access these numbers with the simple touch of one digit on his or her telephone set.	\$4.50	\$3.99(I))
<u>Three Way Calling:</u> Allows a subscriber to conference in a third person to an existing call so all three people can speak together in the same conversation. Feature may be used on a "Per Use" basis instead of monthly. Each use in OC will be assessed a \$.70 charge with a maximum of \$4.90 per month. Each use in SD will be assessed a \$1.99 charge with a maximum charge of seven per month.	\$4.50	(D) \$3.99(I)) (T) (T)

OC denotes Orange County Service Area
SD denotes San Diego Service Area

6. MISCELLANEOUS

6.7 Optional Services (continued)

Optional Custom Calling Features & Packages

	<u>One-Time Connection Charge</u>	<u>Monthly Recurring Charge</u>	
Privacy Control ♦: Unidentified callers are intercepted and asked to identify themselves or enter a personal identification number (PIN). If a correct PIN is entered, the call is immediately connected to the called party. If no PIN is entered, the calling party's recorded name is provided to the called party. The called party can then (1) accept the call, (2) forward the call to voice mail, or (3) send the caller to a recorded announcement. A la Carte	\$4.50	\$4.00	(D)
With Solutions Package	N/A	\$3.00	(D)
Solutions Package: Provides a Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding on Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert.	None	\$ 15.95	
Active Lifestyle Package: Provides a residential Customer with the following features: Call Forwarding, 3-Way Calling, Call Waiting, Speed Calling, Busy Line Redial.	None	\$ 5.95 (SD) \$6.95 (OC)	
Control Plus Package: Provides a residential Customer with the following features: Call Waiting ID, Call Return, Priority Ringing, and Long Distance Alert.	None	\$ 10.95	

OC denotes Orange County Service Area
SD denotes San Diego Service Area

(C)
(C)

6. MISCELLANEOUS

6.8 Telecommunications Services 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)

6. MISCELLANEOUS

6.8 Telecommunications Services Priority (TSP) System (continued)

(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)

6. MISCELLANEOUS

6.8 Telecommunications Services Priority (TSP) System (continued)

(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.

6. Specific Customer Information and Records

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

(N)

6. MISCELLANEOUS

6.8 Telecommunications Services Priority (TSP) System (continued)

(N)

1. 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)

6. MISCELLANEOUS

6.8 Telecommunications Services Priority (TSP) System (continued)

(N)

8. Rate Applications, cont'd.

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

	Non-Recurring Charges	Monthly Recurring Charges
Priority Provisioning Installation, per line or trunk, or per circuit	\$30.00	N/A
Priority Restoration Level Implementation, per line or trunk, or per circuit	\$30.00	N/A
Priority Level Change, per line or trunk, or per circuit	\$30.00	N/A
Administration and Maintenance of Priority Restoration, per line or trunk, or per circuit	N/A	\$5.00
Labor, construction, special equipment, additional facilities, and other resources related to delivery of services under TSP conditions.	ICB	ICB

(N)

7.0 **BUNDLED SERVICES**

1. **California Unlimited**

A. **Description**

The California Unlimited provides eligible Residential Customers with unlimited direct-dial calling within the state of California. The call plan is a non-aggregate service; it is a per-line per-occurrence transaction. Each line is billed independently in a multi-line account.

B. **Eligibility**

Customer can qualify for eligibility by subscribing to the services listed in option 1 below and receiving the call plan at no charge on the Primary Line, additional lines are at the monthly rate as detailed in section D below, or the Customer can meet the requirements described in option 2 and purchase the call plan on monthly basis.

1. Option 1

a. Residential Customers located in Company's San Diego market that subscribe to the following services:

- One Residential flat-rate telephone access, or LifeLine Service, line;
- Company's intraLATA toll and interLATA toll services on the residential line subject to the service;
- Either Control Plus or Solutions Feature Package on the line subject to the service;
- Cox Service Assurance Plan;
- Cox-Affiliated Company's standard and digital cable television services with three "tiers"; and
- Cox-Affiliated Company's high-speed Internet access service (Preferred or Premier).
- Customers must maintain their account at their present address in good standing. Company will consider a Customer ineligible under this provision and the Customer's account not to be in good standing if (1) Customer receives two or more Notices for Discontinuance of Telephone Service for Non-Payment in a calendar year; or (2) Customer's telephone service is disconnected for non-payment at any time; or (3) Customer's services purchased from Company's Affiliated Company listed above under Rule 1 are disconnected for non-payment at any time.

(T)

2. Option 2

a. Residential Customers located in Company's San Diego market that subscribe to the following services:

- One or more Residential telephone access, or LifeLine Service line;
- Company's intraLATA toll and interLATA toll services on the Residential Line.

(T)

C. **Additional Rules:**

1. Toll minutes subject to this promotion (1) may be used from any Company residential line for which Company has been designated as the intraLATA toll and interLATA toll services provider, (2) may not be pooled, (3) will expire at the end of each bill cycle, (4) will not be aggregate, (5) will have no cash value for refund purposes, (6) will not be transferable or assignable, and (7) will not be applied to calls outside the United States.
2. The Company may monitor the Customer's usage to ensure that the Customer's use of the unlimited direct-dial calling offer is consistent with the applicable restrictions and limitations (i.e., Customer call patterns should be consistent with residential usage). If the Company has any reason to believe that the Customer's usage is not consistent with the applicable restrictions, the Company may terminate the unlimited calling offer immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the Customer's choice. Additionally, the Company reserves the right to place toll restriction on any Customer account whose toll minutes subject to this promotion exceed 5,000 minutes in any month.

D. **Rates and Charges:**

	MRC
First occurrence under option 1	N/C
All other occurrences under this offering	\$10.00

7.0 **BUNDLED SERVICES**

2. **Orange County CBS Unlimited Package**

General

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

- One flat-rated Business Access Line used for voice services only;
- Optional features (all or none): Call Forward, Caller ID, Call Transfer, Three-Way calling and Speed Dial 8;
- Unlimited intraLATA toll minutes;
- Unlimited interLATA toll minutes.

Terms and Conditions

1. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each Business access line subscribed to under this package.
2. The Customers may subscribe up to a maximum of ten Unlimited Calling lines for a one-, two- or three-year commitment, as long as each line and package meets the terms and conditions set forth herein. After expiration of the term agreement, Cox will apply month-to-month pricing. Month-to-month terms are not available for establishment of service.
3. The Cox Unlimited Package's Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
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, auto-dialers, call centers, and non-voice services, including but not limited to, data services, 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 specific herein.
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 the schedule and rates specified in Section 2.3 or 2.4 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
7. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

(D)
(D/N)
(N)
(N)
(N)

Rates and Charges

	Month-to-Month MRC	1-Year Term MRC	2-Year Term MRC	3-Year Term MRC
Unlimited Package with Features	\$49.99 (N)	\$47.99 (N)	\$46.99 (N)	\$45.99 (N)
Unlimited Package without Features	\$39.99 (N)	\$37.99 (N)	\$36.99 (N)	\$35.99 (N)

(N)
|
(N)

7.0 **BUNDLED SERVICES**

2(a) Cox San Diego Business Unlimited Packages

General

The Cox Business Services Unlimited Package is offered to San Diego Business Customers where facilities exist and operating conditions permit. The Cox San Diego Business Unlimited Packages are bundled packages of local exchange, optional local calling features, and local toll and long distance telephone services. Customers that subscribe to the service as detailed in the Terms and Conditions section may request up to eight Cox Digital Telephone lines as detailed below

(T)

Each line will be provisioned with one the following packages:

Cox Business Unlimited Standard Package

- One flat-rated Business Access Line used for voice services only;
- Caller ID, Three-Way Calling and Call Forwarding Custom Calling Features;
- Unlimited intraLATA toll minutes and unlimited interLATA toll minutes;
- Cox Service Assurance Plan (CSAP).

Cox Business Unlimited Call Waiting Package

- One flat-rated Business Access Line used for voice services only;
- Caller ID, Call Waiting and Call Forwarding Custom Calling Features;
- Unlimited intraLATA toll minutes and unlimited interLATA toll minutes;
- Cox Service Assurance Plan (CSAP).

Cox Business Unlimited Call Forward Package

- One flat-rated Business Access Line used for voice services only;
- Caller ID, Call Forward and Call Forward – No Answer Custom Calling Features;
- Unlimited intraLATA toll minutes and unlimited interLATA toll minutes;
- Cox Service Assurance Plan (CSAP).

Cox Business Unlimited No Feature Package

- One flat-rated Business Access Line used for voice services only;
- No Custom Calling Features;
- Unlimited intraLATA toll minutes and unlimited interLATA toll minutes;
- Cox Service Assurance Plan (CSAP).

(N)

(N)

Terms and Conditions

1. The Customer must select Cox as the carrier of choice for both the intraLATA toll and interLATA toll services for each Business access line subscribed to under this package.
2. All lines on the Customer's account must be provisioned with the same unlimited package. The Customers may subscribe up to a maximum of eight Package lines (a minimum of two lines) for a one-year minimum commitment.
3. The Cox San Diego Business Unlimited Package's Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

7.0 **BUNDLED SERVICES**

2(a) Cox San Diego Business Unlimited Packages, cont'd.

Terms and Conditions, cont'd.

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, auto-dialers, call centers or non-voice services, including but not limited to, data services, 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 specific herein.
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 the schedule and rates specified in Section 2.3 or 2.4 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
7. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

Rates and Charges

	1 Year	2 Year	3 Year	M-T-M
Per Cox San Diego Business Unlimited	\$42.00	\$39.00	\$36.00	\$47.00 (N)

(N)

7.0 **BUNDLED SERVICES**

3. **COX DIGITAL SUITE DISCOUNT**

1. **General**

The Cox Digital Suite discount offers Orange County Residential Customers who subscribe to Company's local exchange service, intraLATA toll service, interLATA toll service, and a feature package, as well as Cox-Affiliated Company's standard cable TV service, digital cable TV service, and high-speed internet access a choice of monthly discounts.

2. **Eligibility**

The Cox Digital Suite discount is available only to Residential Customers residing in the Orange County market who subscribe to each of the following services:

- Company's residential telephone access or resale line service;
- any of the Company's Custom Calling Feature Packages, i.e., Active Lifestyle, Control Plus, Phone Control (obsolete) and/or Solutions Package) on any one of the residential lines;
- Company's intraLATA toll and interLATA toll services on any one of the Company residential lines;
- Cox-Affiliated Company's standard and digital cable television services; and
- Cox-Affiliated Company's high-speed internet access service.

3. **Regulations**

- a. The Company services listed above are subject to the regulations described elsewhere in this tariff, Schedule Cal P.U.C. C-1, and the FCC-mandated website for the Company's domestic interstate long distance services located at www.cox.com/telephone/Customerservicesagreement.asp. The Cox-Affiliated Company's services listed above are not subject to the provisions of this tariff.
- b. Existing Customers who believe they qualify for the Cox Digital Suite discount must contact the Company or the Cox-Affiliated Company following the effective date of this tariff to select the discount. Newly connecting Customers; and existing Customers who sign up for service(s) that will make them eligible for the Cox Digital Suite discount will be able to select the discount at the time of service activation.
- c. A Customer who has selected the Cox Digital Suite discount must continue the subscription to the services listed above and maintain the account in good standing to continue receiving the discount.

4. **Rates, Charges and Discounts**

Eligible Customers will be able to select from discounts provided by Cox and the Cox-Affiliated Company. The Company-provided discount is \$9.99 off the primary line. All taxes, fees and surcharges apply.

For the choice of discounts available from the Cox-Affiliated Company, please contact Customer Service.

7.0 **BUNDLED SERVICES**

4. **COX CONNECTION PACKAGES**

The Cox Connection Packages offer qualifying residential Customers different allowances of interLATA toll minutes of use, depending on the package, for a recurring monthly rate that also includes other services, as specified below. After the Customer exhausts the allowed minutes under each package, per-minute prices will apply as shown below. The minutes within each package's allowance (1) may not be pooled with minutes of use from other lines or Packages, (2) expire at the end of each bill cycle, (3) do not aggregate, (4) have no cash value for refund purposes, (5) are not transferable or assignable, and (6) shall not be applied to calls outside the United States. Please refer to Schedule Cal P.U.C. C-1 for additional terms and conditions applicable to in-state interLATA toll service.

(L)

(L)Material relocated to Obsolete Services, Section 9, page 193.

(L)

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

(L)

(L)

(L) Material relocated from page 194.

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

1. Cox San Diego Unlimited Connection^(sm) Package

General

The Cox Unlimited Connection^(sm) Package will be offered to San Diego Residential Customers where facilities exist and operating conditions permit. The Cox Unlimited Connection^(sm) Package is a bundled package of the following local exchange, local toll, and long distance telephone services:

- One flat-rated Residential Access Line or one flat-rated Lifeline Telephone Service Line; (D)
- The Control Plus feature package;
- Subject to Conditions e)-g) below, unlimited intraLATA toll minutes;
- Subject to Conditions e)-g) below, unlimited interLATA toll minutes;
- Standard Residential Voice Mail with one voice mailbox.

Terms and Conditions

- a. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each residential access line subject to this package.
- b. San Diego Customers may subscribe to multiple Unlimited Connection Packages as long as each line and package meets the terms and conditions set forth herein.
- c. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (D)
- d. The Cox Unlimited Connection^(sm) Package Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- e. 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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- f. The Company may monitor the Customer's toll usage subject to this package. If the Customer uses the toll minutes under this package for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this package. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
- h. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this package, refer to Schedule Cal P.U.C. C-1.
- i. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

(L) Orange County's Unlimited Package has been grandfathered. Material that relates to both Orange County and San Diego's Unlimited Connection Package has been copied to Obsolete Services, page 191.

(L1) Material relates explicitly to Orange County's Unlimited Connection Package has been relocated to Obsolete Services, page 191.

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

1. Cox Unlimited Connection^(sm) Package (Continued)

Rates and Charges

	Monthly Recurring Charge	Non-Recurring Charge
Package with One Flat-rated Residential Access Line	\$48.75	See Note 1
Package with One Flat Rated LifeLine Service Line	\$43.75	See Note 2

(T)

Note 1: In the Company's San Diego market, Activation Charges as specified in Section 1.1.1.1 apply for initial service establishment, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 1.1.13 will be waived to Customers upgrading to a Connection Package on existing Local Access Lines.

Note 2: In the Company's San Diego market, Activation Charges as specified in Section 1.1.2.2 apply for establishment of LifeLine Service. Non-Recurring Account Change Charges as specified in Section 1.1.1.13 will be waived to Customers upgrading to a Connection Package on existing LifeLine Service.

(T)

(T)

Tax Algorithm

The Company will compute the taxes and surcharges on the monthly recurring charges above based on the jurisdictional split described herein. The Company will apply the intrastate taxes and surcharges specified in Section 4 of this tariff to the amount identified below as "Intrastate Jurisdiction." The Company will apply the Universal Service Fund Fee specified in the Customer Services Agreement at <http://www.cox.com/telephone/CustomerServicesAgreement.asp> to the amount identified below as "Interstate Jurisdiction."

	Intrastate Jurisdiction	Interstate Jurisdiction
Package with One Flat-rated Residential Access Line	\$35.80	\$8.00
Package with One Flat Rated LifeLine Line	\$30.80	\$8.00

(T)

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

2. Cox Santa Barbara Unlimited Connection^(sm) Package

General

The Cox Unlimited Connection^(sm) Package will be offered to Santa Barbara Residential Customers where facilities exist and operating conditions permit. The Cox Unlimited Connection^(sm) Package is a bundled package of the following local exchange, local toll, and long distance telephone services:

- One flat-rated Residential Access Line or one flat-rated Lifeline Telephone Service;
- The Solutions feature package;
- Subject to Conditions below, unlimited intraLATA toll minutes;
- Subject to Conditions below, unlimited interLATA toll minutes;
- Standard Residential Voice Mail with one voice mailbox.

(D)

Terms and Conditions

- a. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each residential access line subject to this package.
- b. Santa Barbara Customers may subscribe to multiple Unlimited Connection Packages as long as each line and package meets the terms and conditions set forth herein.
- c. The Cox Unlimited Connection^(sm) Package Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- d. 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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- e. 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 up to a maximum of four Residential telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include 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 apply.
- f. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this package, refer to Schedule Cal P.U.C. C-1.
- g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp>.

Rates and Charges

	Monthly Recurring Charge ♦
Package with One Flat-rated Residential Access Line	\$54.95

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

3. Cox Santa Barbara Connection 100^(sm) Package

General

Where facilities and operating conditions permit, the Connection Packages will be offered to Santa Barbara Residential Customers. The Cox Connection-100 Package is a bundled package of local and long distance telephone services. The package includes: (1) an access line, (2) the Solutions feature package, (3) One hundred (100) minutes of long distance service, (4) the Simply 5 Saving Plan, and (5) voice mail. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-100 Package:

- One (1) Primary Local Access Line with the Solutions feature package,
- One-hundred (100) minutes of long distance service on the Primary Line,
- The Simply 5 Savings Plan. Toll minutes after the initial 100 minutes included in the package will be billed at five (5) cents per minute, and
- Voice Mail, optional

Monthly Recurring Charge: \$39.95

(N)

(N)

7.0 BUNDLED SERVICES

4. COX CONNECTION PACKAGES, cont'd

4.

(L)

(L)

(L) Material relocated to Obsolete Services, Section 9, page 197

7.0 BUNDLED SERVICES

5. Cox Santa Barbara Simply Three Package

(N)

General

Where facilities and operating conditions permit, the Simply Three Package will be offered to Santa Barbara Residential Customers. The package is a bundled package of local telephone services. The package includes: (1) an access line, (2) Call Waiting ID, and (3) Voicemail.

Eligibility

A new or existing Cox Santa Barbara Residential Customer can qualify for eligibility by subscribing to the services listed below. ----

- Up to 4 Residential Access Lines,
- Each line is provisioned with Call Waiting ID feature, and
- Each line is provisioned with Voice Mail.

Terms and Conditions

- Santa Barbara Customers may subscribe to a maximum of 4 lines with the Simply Three Package.
- All taxes, fees and surcharges apply.

Rates and Charges

	Monthly Recurring Charge
Cox Santa Barbara Simply Three Package	\$29.95

(N)

--

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Second Revised Cal. P.U.C. Sheet No. **179.6-T**

7.0 **BUNDLED SERVICES**

5.

(L)

(L)

(L) Material relocated to page 203.

Cox California Telcom, L.L.C.
dba Cox Communications
dba Cox Business Services
5159 Federal Blvd.
San Diego, CA 92105
U-5684-C

COMPETITIVE LOCAL CARRIER

Schedule Cal. P.U.C. A-1

Original Cal. P.U.C. Sheet No. **179.7**-T

7.0 BUNDLED SERVICES

6. Reserved

7.0 BUNDLED SERVICES

7.0 Reserved

(L)

(L)

(L) Material relocated to Page 210, Obsolete Services Section.

7.0 BUNDLED SERVICES

7.0 Reserved

(L)

(L)

(L) Material relocated to Page 211, Obsolete Services Section.

8.0 RESERVED

(L)

9.0 OBSOLETE SERVICES

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

Any requests for additions, disconnections, moves or changes by the Customer on a circuit that has the Grandfathered service, will result in the complete disconnection of the Grandfathered- status service at the time of the addition, disconnection, move or change. Exception to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change (not supersedure), miscellaneous corrections, etc.

9.1 PHONE CONTROL PACKAGE

Provides a residential Customer with the following features: Caller ID, Call Return, Priority Ringing, Selective Call Rejection, Selective Call Acceptance, Long Distance Alert. This package will be provided indefinitely only to current subscribers to this package, subject to the conditions above.

	Non- Recurring	Monthly Recurring	Per Use
- Phone Control Package	N/A	\$ 8.95	N/A

9.2 Business Telephone and Data Referral Promotion

- A. Promotion Description: varying credits applied to a residential Digital Telephone Customer's telephone account upon the successful referral of a business Customer as follows: \$50 credit for the referral of a business Customer that activates Cox Digital Telephone service, \$75 credit for the referral of a business Customers that installs Company Affiliate's high-speed inter-access service, and \$100 credit for the referral of a business Customer that activates both Cox Digital Telephone and Company Affiliate's high-speed inter-access service.
- B. Eligibility: Cox Digital Telephone residential Customers tracked by the Company as having made a successful referral of a newly-connecting business Customer to the Company or Company Affiliate. A successful referral means that the referred business Customer (1) was not a Cox Digital Telephone or a Cox Affiliated Company's high-speed internet-access service Customer prior to the referral, and (2) executes a Customer Services Agreement (CSA) or Individual-Case-Based (ICB) contract for Company's Digital Telephone service, Cox Affiliated Company's high-speed internet access service, or both, on or before March 1, 2002.
- C. Additional Rules:
- 1) The referring Customer will receive the appropriate credit within sixty (60) days of the execution of the CSA or the ICB contract. Activation of telephone service or installation of high-speed internet-access service are not necessary for receipt of the credit. However, the Company reserves the right to reverse any credit issued as a result of this promotion if the referred Customer decides to cancel the CSA or ICB contract prior to the activation of the service(s).
 - 2) If the activation of the referred Customer's service(s) is not completed prior to March 1, 2002, the referring Customer is still eligible to receive the credit subject to Rule 1 above.
 - 3) There is no limit to the number of successful referrals an eligible Customer might submit to Company or Cox Affiliated Company. However, the Company will not pay interest and will not issue checks on any outstanding credit balance on the referring Customer's telephone service account.
 - 4) All fees, taxes, charges, and surcharges apply.
- D. Promotional Period: October 1, 2001 through and including March 31, 2002.

(L) Material previously located on page 179.1.

9.0 OBSOLETE SERVICES

9.3 COX DIGITAL SUITE DISCOUNT

(L)

1. General

The Cox Digital Suite discount offers Residential Customers who subscribe to Company's local exchange service, intraLATA toll service, interLATA toll service, and a feature package, as well as Cox-Affiliated Company's standard cable TV service, digital cable TV service, and high-speed internet access a choice of monthly discounts.

2. Eligibility

The Cox Digital Suite discount is available only to Residential Customers residing in the Orange County market who subscribe to each of the following services:

- Company's residential telephone access or resale line service;
- any of the Company's Custom Calling Feature Packages, i.e., Active Lifestyle, Control Plus, Phone Control (obsolete) and/or Solutions Package) on any one of the residential lines;
- Company's intraLATA toll and interLATA toll services on any one of the Company residential lines;
- Cox-Affiliated Company's standard and digital cable television services; and
- Cox-Affiliated Company's high-speed internet access service.

3. Regulations

- a. The Company services listed above are subject to the regulations described elsewhere in this tariff, Schedule Cal P.U.C. C-1, and the FCC-mandated website for the Company's domestic interstate long distance services located at www.cox.com/telephone/Customerservicesagreement.asp. The Cox-Affiliated Company's services listed above are not subject to the provisions of this tariff.
- b. Existing Customers who believe they qualify for the Cox Digital Suite discount must contact the Company or the Cox-Affiliated Company following the effective date of this tariff to select the discount. Newly connecting Customers; and existing Customers who sign up for service(s) that will make them eligible for the Cox Digital Suite discount will be able to select the discount at the time of service activation.
- c. A Customer who has selected the Cox Digital Suite discount must continue the subscription to the services listed above and maintain the account in good standing to continue receiving the discount.

4. Rates, Charges and Discounts

Eligible Customers will be able to select from discounts provided by Cox and the Cox-Affiliated Company. The Company-provided discount is 100 minutes of free combined Intra- and/or Inter-LATA toll per month. These minutes (1) may be used from any Company residential access or resale line for which Company has been designated as the intraLATA toll and interLATA toll services provider, (2) may not be pooled, (3) will expire at the end of each bill cycle, (4) will not be aggregate, (5) will have no cash value for refund purposes, (6) will not be transferable or assignable, and (7) will not be applied to calls outside the United States.

Intra-LATA toll minutes above the 100-minute per-month allowance will be billed in accordance with the rates set forth in Section 2.3 of this tariff. In-state InterLATA toll minutes above the 100-minute per-month will be billed at the rates under Company's Schedule P.U.C. C-1, Section 2.1. State-to-state InterLATA toll minutes above the 100-minute per-month allowance will be billed at the rates under the U.S. Savings Plan \$0.07/minute state-to-state long distance plan.

(L)

(L) Material formerly located on page 178.2

9.0 OBSOLETE SERVICES

9.4 COX OFFICE SOLUTIONS PAK

(L)

A. General

The Cox Office Solutions Pak, COSP, offers business Customers a bundled package of one-, two- or three-year term commitments. The package combines telephony services and the Cox-Affiliated Company's high speed internet access service. The services provided with this package are:

1. Two (2) flat-rate business access lines,
2. Discount on a package of any four (4) custom calling features from a select group of features as described in Section C.3, following,
3. One hundred (100) minutes per month per line of service of combined Intra- and Inter-LATA toll at \$7.50/month for duration of the term, and
4. Free Service Activation for three-year term commitment, and
5. The Cox-Affiliated Company's high-speed internet access service.

B. Eligibility:

Business Customers who 1) sign a Commercial Services Agreement for a one-, two-, or three-year term for two (2) business lines; 2) select the Company as the provider of both intra- and inter-LATA toll services for each business line; and 3) purchase the high-speed internet access service, Cox Business Internet, from the Cox Affiliated Company.

C. Regulations:

- 1) Free Service Activation is only applicable under this promotion to Customers who sign a service agreement for a three-year term of service.
- 2) Business Customers located within the San Diego territory may subscribe to multiple packages of lines and features as described in Subsections A and B above at each location to the degree that facilities allow. Business Customers located within the Orange County territory may only subscribe to one package of lines and features at each location.
- 3) Business Customers that subscribe to the Pak will be offered four (4) features from the list below. If Voice Mail is selected, two features used to enable Voice Mail, Call Forward – Busy and Call Forward – No Answer, are required features with the selection of Voice Mail. Therefore, the selection of Voice Mail will utilize three of the four selections of the feature package.

Call Forward	Three-Way Calling
Call Forward – Busy	Call Transfer
Call Forward – No Answer	Caller ID
Call Waiting	Voice Mail

(L)

(L) Material formerly located on page 176.

9.0 OBSOLETE SERVICES

9.4 COX OFFICE SOLUTIONS PAK

(L)

C. Regulations, (continued):

- 4) The price of the two business telephone lines, the discounted price for the four selected features shown above, and the discounted flat-rate charge for toll service will be billed to the Customer as part of a bundled recurring monthly price that will also include the services offered by the Affiliated Company. However, the Company will calculate and collect regulated taxes and surcharges based solely on the prices for regulated services and feature packages reflected herein and elsewhere in the Company's tariffs. For purposes of this calculation, the Company will impute the prices for the feature packages shown in Subsection A irrespective of whether a Customer elects to purchase four regulated features or one regulated feature plus Voice Mail-Basic.
- 5) The flat-rated 100 minutes of combined Intra- and Inter-LATA toll per month per line will not be pooled, will expire at the end of each bill cycle, will not be aggregate, will have no cash value for refund purposes, will not be transferable or assignable, and will not be applied to calls outside the United States.
- 6) Intrastate Intra- and InterLATA toll minutes above the 100-minute per-line per-month will be billed at the rates under the California Nickel Plan.[#]
- 7) Interstate InterLATA toll minutes above the 100-minute per-line per-month allowance will be billed at the rates under the \$0.07/minute state-to-state long distance plan.[%]
- 8) At the expiration of the term committed to by the Customer, the Customer will continue obtaining the regulated services that are part of this promotional package at the rates described herein and elsewhere in the Company's tariffs.

D. Rates and Charges

The monthly rates for the discounted feature packages are as follows:

	<u>One Year</u> <u>Term</u>	<u>Two-Year</u> <u>Term</u>	<u>Three-Year</u> <u>Term</u>
San Diego System	\$21.50/month	\$14.00/month	\$14.00/month
Orange County System	\$27.50/month	\$22.35/month	\$22.25/month

(L) Material formerly located on page 177

(L)

9.0 OBSOLETE SERVICES

9.5 COX OFFICE SOLUTIONS FLEX

(L)

A. General

Where facilities exist and operating conditions permit, the Cox Office Solutions Flex, COSF, offers business Customers a bundled package term plan of one, two, three and five year commitment. The package combines local exchange and toll telephone services with the Cox-Affiliated Company's service for high-speed internet access. The services provided with this package are:

- From 3 to 22 measured-rate business access lines, or 5 to 22 access lines for Centrex Service.
- Three blocks of toll minutes (pooled among all the business or Centrex access lines in the bundle), and
- Cox-Affiliated Company's high-speed internet access service.

B. Eligibility:

Business Customers who 1) sign a Commercial Services Agreement for a one, two-, three-, or five-year term agreement for between 3 and 22 business access lines or between 5 and 22 Centrex access lines; 2) select the Company as the provider of both intra- and inter-LATA toll services for each business line; and 3) purchase the high-speed internet access service, Cox Business Internet, from Cox's Affiliated Company.

C. Regulations

1. Business Customers who subscribe to COSF may order from 3 to 22 measured-rate business access lines or from 5 to 22 Centrex access lines under this bundle. These lines, as well as any additional lines purchased by a Customer will be billed separately at the monthly rate specific in Section 1.1.1.2 and 1.1.5.2 (B) of this tariff. Usage charges will also apply, as specified in Section 1.1.4 of this tariff
2. The COSF includes discreet blocks of shared minutes of intra- and interstate toll services. The blocks of minutes are pooled among all lines in the specific group selected by the Customer, although the Customer may be another block of minutes, as specified below. These blocks will be billed as flat monthly recurring charges, will be pooled only on the business access lines subject to the COSF bundle, will expire at the end of each bill cycle, will not aggregate, will have no cash value for refund purposes, will not be transferable or assignable, and will not be applied to calls outside the United States. The table below reflects the standard bundle of minutes associated with a specific number of access lines.

Business or Centrex Access Lines	Standard Block of Toll Minutes
8 Lines or less	600 Minutes#
9-12 Lines	800 Minutes#
13-22 Lines	1000 Minutes

Customer may upgrade Long Distance minutes to next block of minutes for an additional \$10.00 per month.

3. Interstate toll calls in excess of the block selected by a Customer will be billed at six (6) cents per minute in accordance with the Customer services agreement located on the Company website at: www.cox.com/telephone/CustomerServicesAgreement.asp. Intrastate toll calls in excess of the block selected will be billed at five (5) cents per minute per the Company's Local and Intrastate tariffs.

(L)

(L) Material formerly located on page 178.

9.0 OBSOLETE SERVICES

9.5 COX OFFICE SOLUTIONS FLEX, cont'd.

C. Regulations, cont'd.

Activation charges will be waived for Customers who subscribe to the COSF for three- or five-year terms. Activation charges for business access lines for one and two-year terms will apply as specified in Section 1.1.1.1 of this tariff. Activation charges for Centrex Service for one and two-year terms will apply as follows: (1) for a one-year term (\$499) for the high-speed access and the centrex lines and (2) for two-year term (\$375) for the high-speed access and the centrex lines. Other discounts may be applied to the installation and monthly recurring charges for the unregulated high-speed internet access service provided by the Cox Affiliated Company.

D. Rates and Charges

The table below defines the monthly recurring charges for the bundles of toll service. For purposes of assessing regulated surcharges and taxes, the Company will allocate 50% of the monthly recurring charge below to the California jurisdiction.

Business or Centrex Access Lines	Pooled Toll Minutes
8 Lines or less	\$30.00 [#]
9-12 Lines	\$40.00 [#]
13-22 Lines	\$50.00

[#] Customer may upgrade Long Distance minutes to next block of minutes for an additional \$10.00 per month.

(L) Material formerly located on page 178.1

9.0 OBSOLETE SERVICES

9.6 Cox Toll-Free Solutions

The Domestic Toll-Free Term Call Plan provides Business Customers with a reduced rate for toll free calls originated in the continental United States. Business Customers may select from a one-, two- or three-year term call plan. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. Domestic calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

Calls that originate and terminate in the State of California will be assessed the following per-minute rate based on cumulative MOU's and term selected:

Minutes-Of-Use (MOU)	1 Year	2 Year	3 Year
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001+	\$0.065	\$0.0585	\$0.0553

(L) Material relocated from page 87.14.

9.0 OBSOLETE SERVICES

9.7 Cox Dedicated LD Solutions

Cox Dedicated LD Solutions is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States, but outside of the Customer's local calling area. 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 Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of intrastate and interstate 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 shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on interstate (continental United States) and intrastate minutes of use.

Minutes-Of-Use	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001-40,000	\$0.065	\$0.0585	\$0.0553
40,001-80,000	\$0.055	\$0.0495	\$0.0468
80,001-160,000	\$0.050	\$0.0450	\$0.0425
160,000+	\$0.045	\$0.0405	\$0.0383

(L) Material relocated from page 87.18.

9.0 OBSOLETE SERVICES

9.8 Cox Dedicated LD Enterprise

Cox Dedicated LD Enterprise is a one, two or three-year term dedicated long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States, but outside of the Customer's local calling area. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Customers that choose Cox for their long distance (both PIC and LPIC) and high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default rate of \$.10/minute will apply to re-rate all usage charges up to the termination date.

Calls that originate and terminate in California are billed in 6-second increments with an 18-second minimum and will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on intrastate and interstate (continental United States) minutes of use.

Minutes-Of-Use	1 Year	2 Year	3 Year
0-10,000	\$0.070	\$0.0630	\$0.0595
10,001-20,000	\$0.065	\$0.0585	\$0.0553
20,001-40,000	\$0.060	\$0.0540	\$0.0510
40,001-80,000	\$0.050	\$0.0450	\$0.0425
80,001-160,000	\$0.045	\$0.0405	\$0.0383
160,000+	\$0.040	\$0.0360	\$0.0340

(L) Material relocated from page 87.19.

9.0 OBSOLETE SERVICES

9.9 Cox Dedicated TF Solutions

Cox Dedicated TF Solutions, a one, two or three-year term dedicated toll free call plan, provides eligible Business Customers a competitively priced toll free product for calls that originate in the continental United States. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$0.08 per minute. The call plan is available to new and existing Customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use charges (MOU) will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the (1) difference between the per-minute rate of the term selected by Customer and the per-minute rate associated with the term plan the Customer did satisfy prior to discontinuance and (2) multiplying the difference by the number of minutes of service actually provided to Customer. If service is terminated within the first year of the plan, the default 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 California are billed in 6-second increments with an 18-second minimum. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001-40,000	\$0.065	\$0.0585	\$0.0553
40,001-80,000	\$0.055	\$0.0495	\$0.0468
80,001-160,000	\$0.050	\$0.0450	\$0.0425
160,000+	\$0.045	\$0.0405	\$0.0383

(L) Material relocated from page 87.23.

9.0 **OBSOLETE SERVICES**

9.10 Cox Unlimited Connection^(sm) Package

General

The Cox Unlimited Connection^(sm) Package will be offered to Residential Customers where facilities exist and operating conditions permit. The Cox Unlimited Connection^(sm) Package is a bundled package of the following local exchange, local toll, and long distance telephone services:

- One flat-rated Residential Access Line or one flat-rated Lifeline Telephone Service (LifeLine) Line; (T)
- The Control Plus feature package;
- Subject to Conditions e)-g) below, unlimited intraLATA toll minutes;
- Subject to Conditions e)-g) below, unlimited interLATA toll minutes;
- Standard Residential Voice Mail with one voice mailbox.

Terms and Conditions

- a. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each residential access line subject to this package.
- b. Orange County Customers may only subscribe to the Unlimited Connection Package on the Primary Line.
- c. Customers eligible for Lifeline Telephone Service must meet the terms and conditions in this section as well as those set forth elsewhere in this tariff and CPUC regulations to subscribe to that service. (T)
- d. The Cox Unlimited Connection^(sm) Package Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- e. 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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- f. The Company may monitor the Customer's toll usage subject to this package. If the Customer uses the toll minutes under this package for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes regardless of the purpose of the calls, the Customer will be presumed to be in violation of the usage restrictions of this package. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- g. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in Section 2.3 of this tariff, Section 2.1 of Schedule Cal P.U.C. C-1, and in the Customer Services Agreement (Cox Long Distance Basic Rates).
- h. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this package, refer to Schedule Cal P.U.C. C-1.
- i. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/CustomerServicesAgreement.asp>.

9.0 **OBSOLETE SERVICES**

9.10 Cox Unlimited Connection^(sm) Package (Continued)

Rates and Charges

	Monthly Recurring Charge	Non-Recurring Charge
Package with One Flat-rated Residential Access Line	\$48.75	See Note 1
Package with One Flat Rated LifeLine Line	\$43.75	See Note 2

(T)

Note 1:

In the Company's Orange County market, the Activation Charges associated with the Connection packages will be waived.

Note 2:

In the Company's Orange County market, the Activation Charges associated with the Connection packages will be waived.

Tax Algorithm

The Company will compute the taxes and surcharges on the monthly recurring charges above based on the jurisdictional split described herein. The Company will apply the intrastate taxes and surcharges specified in Section 4 of this tariff to the amount identified below as "Intrastate Jurisdiction." The Company will apply the Universal Service Fund Fee specified in the Customer Services Agreement at <http://www.cox.com/telephone/Customerservicesagreement.asp> to the amount identified below as "Interstate Jurisdiction."

	Intrastate Jurisdiction	Interstate Jurisdiction
Package with One Flat-rated Residential Access Line	\$35.80	\$8.00
Package with One Flat Rated LifeLine Line	\$30.80	\$8.00

(T)

9.0 OBSOLETE SERVICES

9.11

The Platinum Plan:

(L)

The Platinum Plan offers business user multiple terms and volume discounts off the standard business usage rates for intraLATA toll service. The discount applies to the business rates as specified below:

<u>Distance</u>	<u>Day</u>	<u>Evening</u>	<u>Night/ Weekends</u>
17 - 20 Miles			
Initial 18 Seconds	\$0.0218	\$0.0218	\$0.0218
Add'l One Second	\$0.0008	\$0.0008	\$0.0008
21 - 40 Miles			
Initial 18 Seconds	\$0.0261	\$0.0261	\$0.0261
Add'l One Second	\$0.0012	\$0.0012	\$0.0012
41 - 70 Miles			
Initial 18 Seconds	\$0.0282	\$0.0282	\$0.0282
Add'l One Second	\$0.0013	\$0.0013	\$0.0013
70+ Miles			
Initial 18 Seconds	\$0.0282	\$0.0282	\$0.0282
Add'l One Second	\$0.0014	\$0.0014	\$0.0014

In order to be eligible for the Platinum Plan, the business Customer must commit to a minimum of \$150 per month in intraLATA toll charges. The terms and discounts are defined below:

<u>Applicable Charges</u>	<u>Mo. to Mo.</u>	<u>12 Months</u>	<u>24 Months</u>
From \$0 up to \$150	0	5%	10%
From \$150 up to \$1,000	20%	25%	30%
Over \$1,000	25%	30%	35%

(L)

The Gold Plan:

The Gold Plan offers business users a discount of 20 percent off the standard business usage rates for intraLATA toll service. The discount applies to the business rates as specified in section 1.6.1 contained herein.

(L1)

(L1)

(L1)

(L) Material relocated from page 87.7

(L1) Material relocated from page 87.6

9.0 OBSOLETE SERVICES

9.12 Cox Connection Packages

1. Cox Connection-60^(sm) Package ♦

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection-60 Package is a bundled package of local and long distance telephone services. The package includes: (1) a local access line, (2) the Solutions feature package, (3) sixty (60) minutes of long distance service, and (4) the U.S. Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-60 Package:

- One (1) Local Access Line,
- Solutions feature package,
- Sixty (60) minutes of long distance service, and
- The U.S. Savings Plan. After the included 60 minutes, toll calls will be billed at five cents per minute intrastate and seven (7) cents per minute interstate.

Monthly Recurring Charge: \$29.99

Non-Recurring Charge^H

2. Cox Connection-90^(sm) Package ♦

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection-90 Package is a bundled package of local and long distance telephone services. The package includes: (1) a Primary and a Non-Primary local access line, (2) the Solutions feature package on the Primary line, (3) ninety (90) minutes of long distance service on the Primary line, and (4) the U.S. Saving Plan on both access lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-90 Package:

- One (1) Primary Local Access Line with the Solutions feature package,
- One (1) Non-Primary Local Access Line,
- Ninety (90) minutes of long distance service on the Primary Line, and
- The U.S. Savings Plan on both access lines. Toll calls will be billed at five (5) cents per minute intrastate and seven (7) cents per minute interstate on the Non-Primary line and, after the included 90 minutes of long distance service, on the Primary line.

Monthly Recurring Charge: \$34.99

Non-Recurring Charge

(N)

9.0 OBSOLETE SERVICES

9.12 Cox Connection Packages, Continued

3. Cox Connection 200 Package[♦]

General

Where facilities and operating conditions permit, the Connection Package will be offered to residential Customers. The Cox Connection-200 Package is a bundled package of local and long distance telephone services. The package includes: (1) a Primary and a Non-Primary local access line, (2) the Solutions feature package on the Primary line, (3) two-hundred (200) minutes of long distance service on the Primary line, and (4) the U.S. Saving Plan on both access lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-200 Package:

- One (1) Primary local access line with the Solutions Feature Package,
- One (1) Non-Primary local access line,
- 200 minutes of long distance service on the Primary Line, and
- The U.S. Savings Plan on both access lines. Toll calls will be billed at five (5) cents per minute intrastate and seven (7) cents per minute interstate on the Non-Primary line and, after the included 200 minutes of long distance service, on the Primary line.

Rates and Charges

Monthly Recurring Charge \$39.99

Non-Recurring Charge^H

(N)

9.0 **OBSOLETE SERVICES**

9.13 **Free California Calling With Cox Combo Plus**

- A. Description
The Free California Calling with Cox Combo Plus provides eligible Residential Customers with unlimited direct-dial use of Company's intraLATA toll and intrastate interLATA toll services, with certain restrictions.
- B. Eligibility
1. Existing, as well as new, Residential Customers located in Company's San Diego market who have an account in good standing (see Rule 2 below) and subscribe to each of the following services:
 - At least one Company residential telephone access, or LifeLine line; (T)
 - Company's intraLATA toll and interLATA toll services on at least one residential line subject to the promotional rate;
 - Either Company's Control Plus or Solutions Telephone Feature Package on at least one line subject to the promotional rate;
 - Cox Service Assurance Plan;
 - Cox-Affiliated Company's standard and digital cable television services with three "tiers"; and
 - Cox-Affiliated Company's high-speed Internet access service.
 2. Customers must maintain their account at their present address in good standing. Company will consider a Customer ineligible under this provision and the Customer's account not to be in good standing if (1) Customer receives two or more Notices for Discontinuance of Telephone Service for Non-Payment in a calendar year; or (2) Customer's telephone service is disconnected for non-payment at any time; or (3) Customer's services purchased from Company's Affiliated Company listed above under Rule 1 are disconnected for non-payment at any time.
- C. Additional Rules:
1. The Company services listed above are subject to the regulations described elsewhere in this tariff and Schedule Cal P.U.C. C-1. The services of Company's Affiliated Company listed above are not subject to the provisions of any of those documents.
 2. Company will extend to Existing Customers eligible for the Free California Calling with Cox Combo Plus based on their subscription to the list of services in Section B above. Newly connecting Customers; and existing Customers who sign up for service(s) that will make them eligible for the Free California Calling with Cox Combo Plus will be able to receive the discount at the time of service activation.
 3. Toll minutes subject to this promotion (1) may be used from any Company residential line for which Company has been designated as the intraLATA toll and interLATA toll services provider, (2) may not be pooled, (3) will expire at the end of each bill cycle, (4) will not be aggregate, (5) will have no cash value for refund purposes, (6) will not be transferable or assignable, and (7) will not be applied to calls outside the United States.
 4. The Company may monitor the Customer's usage to ensure that the Customer's use of the unlimited direct-dial calling offer is consistent with the applicable restrictions and limitations (i.e., Customer call patterns should be consistent with residential usage). If the Company has any reason to believe that the Customer's usage is not consistent with the applicable restrictions, the Company may terminate the unlimited calling offer immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the Customer's choice. Additionally, the Company reserves the right to place toll restriction on any Customer account whose toll minutes subject to this promotion exceed 5,000 minutes in any month.

9.0 OBSOLETE SERVICES

9.14 COX TRANSPARENT LAN CONNECTION (TLC)

Rates and Charges (San Diego Market)

Cox San Diego will grandfather the "Best Effort Connection Rate" offered under the TLC service with this filing. It will continue to offer the service at the "Dedicated Rate."

Install charges are one-time charges, which apply to the provisioning and installation of a Cox TLC channel. Install charges will be dependant upon availability of Cox San Diego's facilities, construction and equipment charges associated with delivering such services. San Diego offers two price points for Transparent LAN Service, a best effort connection rate and a dedicated connection rate, as detailed below.

Best Effort Connection Rate

Transparent LAN Connection Speed	1-Year	2-Year	3-Year	5-Year
1.5 MBPS Connection	\$ 320.00	\$ 288.00	\$ 272.00	\$ 224.00
3 MBPS Connection	\$ 400.00	\$ 360.00	\$ 340.00	\$ 280.00
6 MBPS Connection	\$ 480.00	\$ 432.00	\$ 408.00	\$ 336.00
10 MBPS Connection	\$ 600.00	\$ 540.00	\$ 510.00	\$ 420.00
20 MBPS Connection	\$ 720.00	\$ 648.00	\$ 612.00	\$ 504.00
30 MBPS Connection	\$ 840.00	\$ 756.00	\$ 714.00	\$ 588.00
40 MBPS Connection	\$ 1,040.00	\$ 936.00	\$ 884.00	\$ 728.00
50 MBPS Connection	\$ 1,160.00	\$ 1,044.00	\$ 986.00	\$ 812.00
60 MBPS Connection	\$ 1,240.00	\$ 1,116.00	\$ 1,054.00	\$ 868.00
70 MBPS Connection	\$ 1,320.00	\$ 1,188.00	\$ 1,122.00	\$ 924.00
80 MBPS Connection	\$ 1,400.00	\$ 1,260.00	\$ 1,190.00	\$ 980.00
90 MBPS Connection	\$ 1,480.00	\$ 1,332.00	\$ 1,258.00	\$ 1,036.00
100 MBPS Connection	\$ 1,600.00	\$ 1,440.00	\$ 1,360.00	\$ 1,120.00
Installation	\$ 2,000.00	\$ 1,500.00	\$ 1,000.00	Waived

(L) Material relocated from page 50.

9.0 OBSOLETE SERVICES

9.15 Cox Santa Barbara Unlimited Value Package

(L)

General

Where facilities and operating conditions permit, the Unlimited Value Package will be offered to Santa Barbara Residential Customers. The package is a bundled package of local and long distance telephone services. The package includes: (1) an access line and (2) the long distance component of the Cox Unlimited Connection Plan. The eligibility condition of the Cox Unlimited Connection Plan requires the Customer to select Cox long distance for both PIC and LPIC elections. This Package will be offered to Lifeline Customers at the standard deduction for LifeLine Customers.

Terms and Conditions

- a. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each residential access line subject to this package.
- b. Santa Barbara Customers may subscribe to multiple Unlimited Connection Packages as long as each line and package meets the terms and conditions set forth herein.
- c. The Cox Unlimited Value Package Monthly Recurring Charge will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- d. 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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- e. 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 up to a maximum of four Residential telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include 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 apply.
- f. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this package, refer to Schedule Cal P.U.C. C-1.
- g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/CustomerServicesAgreement.asp>.

Rates and Charges

	Monthly Recurring Charge
Package with One Flat-rated Residential Access Line	\$34.95
LifeLine Package with One Access Line	\$25.04

(L)

(L) Material relocated from page 179.4

9.0 **OBSOLETE SERVICES**

9.16 **Local Only Residential Access Line Service**

Local Only Residential Access Line Service is a Local Exchange Service whose general purpose is to provide a Cox San Diego Residential Customers with restricted access to the Company's local switching network. Local Only Residential Access Line Service is available to Customers who, pursuant to Rule 6 of this tariff, cannot establish or maintain satisfactory credit and who do not want to provide payment of a deposit for service in order to receive Local Exchange Service from the Company. Local Only Residential Access Line Service allows Customers restricted telephone service without having to pay a deposit that otherwise is required pursuant to this tariff. In order to be eligible for Local Only Service, Customer must not have had any Service offered under this tariff disconnected for non-payment in the 12 month period prior to requesting Local Only Service and any outstanding balance must be paid prior to service activation.

With Local Only Residential Access Line Service, Customers will be able to:

1. Receive calls from other calling stations on the public switched telephone network;
2. Place calls to other calling stations on the public switched telephone network within the Customer's Local Calling Area (Zones 1, 2 and 3);
3. Access (at no additional charge) the Company's business office for service-related assistance;
4. Choose a certificated common carrier, other than Cox, as Customers LPIC and/or PIC;
5. Access toll-free telecommunications services such as 800 NPA; and
6. Access E9-1-1 service or a local operator for emergency calling.

With Local Only Residential Access Line Service Customers will be unable to:

1. Access the intraLATA, InterLATA, and international calling services provided by the Company;
2. Utilize Company or other certificated common carriers' operator for operator-completion calls; and
3. Subscribe to recurring or one-time calling features offered by the Company (Customers meeting the criteria of Certified Disabled, as defined in this tariff, will be able to receive the calling features offered pursuant to Rule 26.3 of this tariff).

Customers who subscribe to Local Only Residential Access Line Service who do not have their service disconnected for failure to pay for twelve consecutive months will be able to subscribe to Residential Access Line Service and other services and features offered by the Company pursuant to this tariff without the need of a deposit.

(L) Material relocated from page 53

9.0 OBSOLETE SERVICES

9.17 CUSTOM CALLING FEATURES

1. Calling Features Packages, Residential

Essential Feature Pak: Provides a Residential Customer with the following features: Call Waiting, Caller ID, Call Waiting ID and Busy Line Redial. This feature package requires specialized Customer Premises Equipment.

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.

(L)

(L)

9.0 OBSOLETE SERVICES

9.17 CUSTOM CALLING FEATURES

2. Calling Features, Residential

(T)

Orange County (including Palos Verdes) and San Diego Residential Calling Features

<u>Basic</u>	<u>ORANGE COUNTY / PALOS VERDES</u>			<u>SAN DIEGO</u>		(L)
	<u>NRC*</u>	<u>MRC</u>	<u>Per-Use</u>	<u>MRC</u>	<u>Per-Use</u>	
- Call Forwarding ^{†∞}	\$4.50	\$ 6.00	N/A	\$ 6.00	N/A	
- Three-Way Calling ^{†**}	\$4.50	\$ 6.00	\$1.99	\$ 6.00	\$1.99	
- Three-Way Calling	N/A	N/A (L)	\$1.99	N/A (L)	\$1.99	(L1)
<u>Enhanced</u>						
- Anonymous Call Rejection	Free	\$ 4.00	Free	\$ 6.00	Free	
- Busy Line Redial ^{†**}	\$4.50	\$ 4.99	\$1.99	\$ 4.99	\$1.99	(L1)
- Busy Line Redial	N/A	N/A (L)	\$1.99	N/A (L)	\$1.99	
- Call Forwarding No Answer [†]	\$4.50	\$ 4.99	N/A	\$ 4.99	N/A	
- Remote Access to Call Forwarding	\$4.50	\$ 0.90	N/A	\$ 0.90	N/A	
- Call Forwarding on Call Waiting Calls [†]	\$4.50	\$ 3.99	N/A	\$ 3.99	N/A	
- Call Hold	\$4.50	\$ 3.99	N/A	N/A	N/A	
- Call Return ^{†**∞}	\$4.50	\$ 6.00	\$1.99	\$ 6.00	\$1.99	
- Call Return[∞]	N/A	N/A (L)	\$1.99	N/A (L)	\$1.99	(L1)
- Call Transfer	\$4.50	\$ 4.99	N/A	N/A	N/A	
-- Block Call Return	Free	Free	N/A	Free	N/A	
- Customer Originated Call Trace	N/A	N/A	\$4.60	N/A	\$4.60	
- Distinctive Ring	\$4.50	\$ 4.99	N/A	\$ 4.99	N/A	
- Long Distance Alert [†]	\$4.50	\$ 4.99	N/A	\$ 4.99	N/A	
- Priority Ringing [†]	\$4.50	\$ 5.00	N/A	\$ 5.00	N/A	
- Remote Call Forwarding [∞]	\$4.50	\$18.00	N/A	N/A	N/A	
- Selective Call Acceptance [†]	\$4.50	\$ 6.00	N/A	\$ 6.00	N/A	
- Selective Call Forwarding ^{†∞}	\$4.50	\$ 4.99	N/A	\$ 4.99	N/A	
- Selective Call Rejection [†]	\$4.50	\$ 6.00	N/A	\$ 6.00	N/A	
<u>Premium</u>						
- Caller ID [†]	\$ 4.50	\$ 9.99	N/A	\$ 9.99	N/A	
- Call Waiting ID [†]	\$ 4.50	\$13.99	N/A	\$13.99	N/A	
<u>Packages</u>						
- Active Lifestyle Package	N/A	\$ 6.99	N/A	\$ 5.95	N/A	
- Control Plus Package	N/A	\$11.99	N/A	\$10.95	N/A	
- Solution Package	N/A	\$15.99	N/A	\$15.95	N/A	
- Essential Pak	N/A	\$12.99	N/A	\$12.99	N/A	
- Premier Pak	N/A	\$15.99	N/A	\$15.99	N/A	

∞ Toll charges apply if call is forwarded/returned outside the local calling area.

* The Company will waive all non-recurring charges for custom calling features and packages.

** Per Use charges will not exceed the charges for seven uses per month.

† The "Solution Package" is comprised of these designated features.

(L)

(L) Material relocated from page 20

(L1) Material relocated from page 20

9.0 OBSOLETE SERVICES

9.17 CUSTOM CALLING FEATURES

RESIDENTIAL FEATURES (Santa Barbara)

(L)

	Non-Recurring*	Monthly Recurring	Per Use
- Anonymous Call Rejection	N/C	\$ 1.99	N/A
-- Block Call Return	Free	Free	N/A
- Busy Line Redial**	N/C	\$ 4.99	\$ 1.99
- Busy Line Redial	N/A	N/A (L)	\$ 1.99
- Call Waiting ID†	\$ 4.50	\$13.99	N/A
- Caller ID	\$ 4.50	\$ 7.99	N/A
- Call Return*∞	N/C	\$ 5.00	\$ 1.99
- Call Return*∞	N/A	N/A (L)	\$ 1.99
- Customer Originated Call Trace	N/C	N/A	\$ 4.60
- Distinctive Ring/Fax	\$4.50	\$ 6.00	N/A
- Remote Access to Call Forwarding	\$ 4.50	\$.90	N/A
- Three-Way Calling**	\$4.50	\$ 4.99	\$ 1.99
- Three-Way Calling	N/A	N/A (L)	\$ 1.99
- Call Forwarding	\$4.50	\$ 4.99	N/A
- Call Forwarding – Busy	N/C	\$ 4.99	N/A
- Call Forwarding – No Answer	N/C	\$ 4.99	N/A
- LD Alert	N/C	\$ 4.99	N/A
- Priority Ring	N/C	\$ 4.99	N/A
- Selective Call Blocking	N/C	\$ 4.99	N/A
- Selective Call Forwarding	N/C	\$ 4.99	N/A
- Selective Call Rejection	N/C	\$ 4.99	N/A
- Call Transfer	N/C	\$ 4.99	N/A

(L1)

(L1)

(L1)

Packages

-- Active Lifestyle Package	N/C	\$ 6.99	N/A
-- Control Plus Package	N/C	\$ 11.99	N/A
-- Solution Package	N/C	\$ 15.99	N/A

(L)

∞ Toll charges apply if call is forwarded or returned outside the local calling area.

* The Company will waive all non-recurring charges for custom calling features and packages.

** Per Use charges will not exceed a charge of six times the Per-Use charge.

(L) Material relocated from page 20.1

9.0 **OBSOLETE SERVICES**

9.18 **CDT ESSENTIAL**

The Essential Package is an optional package 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 Intra-LATA Interexchange Carrier (LPIC) will be removed from the Customer's record. Charges and terms associated with Toll Restriction are as set forth in Section 1.1.18 of this tariff.

Monthly Recurring Charges	Orange County/Palos Verdes		
	<u>San Diego</u>	<u>Santa Barbara</u>	
CDT Essential Package	\$25.00 (I)	\$25.00 (I)	(C)
LifeLine Essential	\$11.84	\$10.92	
Nonrecurring Charges ¹²			

¹ Nonrecurring charges are as reflected in Section 3.1.2.1 and 2.

9.19 **Residential – Cord Cutter Service (Limited Service)**

Cox additionally offers another Measured Rate option to its existing Residential Customers, who currently subscribe to Cox Digital Telephone service and call in to disconnect their CDT service citing the use of wireless telephone service only. This option includes a basic line with 30 minutes of local calling for **\$9.99** per month. Additional local minutes over the 30 minute monthly allowance will be charged at \$0.50 per minute and will be capped at \$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 long distance services; (3) Customers are not eligible for domestic or international call plans that incur a monthly charge; (4) Customers have the option of selecting only one feature, at current standard rates, from the following list: Caller ID, Voice mail, or Three-Way Calling; (5) this service is not eligible for bundle discounts; and (6) this offer is not available to Customers already receiving reduced rate service.

* Flat Rate Resale Service includes charges for Zones 1 and 2 only. Zone 3 is provided at the rates specified in 1.1.4.1.

9.0 **OBSOLETE SERVICES**

9.20 **Cox Premier I Package**

(L)

General

Where facilities and operating conditions permit, the Premier Package (the "Package") is offered to Orange County and Santa Barbara Residential Customers. The package is a bundled package of local and long distance telephone services. The package includes: (1) an Access Line, (2) the Solutions Feature Package, (3) Voice Mail, and (4) the long distance component of the Cox Unlimited Connection Plan. The eligibility condition of the Cox Unlimited Connection Plan requires the Customer to select Cox long distance for both PIC and LPIC elections. This Package will be offered to Lifeline Customers at the standard deduction for LifeLine Customers.

Terms and Conditions

- a. The Customer must select Company as the carrier of choice for both the intraLATA toll and interLATA toll services for each residential access line subject to this package.
- b. Customers may subscribe to multiple Packages as long as each line and package meets the terms and conditions set forth herein.
- c. The Package's Monthly Recurring Charge (MRC) will be billed in advance in accordance with Rules 9 and 9.1 of this tariff applicable to the payment of recurring charges for local exchange service.
- d. 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, and (5) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- e. 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 usage 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 plan. This is a flat rate call plan; call detail is not available with this plan, except for online access. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This Package is available to Customers on a per-line basis up to a maximum of four Residential telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include 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 apply.
- f. For additional rates, terms, and conditions specific to intrastate interLATA toll usage under this Package, refer to Schedule Cal P.U.C. C-1.
- g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this Package, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp>.

Rates and Charges

	Orange County Monthly Recurring Charge	Santa Barbara Monthly Recurring Charge
Package with One Flat-rated Residential Access Line	\$39.99	\$44.99
LifeLine Package with One Access Line	\$33.43	\$35.06

(L)

(L) Material relocated from page 179.6

9.0 OBSOLETE SERVICES

9.21 CREDIT ALLOWANCE – SERVICES OTHER THAN DIRECTORY (Continued)

In response to the October 2003 outbreak of wildfires in the San Diego market area, the Company offers those Customers affected by this event the following: (L1)

- a. Customers temporarily evacuated as a result of this event: Call Forwarding, Remote Access to Call Forwarding, and Standard Voice Mail for one month.

Affected Customers already subscribing to Call Forwarding, Remote Access to Call Forwarding, or Standard Voice Mail prior to the effective date of this offer will not be eligible for this offer. Company will activate these services upon the request of any eligible Customer made before January 1, 2004. Company will credit the Customer's bill for an amount equal to the non-recurring activation charges for the features and Voice Mail, plus the applicable monthly recurring charges during the billing period following the Customer request. Customer will be responsible for any applicable per-minute local usage or toll charges incurred due to the use of Call Forwarding. The Company will automatically remove the features and Voice Mail the following month.

- b. Customers permanently displaced from their residences as a result of this event: Remote Call Forwarding for up to 18 months.

(L1)

The Company will deactivate the Residential Access Line(s) of any eligible Customer and activate this service upon the request of any eligible Customer made before January 1, 2004, for a period of time specified by the Customer not to exceed 18 months. Eligible Customers who were subscribing to Remote Call Forwarding on the effective date of this tariff will receive a credit on their last bill for an amount equal to the non-recurring activation charge for this service. The Company will not bill for this service, and the Customer will not be responsible for applicable any charges except as specified below. Customer will be permitted to forward the disconnected Residential Access Line(s) only to an active telephone line or cellular service homed in a wire center located within Company's authorized service territory (see CPUC Decision 96-09-074, generally, California south of Santa Barbara). The Company will automatically remove Remote Call Forwarding at the end of the period specified by the Customer.

(L2)

Company may verify any Customer's eligibility for this provision by (1) performing an on-site visit to independently confirm the condition of the damaged or destroyed structure, (2) requiring a Customer to submit a copy of a governmental agency report attesting that the structure is not safe for habitation, (3) requiring a Customer to submit a copy of an private-insurance claim or a claim submitted to the Federal Emergency Management Agency, or (4) performing any other steps that the Company deems necessary to ascertain eligibility. Company reserves the right to disconnect the Remote Call Forwarding feature provided under this Rule without advanced notice and bill Customers the applicable recurring, non-recurring, local usage, and toll charges if Company determines that a Customer was not eligible for the credits or committed fraud.

(L2)

(L1) Material relocated from page 149

(L2) Material relocated from page 150

9.0 OBSOLETE SERVICES

1. LOCAL EXCHANGE SERVICES (Continued)

1.1 RATES AND CHARGES (Continued)

1.1.2 LIFELINE TELEPHONE PROGRAM (LifeLine Telephone Service)

1.1.2.3 MONTHLY RECURRING CHARGES

a. Territory served by Cox San Diego System:

Measured Service			
	1st Line	2nd Line ▲	
LifeLine Service	\$3.25	\$3.25	

b. Territory served by Orange County System:

Measured Service			
	1st Line	2nd Line ▲	
LifeLine Service	\$3.25	\$3.25	

c. Territory served by Cox Santa Barbara System:

Measured Service			
	1st Line	2nd Line ▲	
LifeLine Service	\$3.66	\$3.66	

d. Territory served by Palos Verdes System

Measured Service			
	1st Line	2nd Line ▲	
LifeLine Service	\$3.25	\$3.25	

1.1.7.2 LIFELINE – MEASURED (MESSAGE RATE SERVICE)

Usage rate applies after Customer has placed 60 un-timed local calls per month; thereafter, the per-call charge detailed below is assessed on all local calls after the 60 per-call allowance. The charge does not vary by length of call. Zone 3 calls are not covered under the 60-call allowance.

Per -call charge: \$0.08

(L1) Material relocated from Page 205, Rates and Charges

(L2) Material relocated from Page 40, Rates and Charges

9.0 OBSOLETE SERVICES

6.6 Alternative Services

RESIDENTIAL LOCAL SERVICE	<u>Service Activation Charge</u>	<u>First Line Monthly Charges</u>	<u>Additional Line Monthly Charges</u>
<u>LIFELINE TELEPHONE SERVICE (LifeLine)</u> – (applicants that meet certain income requirements may be eligible for reduced one-time and monthly charges. <u>Measured Rate LifeLine</u> (includes 60 local calls, local calls over the 60 allowance are assessed at \$0.08 per call.	See Section 1.1.2.2 Service Activation Charge	See Section 1.1.2.3 Monthly Recurring Charges (Lifeline)	See Section 1.1.2.3 Monthly Recurring Charges (Lifeline)

(L)

(L)

(L) Material relocated from Page 175, Miscellaneous

9.0 OBSOLETE SERVICES

Monthly rates vary by class, type of service, and Customer location.

Monthly rates are as follows for **AT&T (formerly Pacific Bell) Territories:**

	<u>Measured</u>		<u>Flat</u>		
	<u>First Line</u>	<u>Add'l Line</u>	<u>First Line</u>	<u>2nd Line</u>	<u>Add'l Line</u>
Orange County Service	\$10.50	\$10.50	\$20.00 (l)	\$20.00 (l)	\$20.00 (l)
San Diego Service	\$10.50	\$10.50	\$20.00 (l)	\$20.00 (l)	\$20.00 (l)

Cox monthly rates are as follows for subscribers residing in Los Angeles County service areas of **Verizon California** where the Company's service is available:

	<u>Measured¹</u>		<u>Flat</u>		
	<u>First Line</u>	<u>Add'l Line</u>	<u>First Line</u>	<u>2nd Line</u>	<u>Add'l Line</u>
Access Line Service (Palos Verdes)	\$10.50	\$10.50	\$20.00 (l)	\$20.00 (l)	\$20.00 (l)

Cox monthly rates are as follows for subscribers residing in areas served by **Verizon California**, other than Orange County:

	<u>Measured¹</u>		<u>Flat</u>		
	<u>First Line</u>	<u>Add'l Line</u>	<u>First Line</u>	<u>2nd Line</u>	<u>Add'l Line</u>
Access Line Service (Santa Barbara)	\$13.99	\$13.99	\$20.00 (l)	\$20.00 (l)	\$20.00 (l)

(L) Material relocated from page 13, Local Exchange Services, Rates and Charges, Residential Access Line Services.

¹ NOTE: Effective March 23, 2021, Residential Measured Access Line Service is no longer available to new subscribers. Existing customers may keep measured line service but may not make changes to their service.

9.0 OBSOLETE SERVICES

1.1.1.3 MONTHLY RECURRING RATES-RESIDENTIAL RESALE LINE SERVICE

Monthly rates vary by class of service, and Customer location.

Monthly rates are as follows for Pacific Bell Territories:

	<u>Measured</u>		<u>Flat*</u>	
	<u>First Line</u>	<u>Add'l Line</u>	<u>First Line</u>	<u>Add'l Line</u>
Resale Line	\$ 10.25	\$10.25	\$15.00	\$15.00

Monthly rates are as follows for Verizon-California Territories:

	<u>Measured</u>	<u>Flat*</u>
Resale Line	\$15.00	\$21.00

(L)

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(L) Material relocated from Page 14, Local Exchange Services, Rates and Charges, Residential Access Line Services.

9.0 OBSOLETE SERVICES

1.0 LOCAL EXCHANGE SERVICES (Continued)

(L)

1.2 RULES AND REGULATIONS (Continued)

1.2.7 CUSTOM CALLING FEATURES (Continued)

2. FEATURE DESCRIPTIONS – PACKAGES

Solution Package: Provides a Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding on Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert. Customers may omit the Call Waiting feature from this package.

Active Lifestyle Package: Provides a residential Customer with the following features: Call Forwarding, 3-Way Calling, Call Waiting, Speed Calling, Busy-Line Redial. Customers may omit the Call Waiting feature from this package.

Control Plus Package: Provides a residential Customer with the following features: Call Waiting ID, Call Return, Priority Ringing, and Long Distance Alert. Customers may omit the Call Waiting feature from this package.

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.

(L)

(L) Material relocated from Page 61.3, Local Exchange Services, Rules and Regulations, Custom Calling Features, Feature Descriptions - Packages.

9.0 **OBSOLETE SERVICES**

7.0 Cox Digital Telephone Packages

(L)

1. CDT Starter

General

Where facilities exist and operating conditions permit, the CDT Starter will be offered to Residential Customers. The CDT Starter includes a local access line.

Terms and Conditions

The CDT 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 ♦

Monthly Recurring Charges

Orange County/Palos Verdes

San Diego

Santa Barbara

CDT Starter Package

\$20.00 (I)

\$20.00 (I)

2. Cox Voice^ Premier Package

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 CDT Premier Package includes:

- One flat-rated Residential Access Line,
- Unlimited Cox Long Distance for both intra- and inter-LATA toll services,
- The Premier Feature Pack, and
- Basic Voice Mail, optional.

Terms and Conditions

- 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.

(L)

(L) Material relocated from Page 179.8.

9.0 OBSOLETE SERVICES

7.0 Cox Digital Telephone Packages, cont'd.

2. Cox Voice Premier Package, cont'd.

2. The unlimited toll calls are direct-dialed from the line designated by the Customer to any place within California, 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 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 Charges	<u>Orange County/ Palos Verdes</u>	<u>San Diego</u>	<u>Santa Barbara</u>
Cox Voice Premier Package (T)	\$30.00 (I)	\$30.00 (I)	\$35.00 (I)
LifeLine Premier	\$16.84	\$16.84	\$20.92

(L) Material relocated from Page 179.9.