
LOCAL EXCHANGE SERVICE

COX GEORGIA TELCOM, L.L.C.

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE SERVICE
WITHIN THE STATE OF GEORGIA**

This tariff is on file with the Georgia Public Service Commission and maybe inspected during normal business hours at the following locations:

**Georgia Public Service Commission
244 Washington Street
Atlanta, Georgia 30334
404-656-4501**

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LOCAL EXCHANGE SERVICE

CHECK SHEET

All pages of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
1	Original	41	Original	80	Original
2 *	67th Revised	42	Original	81	Original
3	41 st Revised	43	Original	82	Original
4	27 th Revised	44	Original	83	Original
5	Original	45	Original	84	Original
6	Original	46	Original	85	Original
7	3 rd Revised	47	Original	86	Original
8	2 nd Revised	48	Original	87	Original
9	1 st Revised	49	Original	88	Original
10	Original	50	Original	89	6 th Revised
11	1 st Revised	51	Original	90	Original
12	Original	52	Original	91	3 rd Revised
13	Original	53	First Revised	92	2 nd Revised
14	Original	54	Original	93	Original
15	2 nd Revised	55	First Revised	94	2 nd Revised
16	5 th Revised	56	12 th Revised	95	2 nd Revised
17	2 nd Revised	56.1	4 th Revised	96 *	6th Revised
18	1 st Revised	57	13 th Revised	97	2 nd Revised
19	1 st Revised	58	1 st Revised	98	Original
20	2 nd Revised	59	Original	99	Original
20.1	2 nd Revised	60	First Revised	100	6 th Revised
21	1 st Revised	61	First Revised	101	3 rd Revised
22	1 st Revised	62	First Revised	101.0.1	3 rd Revised **
23	1 st Revised	63	First Revised	101.1	3 rd Revised
24	Original	64	5 th Revised	101.2	4 th Revised
25	Original	65	9 th Revised	101.3	3 rd Revised
26	Original	66	First Revised	101.3.1	2 nd Revised
27	2 nd Revised	66.1	1 st Revised	101.3.2	2 nd Revised
28	3 rd Revised	67	3 rd Revised	101.3.3	2 nd Revised
29	Original	68	2 nd Revised	101.3.4	Original
30	1 st Revised	69	2 nd Revised	101.3.5	Original
31	1 st Revised	70	2 nd Revised	101.4	3 rd Revised
32	Original	71	2 nd Revised	101.5	2 nd Revised
33	Original	72	2 nd Revised	101.6	1 st Revised
34	4 th Revised	73	2 nd Revised	101.7	2 nd Revised
35	Original	74	Original	101.8	2 nd Revised
36	1 st Revised	75	Original	101.9	Original
37	Original	76	Original	101.10	Original
38	Original	77	Original	101.11	Original
39	Original	78	Original	101.12	Original
40	Original	79	Original	101.13	2 nd Revised

(*) Denotes new or revised page.

LOCAL EXCHANGE SERVICE

CHECK SHEET

All pages of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
102	Original	111 *	2nd Revised		
103	Original	111.1 *	Original		
104	5 th Revised	112 *	2nd Revised		
105	2 nd Revised	113 *	2nd Revised		
106	9 th Revised	114 *	4th Revised		
107 *	8th Revised	114.1 *	Original		
108	4 th Revised	114.2 *	Original		
108.1	5 th Revised	115 *	4th Revised		
108.1.1	1 st Revised	115.0.1 *	Original		
108.2	1 st Revised	115.1 *	1st Revised		
109	1 st Revised	115.2 *	Original		
110	2 nd Revised	115.3 *	Original		
110.1	Original	116 *	1st Revised		
110.2	Original	116.1 *	Original		
110.3	Original	117 *	1st Revised		
110.4	1 st Revised	117.1 *	1st Revised		
110.5	Original	117.2 *	1st Revised		
110.6	Original	117.3 *	1st Revised		
110.7	Original	117.4 *	1st Revised		
110.8 *	4th Revised	117.5 *	1st Revised		
110.9	Original	117.6 *	1st Revised		
		117.7 *	1st Revised		
		117.8 *	1st Revised		
		118 *	2nd Revised		
		119 *	2nd Revised		

(*) Denotes new or revised page.

LOCAL EXCHANGE SERVICE

CHECK SHEET

All pages of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

PAGE

REVISION

PAGE

REVISION

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Issue Date: September 30, 2005

Effective Date: November 1, 2005

Issued by: Ida Bourne
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LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

Description	Page
Check Sheet	2
Table of Contents	6
Explanation of Symbols	9
Application of Tariff.....	10
SECTION 1 – Definitions.....	11
SECTION 2 – Regulations	
2.1 Undertaking of the Company	
2.1.1 Scope	14
2.1.2 Shortage of Equipment or Facilities.....	14
2.1.3 Terms and Conditions	15
2.1.4 Liability of the Company.....	17
2.1.5 Notification of Service-Affecting Activities	24
2.1.6 Provision of Equipment & Facilities.....	24
2.1.7 Non-routine Installation	26
2.1.8 Ownership of Facilities	26
2.2 Prohibited Uses	26
2.3 Minimum Period.....	26
2.4 Obligations of the Customer	
2.4.1 General.....	27
2.4.2 Residential Service	29
2.4.3 Claims	30
2.5 Customer Equipment and Channels	
2.5.1 General.....	31
2.5.2 Station Equipment.....	31
2.5.3 Interconnection of Facilities	32
2.5.4 Inspections.....	32
2.6 Payment Arrangements	
2.6.1 Payment for Service	33
2.6.2 Billing and Collection of Charges.....	34
2.6.3 Disputed Bills.....	35
2.6.4 Advance Payments	35
2.6.5 Deposits.....	36
2.6.6 Refusal or Discontinuance of Service.....	40
2.7 Restoration of Service	46
2.8 Toll Restrictions – Company Initiated	46
2.9 Reserved for Future Use	47

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS, cont'd.

SECTION 2 – Regulations, cont'd.

2.10	Allowances for Interruptions in Service	
2.10.1	Credit for Interruptions	47
2.10.2	Limitations on Allowances.....	48
2.10.3	Use of Alternative Service Provided by the.....	48
	Company	
2.11	Cancellation of Service	
2.11.1	Cancellation of Application for Service.....	49
2.11.2	Cancellation of Service by the Customer	50
2.12	Transfers and Assignments	50
2.13	Notices and Communications	51

SECTION 3 – Service Descriptions

3.1	Local Exchange Service	
3.1.1	General Regulations.....	53
3.1.2	Local Line.....	54
3.2	Directory Assistance.....	89
3.3	Operator Assistance	90
3.4	Directory Listings.....	92
3.5	Emergency Services (Enhanced 911)	95
3.6	Employee Discounts.....	95
3.7	UAF Compliance	95
3.7.1	711 Dialing Code for Telephone Relay Service Compliance.....	95
3.8	Temporary Suspension of Service – Customer Initiated.....	96
3.9	Reserved	97

(T)

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS, cont'd.

SECTION 4 – Interexchange Services		
4.1 Intralata Toll Service	98	
4.1.1 Description of Service	98	
4.1.2 Timing of Messages	99	
4.1.3 Time Periods Defined	99	
4.1.4 Rates and Charges	100	
4.1.5 Optional Calling Plans	101	
SECTION 5 – Promotional Offerings and Service Guarantees	102	
SECTION 6 – Special Service Arrangements	103	
SECTION 7 – Residential Assistance Offerings.....	104	
SECTION 8 – Miscellaneous Service Offering		
8.1 Toll Restriction – Customer Initiated	106	
8.2 Miscellaneous Residential Services	106	(T)
8.3 Miscellaneous Business Services	108	(N)
SECTION 9 – Obsolete Service Offering.....	111	

LOCAL EXCHANGE SERVICE

**EXPLANATION SYMBOLS REFER MARKS, AND ABBREVIATIONS OF
TECHNICAL TERMS USED IN THIS TARIFF**

The following symbols shall be used in this tariff for the purpose indicated below:

- (T) To signify a change to text.
- (C) To signify a correction.
- (D) To signify a discontinued service.
- (I) To signify an increase in rate.
- (M) To signify a moved text.
- (N) To signify a new service ***or regulation.*** (T)
- (R) To signify a decrease in rate.

LOCAL EXCHANGE SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Cox Georgia Telcom, L.L.C. to Customers within the local exchange service area as defined below.

SERVICE AREA

The Company will provide service to Customers within the service area, consistent with the other terms and conditions of this tariff. The Georgia local service area is defined as the exchange areas served by BellSouth Telephone Company, Public Service Telephone Company and Alltel Local Telephone Company as described in Section 3.1.1.1, Local Service Area.

LOCAL EXCHANGE SERVICE

SECTION 1 – Definitions

Certain terms used generally throughout this tariff are defined below:

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

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Company: Cox Georgia Telcom, L.L.C., which is the issuer of this tariff.

Combination Service (Combo Svc. Or Cox Preferred): is a Residential Customer, who qualifies for discounts on the first and additional lines if the Customer also purchases either Cable Services or high speed internet access from a Cox-Affiliated Company.

Cox: Cox Georgia Telcom, L.L.C., which is the issuer of this Tariff.

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

Customer or Subscriber: The person, firm, corporation or other entity which orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

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

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

Holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

LOCAL EXCHANGE SERVICE

SECTION 1 – Definitions, cont'd.

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Local Calling: A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.

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

Local Exchange Carrier: A company which furnishes exchange telephone service.

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

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Work Order is executed.

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

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

Residential Service: Service to the following locations:

- Individual lines which terminate at a private residence location that is not advertised or used as a place of business, and where a business listing is not employed in the Company's telephone directory.
- Subscribers residing in private apartments, rooming houses or boarding houses, clubs or hospitals who request their own individual residential service and where business listing is not employed in the Company's telephone directory.
- Detached structures when strictly used as a part of the residence on the same premises and is not used as a place of business.
- Subscribers residing in college sorority or fraternity houses or University Dormitory Rooms who order their own individual residence service for their answering bureau.

LOCAL EXCHANGE SERVICE

SECTION 1 – Definitions, cont’d.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer’s refusal to accept service which does not conform to standards set forth in the Work Order or this tariff, in which case the Service Commencement Date is the date of the Customer’s acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Services: The Company’s telecommunications services offered on the Company’s network.

Work Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Work Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

LOCAL EXCHANGE SERVICE

SECTION 2 – Regulations

2.1 Undertaking of the Company

2.1.1 Scope

1. The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Georgia under the terms of this Tariff.
2. Customers may use services and facilities provided under this Tariff to obtain access to services offered by other service providers. The Company is responsible under this Tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

1. The Company reserves the right to limit or allocate the use of existing facilities when it deems necessary to manage the lack of facilities or to manage a facility shortage due to some other cause beyond the Company's control. The Company will not provide additional service or connect new service to any Customer that would contribute to a shortage condition until the problem has been identified and rectified. The Company will incur no liability for call interruptions resulting from the Company's efforts to avoid degradation.
2. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the availability and capacity of the Company's fiber optic cable and other facilities as well as facilities the Company may, from time to time, obtain from other carriers to furnish service as required at the sole discretion of the Company.
3. The furnishing of service under this tariff is subject to the availability to the Company of adequate numbering resources and may be subject to the Company's implementation of interconnection arrangements with incumbent local exchange carrier in Georgia.

LOCAL EXCHANGE SERVICE

SECTION 2 – Regulations, cont'd.

2.1 Undertaking of the Company

2.1.3 Terms and Conditions

1. Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.
2. Customers may be required to enter into written Work Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.
3. At the expiration of the initial term specified in each Work Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Work Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
4. This tariff shall be interpreted and governed by the laws of the State of Georgia without regard for the State's choice of laws provisions.
5. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
6. Cox will reserve the telephone numbers for Customer's new telephone service. Reserved telephone numbers may change prior to the time of installation of service. Customers shall not use, publish or advertise reserved numbers until service has been activated. Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines.

Business Customers may switch their class-of-service from Business to Residential **only at the end of a commercial contract term or termination of a commercial services contract.** **However**, call intercept will not be deployed to inform the caller of the new Residential Service number.

(C)
(C)

LOCAL EXCHANGE SERVICE

SECTION 2 – Regulations, cont’d.

2.1 Undertaking of the Company, cont’d.

2.1.3 Terms and Conditions, cont’d.

7. The Customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company’s agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to Company-provided equipment pursuant to section 2.1.3.9 following.
8. Service to certain Customers is provided via an Embedded Multimedia Terminal Adapter 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 fully-charged battery to function properly during a power outage. The battery will operate for up to 24 hours in case of a power outage depending on usage. Services, including access to 9-1-1, 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.
 - b. Cox will provide a battery upon request at the then-prevailing retail price, plus shipping if applicable. The Customer may obtain batteries from sources other than Cox if available, but the Customer is responsible for ensuring that any battery obtained from another source is compatible with the Equipment. The Customer is responsible for installation of the battery and for monitoring the battery and determining when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.
 - c.

(N)
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(N)

LOCAL EXCHANGE SERVICE

SECTION 2 – Regulations, cont’d.

2.1 Undertaking of the Company, cont’d.

2.1.3 Terms and Conditions, cont’d.

9. The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer’s failure to comply with this provision.

(M)(T)

(M)

2.1.4 Liability of the Company

1. Delays or Interruption of Service – The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the company or arising out of failure of the company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as noted in Section 2.10.1, Credit Allowance for Interruptions, following.
2. The maximum credit allowable with respect to local exchange service shall not exceed the amount of local exchange service and expanded calling scope charges during a single billing period. The liability of the company for damages shall in no event, by reason of any delays, interruptions, omissions, errors, failures or defects in installation or service, exceed an amount equal to the customers local exchange service and expanded local calling scope charges for a regular billing period with respect to such delayed, defective or interrupted local exchange service. No other liability shall in any way attach to the company in consideration of such delays or interruptions. The company will not be liable for any loss or damage, nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment.
3. The Company’s liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company’s liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages (including any such claim or suit arising out of or related to the reservation of any specific number for use with a service), associated with the ordinary” installation (including delays thereof) provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.10, Allowances for Interruption of Service, the Company’s liability, if any, shall be limited as provided herein.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

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

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

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

(C)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

5. Defacement of Premises - No liability shall attach to the company by reason of any defacement or damage to the Customer's premises resulting from the existence of the company's equipment, facilities and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of the negligence of the company or its employees.
6. Errors - The company's liability for damages arising from errors or omissions in the making up or printing of its directories or for error or omission on intercept service or in accepting listings as presented by customers or prospective customers shall be limited to the amount of actual impairment of the Customer's service, and in no event shall it exceed an amount equal to the Customer's local exchange service and expanded calling scope charges during the period covered by the directory in connection with which the error or omission occurs.
7. The Company shall not be liable for any delay or failure of performance or equipment **or service interruption** due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; **terrorism, civil commotion**, any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies, insurrections, riots, wars, **storms or other material disasters**, unavailability of rights-of-way or materials, or strikes, lockouts, or work stoppages, **hurricanes, or other labor difficulties beyond the direct control of the Company.** (T)
(T)
(T)
(T)
(T)
(T)
(T)
8. **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/provided facilities or equipment, including service interruptions due to power outages and failures of batteries.** (N)
(N)
(N)
(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

9. With respect to Emergency Number 911 Service: (T)
- a. Cox shall not be liable to the Customer, or to any other person, for any damages arising out of errors, interruptions, defects, failures or malfunctions of 911 and/or E911 Service, including damages arising from errors or defects of associated equipment and data processing systems, except that the Customer shall be entitled to an allowance for interruptions as specified in this Tariff.
 - b. The Customer agrees to release, indemnify and hold Cox harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, of for any loss, damage or destruction of any property, whether owned by the Customer or others.
 - c. If the Customer does not purchase a battery for the eMTA or does not monitor the status of the battery and replace it when it no longer holds a charge, service, including 911 service, will not function during a household power outage. Even if customer has a battery for the eMTA, if customer only has a phone that requires electricity to operate (e.g. a cordless phone), access to 911 service will not be available during a commercial power outage. (N)
|
(N)
 - d. The 911 Customer also agrees to release, indemnify and hold Cox harmless for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, conditions, occasion or use of 911 service features and the equipment associated with it, or by an services furnished by Cox, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service, and which arise out of the negligence or other wrongful act of Cox, the 911 Customer, its users, agencies or municipalities, or the employees or agents of anyone of them. (T)
 - e. 911 service is provided solely for the benefit of the 911 Customer. The provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any company obligation toward, or any right of action on behalf of, any third person or other legal entity. (T)
 - f. 911 service will be designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services. (T)

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

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

g. When the Customer purchases and maintains a battery for the eMTA, 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 household power is available and during outages for the period when the battery is in operation.

h. For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will not be available if there is a power outage and Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, conditions, forced government evacuations, and fuel shortages.

i. 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.)

(N)

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

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

(M)

Without limiting the generality of the foregoing, if Customer is served by the Company through a PBX or any customer-owned or customer-controlled equipment, or Cox Business VoiceManager and Centrex then Customer shall immediately and continuously inform the Company of any and all changes to the PBX or other equipment which might impair the accuracy of the E911 database as to any users of the Company's services. Moreover, Customer shall timely inform all new and existing users of its equipment or its internal telephone systems of the limitations of E911 in such a setting and shall provide the users with instructions on how they should identify their physical location in situations in which a 911 call is placed.

The acknowledgments by, and obligations of, the Customer apply to any form of E911 service provided to the Customer by Company including its PS/ALI offering.

(M)

10. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.

(T)

11. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

(T)

12. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

(T)

13. The Company does not guarantee or make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

(T)

(M) Moved from 2nd Revised Page No. 20.1.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

14. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, equipment, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the company may, upon written notice, terminate the Customer's service without liability.

(T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

15. The Company's liability arising from errors or omissions in Directory Listings, other than charged listings, shall be limited to the amount of actual impairment to the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs. **Such liability shall be limited to errors or omissions directly caused by Cox. Cox shall not be liable for errors or omissions in Directory Listings caused by either Incumbent Local Exchange Carriers ("ILECs") or by third parties that receive information provided by such ILEC in updating directory databases and publishing directories.**
16. In conjunction with a non-published telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
17. When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

(N)
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(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.5 Notification of Service-Affecting Activities

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

2.1.6 Provision of Equipment and Facilities

- 1.** The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- 2.** The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.6 Provision of Equipment and Facilities, cont'd.

- 3.** Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
- 4.** The Company shall not be responsible for the installation, operation or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
 - A. the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
 - B. the reception of signals by Customer provided equipment; or
 - C. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

Standard installation service charges reflect service provided between Monday through Saturday, 8:00 a.m. - 5:00 p.m., at current installation intervals and without work interruptions by the Customer. For Customer requests for expedited services that require installations on a date that is less than the normal offered interval, a 100% increase in applicable service charge shall apply, or if during a promotional period, the full non-discounted service charge would apply.

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.2 Prohibited Uses

2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

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

2.3 Minimum Period

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Obligations of the Customer

2.4.1 General

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this tariff;
2. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. If an eMTA is installed at the customer premises, monitoring the battery in the eMTA and contacting Cox for a replacement when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced;
5. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.4.1.3, of this sub-section. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service.
6. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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(D)
(D)

(T)

(T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Obligations of the Customer, cont'd.

2.4.1 General, cont'd.

The Customer shall be responsible for: cont'd.

7. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the right-of-way for which Customer is responsible under Section 2.4.1.4 of this sub-section; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; (T)
8. not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and (T)
9. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes. (T)
10. allowing the Company, or its agent, access to the property, with no notice, to remove Company facilities and/or equipment when customer has discontinued service. (T)
11. providing the Company with written notification of any change in name, ownership or control. (T)
12. ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (T)
13. ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations. (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Obligations of the Customer, cont'd.

2.4.2 Residential Service

1. Residential Service will be provided as listed below:

- Individual lines which terminate at a private residence location that is not advertised or used as a place of business, and where a business listing is not employed in the Company's telephone directory.
- Subscribers residing in private apartments, rooming houses or boarding houses, clubs or hospitals who request their own individual residential service and where business listing is not employed in the Company's telephone directory.
- Detached structures when strictly used as a part of the residence on the same premises and is not used as a place of business.
- Subscribers residing in college sorority or fraternity houses or University Dormitory Rooms who order their own individual residence service for their answering bureau.

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Obligations of the Customer, cont'd.

2.4.3 Claims

With respect to any service, equipment or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

1. any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
2. any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

2.4.4 Private Identification Number ("PIN") Access

The F.C.C. required 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 Cox privacy policy posted at <http://www.cox.com/policy/#OnlinePrivacyPolicy>.

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Customer Equipment and Channels

2.5.1 General

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

2.5.2 Station Equipment

1. The Customer is responsible for providing and maintaining any terminal equipment on the Customer's premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.10, Allowances for Interruption of Service, following, is not applicable.
2. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
3. ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement.
4. 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.

(N)
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(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Customer Equipment and Channels, cont'd.

2.5.3 Interconnection of Facilities

1. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.
2. Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.
3. Facilities furnished under this tariff may be connected to Customer provided terminal equipment in accordance with the provisions of this tariff.

2.5.4 Inspections

1. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.5.2.2, Station Equipment, for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within 10 days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to take such actions and provide such notice, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements

2.6.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 90 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

- 1. Taxes:** The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.
- 2. A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipts tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state.¹ This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.**

¹ Pending the conclusion of any challenge to a jurisdiction's right to impose a gross receipts tax, the Company may elect to impose and collect a surcharge covering such taxes, unless otherwise constrained by court order or direction, or it may elect not to impose and collect the surcharge. If it has collected a surcharge and the challenged tax is found to have been invalid and unenforceable, the Company will credit or refund such amounts to affected Customers, if the funds collected were retained by the Company or if they were delivered over to the taxing jurisdiction and returned to the Company.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.
3. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within **20** days after the date of invoice are considered past due. If the Company does not receive the entire amount billed by the due date, a late payment charge of \$3.99 on day **20** and \$4.99 on day 45 for residential and \$25.00 for business may be assessed on a balance not previously assessed. (T)
5. When a Customer makes a payment to the Company in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$30.00 returned item fee may be applied to the Customer's account. (T)
6. Should service be suspended for nonpayment of charges, it will be restored upon the Customer's payment of the charges applicable for restoration of service as set forth in Section 3.1.2.1, Local Line Rates and Charges, following, and as further outlined in Section 2.7, Restoration of Service, following.
7. For disconnected bundled-service accounts consisting of regulated and unregulated services, Cox may apply any credit balance on a regulated or unregulated service against any indebtedness on any regulated or unregulated service on the same bundled-service account. (N)
(N)
(N)
(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 90 days of receipt of the bill.

- 1.** The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- 2.** The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.6.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to one month's charges for the service or facility. The Advance Payment will be credited to the Customer's initial bill, and may be required in addition to a deposit. However, the Deposit plus Advance Payment will not exceed the Customer's projected billing for two and one-half months.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.5 Deposits

1. The Company may at the time of application for service or at any time thereafter on five (5) days written notice may require a security deposit. The deposit requested will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. ***A scalable deposit will be assessed to the applicant or existing Customer based on the availability of sufficient credit history and the individual credit score. Such deposit will not exceed an amount equal to two and one half months of local exchange service and estimated long distance service.***

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2. A applicant shall be required to pay a deposit if:

- A. The Company establishes that the subscriber has unsatisfactory credit rating, or has an insufficient prior credit history upon which a credit rating could be based; or
- B. The Customer has outstanding, with any utility, an undisputed and unpaid service account within the last five (5) years; or
- C. The Customer has, in an unauthorized or illegal manner, interfered with or used the service of a telephone company within the past five (5) years; or
- D. The Customer during the last twelve (12) consecutive months was delinquent in the payment of a telecommunications service provider or Cox Affiliated Company account on more than two (2) occasions, presented a dishonored check for payment of a telecommunications service or Cox Affiliated Company account or had service disconnected due to nonpayment of a telecommunications or Cox Affiliated Company service.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.5 Deposits, cont'd.

- 3.** The Company shall permit payment of any required residential deposit in equal installments over a period of at least two months and, if the initial or additional deposit required is over one-hundred dollars (\$100), over a period of at least three months: except that, in lieu of permitting such installment payments, the Company may continue to provide local service while restricting access to the toll network until the required deposit is paid if such restriction does not interfere with the ability to make emergency calls. Such charge shall be as provided in rules, regulations or tariffs filed with and approved by the Georgia Public Service Commission.
- 4.** Cox shall pay interest on cash deposits no less than the rate established by the Georgia Public Service Commission, which is currently 7% per annum (effective April 1, 1980).
- 5.** If a refund or credit of the deposit is made within ninety days (90) of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than ninety days (90), payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service. Cox will provide payment of accrued interest for all end-users annually by negotiable instrument or by credit against current billing.
- 6.** The deposit shall cease to draw interest on the date it is returned or credited to the End-User's account.
- 7.** In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.
- 8.** The amount of the deposit shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the Customer within thirty-days (30) after settlement of the consumer's account, either in person or by mailing it to the last known address.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.5 Deposits, cont'd.

- 9.** If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund or credit the Customer's deposit in excess of the unpaid bills for service furnished. A transfer of service from one (1) premise to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit may be required unless otherwise permitted by these rules.
- 10.** Cox shall automatically refund or credit the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than once; provided, however, that service has not been disconnected within the twelve (12) month period for nonpayment. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored.
- 11.** Cox may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit.
- 12.** The deposit made by the End-User with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.5 Deposits, cont'd.

- 13.** A Company shall maintain a record of all deposits received from subscribers, showing the name of each subscriber, the address of the premises for which the deposit is maintained, the date and amount of deposit, and the date and amount of interest paid.
- 14.** Whenever a security deposit or installment payment is accepted, the Company will issue to the subscriber a non-assignable receipt containing the following minimum information:
 - Name and current billing address of Customer;
 - Type of service rendered;
 - Date of deposit;
 - Amount of deposit;
 - Interest rate.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service

1. Cox may refuse service, suspend or terminate existing service to an end-user without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or other end-users.
2. Cox may refuse service, suspend or terminate existing service to a Customer pursuant to the disconnect procedure defined below for any of the following reasons:
 - A. With required notice, nonpayment of a bill within the period prescribed by these tariffs and/or nonpayment of a single bill within a multiple bill account.
 - B. Failure to make a security deposit as set forth in these tariffs.
 - C. Violation of or noncompliance with any provision of law or these tariffs.
 - D. Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
 - E. Interconnection of a device, line, or channel to Cox's facilities or equipment contrary to Cox's terms and conditions of service on file with and approved by the Commission.
 - F. Improper use of telephone service, or use in such manner as to interfere with reasonable service to other customers.
 - G. Use of service or facilities for a call or calls, in a manner reasonably expected to frighten, abuse, torment, or harass another user of the Public Switch Telephone Network.
 - H. Any other violation of the Company's regulations.
3. Except for discontinuance pursuant to Subsections 2(e) and (f) above, a Company shall not discontinue service unless:

At the time of the proposed discontinuance, the Company office are open pursuant to Subsection 17, 18 and 19, following, for the purpose of preventing discontinuance or obtaining reconnection.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd.

4. Upon a Customer's request to terminate local exchange service, Cox will inform such Customer of the Customer's responsibility to contact the Customer's IXC regarding continuance or termination of such service from the IXC.
5. Cox shall not be required to provide service to an applicant or Customer who has not paid for prior telephone service rendered by a telecommunications service provider in the same or different location, and furnished to the same person or legal entity.
6. Cox shall not be required to furnish or continue furnishing service when applied for in the name of another person or legal entity, or a fictitious name or other member of the same household, for the purpose of avoiding payment of an unpaid obligation for telephone service previously furnished.
7. Customers will not be held responsible for the nonpayment of another Customer's bill unless the Customer superseded the service or was a co-applicant or guarantor for the service or shared the service of the non-paid account.
8. Reserved
9. Cox will not refuse service or suspend existing service or disconnect existing service by reason of nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates.
10. Residential Service cannot be suspended or disconnected for failure to pay a bill for a Business Service.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd.

- 11.** Reserved
- 12.** Service may not be withheld from a Customer whose name was fraudulently used to obtain service at another location without the customer's permission or knowledge
- 13.** Reserved
- 14.** Service will not be suspended or discontinued to a current Customer in good standing who accepts an additional household member owing a previous bill to Cox, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the Customer at a different or same location.
- 15.** Cox may require each Customer whose service has been suspended for nonpayment of bills, to pay all amounts due for regulated services before service is restored.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd

- 16.** Any written correspondence or notices to the End-User by the telecommunications service provider relating to billing disputes or complaints, which are not otherwise provided for in this Section, shall meet the following criteria:
- A. The correspondence shall be sent to the end-user's choice of billing address.
 - B. The correspondence shall clearly state that it is from Cox.
 - C. The correspondence shall clearly state any applicable deadlines within which the Customer must take the appropriate action.
- 17.** Written correspondence shall be considered delivered three (3) business days after the correspondence has been mailed. When service to a Customer is to be disconnected for: (1) nonpayment of a bill for telephone service after service has been suspended or (2) failure to make a security deposit after a reasonable time, Cox will give at least ten (10) days from the date of mailing the written notice to the Customer prior to disconnection. Said written notice will be mailed by Cox or delivered to the Customer's billing address as listed with the Company. If the mailed notice is returned from that address as undeliverable, the notice may be delivered to the premises at which the service was rendered. Notice will be deemed given to the Customer three (3) business days after mailing by Cox. Unless a dangerous condition exists or the Customer requests disconnection, service will not be disconnected on a day when personnel of Cox are not available to the public to arbitrate disputes or for making collections and reconnecting service

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd

- 18.** A notice of suspension or disconnection will contain the following information:
- A. The words "NOTICE OF SUSPENSION" or "NOTICE OF DISCONNECTION" in print type larger than the print type of the notice text.
 - B. The name and address and the telephone number of the Customer.
 - C. Statement of the reason for the proposed suspension or disconnection of service.
 - D. The date on or after which service will be suspended or disconnected unless appropriate action is taken.
 - E. The telephone number in bold print of Cox where the Customer may make an inquiry.
 - F. The approved charges for restoral or reconnection.
- 19.** The following additional information will be in the notice unless said information can be obtained in the telephone directory and the notice refers the Customer to the location in the directory where the information can be obtained:
- A. A statement of how a Customer may avoid the suspension or disconnection of service, including a statement that the Customer must notify Cox on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of Cox.
 - B. A statement that informs the Customer where payments may be made or how to obtain a listing of authorized payment agencies.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd.

- 20.** After the cause for suspension or disconnection has been cured, Cox will connect, restore or reconnect service as soon as possible.
- 21.** Upon the Company's discontinuance of service to the Customer under this Section 2.6.6, all applicable charges, including termination charges shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.
- 22.** Telephone Calls with Intent to Annoy:
 - A. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
 - B. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
 - C. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Payment Arrangements, cont'd.

2.6.6 Refusal or Discontinuance of Service, cont'd

- D. Prior to disconnection of service for calls described in parts A. and B. above, the Company will make reasonable effort to persuade the Customer placing such calls to cease all such activity. If such activity persists, the Company may, at its option, disconnect service. Prior to disconnection of service for calls described in part C. above, the Company may, at its option, refuse to transact business with the Customer except by written communication. If the Customer continues to engage in conduct set forth in section C above, the Company may, at its option, immediately discontinue service.
- E. For the purpose of this section 2.5.6, telephone calls shall include Customer's usage of facsimile, paging or any other communication devices to access the service provided by the Company.
- F. Company may disconnect service to any Customer who violates 47 U.S.C. §227, Restrictions on the Use of Telephone Equipment.

2.7 Restoration of Service

If service has been discontinued for nonpayment as set forth in 2.6.2.6, preceding, or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

2.8 Toll Restriction– Company Initiated

If a Customer in any single month, accrues toll charges in excess of twice the average monthly toll charges of the Company's Customers in the same class of service (residential or business) or twice the actual monthly average of the individual Customer's charges, whichever is greater, the Company will review the Customer's previous billing, payment and credit history. If the Customer's account is deemed to be a credit risk, as described in Section 2.6.5, Deposits, preceding, the Company will attempt to contact the Customer to make inquiries concerning the abnormal usage and may require a security and/or payment of charges on the account to continue toll service. If the Customer does not respond, the Company may suspend toll service. The Company will notify the Customer within 24 hours of initiating the toll restriction.

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.9 Reserved for Future Use

2.10 Allowances for Interruptions of Service

2.10.1 Credit for Interruptions

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.10 Allowances for Interruptions of Service, cont'd.

2.10.2 Limitations on Allowances

No credit allowance will be made for:

- 1.** 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;
- 2.** 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;
- 3.** interruptions due to the failure or malfunction of non-Company equipment;
- 4.** 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,
- 5.** interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- 6.** 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;
- 7.** interruption of service due to circumstances or causes beyond the control of the Company.

2.10.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.11 Cancellation of Service

2.11.1 Cancellation of Application for Service

- 1.** When the 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.
- 2.** 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.
- 3.** The special charges described in 2.11.1.1 and 2.11.1.2 of this sub-section will be calculated and applied on a case-by-case basis.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.11 Cancellation of Service, cont'd.

2.11.2 Cancellation of Service by the Customer

If a Customer cancels a Work Order or terminates services before the completion of the term for any reason whatsoever, Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.6.2, Billing and Collection of Charges, preceding, all costs, fees and expenses incurred in connection with:

- all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
- any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- all Recurring Charges specified in the applicable Commercial Services Agreement tariff for the balance of the then current term.

2.12 Transfer and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.13 Notices and Communications

- 2.13.1** The Customer shall designate on the Work Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.13.2** The Company shall designate on the Work Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.13.3** All notices or other communications required to be given pursuant to this Tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first
- 2.13.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

3.1 Local Exchange Service

The Company's local telephone service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service;
-
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- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 800/888 telephone numbers;
- access Telephone Relay Service.
- touch tone;
- a white-pages directory listing.

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3.1.1 General Regulations

1. Service Areas

Where facilities are available and conditions permit, the applicable Service Area is defined as the exchange areas served by BellSouth Telephone Company, Public Service Telephone and Alltel Local Telephone Company.

2. Local Calling Area

The Company concurs in the exchange and local calling area designation specified in BellSouth's General Subscriber's Service Tariff and Alltel's Georgia Local Exchange Tariff, including non-optional extended areas, in metropolitan areas of Macon and Atlanta.

(M) Material relocated to the Obsolete Services Section, page 119.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line

Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

1. Local Line Rates & Charges

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs) and monthly Recurring Charges as specified in Sections 3.1.2.1.A and 3.1.2.1.B, respectively. Applicable charges are defined below:

Definitions:

Account Changes: Applies on a per account basis for administrative or billing record changes to an account.

Feature Change: Applies per line when the customer adds or removes a feature to an existing line after the initial installation of the line.

Line Connection Charge: Applies for ordering and connecting local exchange service. For Residential service, one rate is charged for up to two Residential lines installed for the same number ordered and installed at the same time at the same premises. Additional Residential lines after the first two or additional lines installed via a separate premises visit are each charged an additional Line Connection Charge.

Line Restoral Charge: Applies per line when Customer has been disconnected at the switch for nonpayment but has not been permanently disconnected at the premises.

Moves, Adds, Changes: Applies per line where the customer changes the access line configuration.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line

1. Local Line Rates & Charges, cont'd.

Definitions, cont'd.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

1. Local Line Rates and Charges

A. Non-Recurring Charges

Residential

Phone Line Connection Charge ^{1, 2, 3}	
- Professional Installation	\$100.00
- Self-Install	\$0.00
- Failed Install	\$100.00
Account Changes - Billing Record -per billing record change	\$4.99
Telephone Number Change Charge	25.00
Electronic Reconnect Fee ⁴	\$20.00
Feature Change Charge	\$4.99

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¹ Other charge may apply for inside wire and/or jack installation.*

* Unregulated service under this Tariff.

² If service is temporarily interrupted (soft disconnect) for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued (hard disconnect) and subsequently re-established (reconnected), the Line Connection Charge will apply.

³ A 50% discount will be applied when Cox Digital Telephone is installed as part of a bundled installation with Cox Video and Cox High Speed Internet service.

⁴ Applies when service is reconnected from temporarily interruption of service for non-pay (soft disconnect) and payment is received within 10-days following the interruption.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

1. Local Line Rates and Charges

A. Non-Recurring Charges

Business

Line Connection Charge ¹ - Per Line, per order	\$40.00
Account Changes - Billing Record -per billing record change	\$15.00
Electronic Reconnect Charge, per line ²	\$55.00
Line Move/Add/Change, per order	\$15.00
Calling Feature Installation Charge, per order	\$15.00
Calling Feature Change Charge, per order	\$15.00
Hunt Group Change Charge, per order	\$15.00

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¹ Other non-related charges may apply for inside wire and/or jack installation. Line Connection Charge may be waived in competitive situations.

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² If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established (reconnected), Line Connection charges apply.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

1. Local Line Rates and Charges, cont'd

B. Monthly Recurring Charges - Residential

Reserved

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C. Monthly Recurring Charges - Business

Reserved

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Cox Voice Preferred

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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.

(N)

(M) Residential material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 1st Revised Page No. 111.

(M) Business material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 1st Revised Page No. 116.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.2 Local Line, cont'd

1. Local Line Rates and Charges, cont'd

Cox Voice Preferred, Cont'd

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 Georgia, 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.

Rates and Charges

Monthly Recurring Charge: **\$20.00⁸**

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⁸ Monthly recurring charge includes local access, long distance, and select features

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

1. Local Line Rates and Charges, cont'd

Reserved for Future Use

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line

2. Custom Calling Features

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

A. Feature Descriptions

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

Busy Line Redial: Allows a Customer to program his or her telephone to automatically redial a busy number. This feature is available on a per-line (monthly) basis or on a per-use basis.

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

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

Call Forwarding - No Answer: Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forwarding on Call Waiting: Provides 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.

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

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

A. Feature Descriptions, cont'd.

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

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

Call Return: Provides the Customer an announcement of the last phone number that called them. This feature is available on a per-line (monthly) basis or on a per-use basis.

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

Call Transfer: Allows a customer to communicate between telephone instruments connected to the same primary access line; when another telephone on the line is answered, ringing stops. The originator of the call then picks up his receiver and communication begins. Customers that subscribe to Call Transfer will be provisioned with Call Hold, which allows the User to hold one call for any length of time provided that neither party goes On Hook.

Call Waiting: The subscriber, already involved in a call, receives a tone that another incoming call is waiting to be answered. The called party, hearing the call-waiting tone during the existing conversation, can choose to flash the hook-switch and connect to the incoming call. This feature includes Cancel Call Waiting which allows the subscriber to enter a code that disables the Call Waiting feature so that he or she will not hear a tone during a conversation with another party.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

A. Feature Descriptions, cont'd.

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

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

Circular Hunt: The inbound calls starts hunting from the previous line called and hunts in a circular fashion until it again reaches the previous line called. All lines in the hunt group may be hunted regardless of the start point of the hunting.

Directory Number Hunt: Hunting starts from the top of the group list every time, then goes to the first idle line it finds.

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

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

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

A. Feature Descriptions, cont'd.

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

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Remote Call Forwarding: 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.

Remote Call Forwarding Additional Paths: Allows the Customer to order additional paths to handle incoming calls related to Remote Call Forwarding.

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Selective Call Acceptance: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers are accepted. All other calls are forwarded to an announcement.

Selective Call Forwarding: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers are forwarded to another number instead of being completed at the Customer's telephone number. All other calls are completed as usual.

Selective Call Rejection: Allows the Customer to create a list of telephone numbers. Incoming calls from these numbers are forwarded to an announcement. All other calls are accepted. This feature is available on a per line (monthly) basis or on a per use basis.

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

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

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Three Way Calling: Allows the Customer to conference in a third person to an existing call so all three people can speak together in the same conversation. This feature is available on a per line (monthly basis) or on a per use basis.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd

3.1 Local Exchange Service, cont'd

3.1.2 Local Line, cont'd

2. Custom Calling Features, cont'd

A. Feature Descriptions, cont'd

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 could not be supported.

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

B. Feature Packages

Call Blocking Package: Provides a Business Customer with the following blocking features: Block International Direct Dial calls, 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.

Business Value Package: Provides a Business Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30(*), Busy Line Redial.

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.

Business Solutions Package: Provides the Business Customer with the following features: Call Forwarding, Call Waiting, Speed Calling – 30 Numbers(*), 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 of Call Waiting, Caller ID, and Call Waiting ID.

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 115.0.1.

LOCAL EXCHANGE SERVICE

SECTION 3 – Service Descriptions, cont’d.

3.1 Local Exchange Service, cont’d.

3.1.2 Local Line, cont’d.

3. Custom Calling Features, cont’d.

C. Rates and Charges – Residential

A la carte Features	Monthly Rate	Per Use	NRC¹
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(M) Material moved to the Obsolete Services Section, page 115

¹ NRC will be waived for initial establishment of service

LOCAL EXCHANGE SERVICE

SECTION 3 – Service Descriptions, cont’d.

3.1 Local Exchange Service, cont’d.

3.1.2 Local Line, cont’d.

4. Custom Calling Features, cont’d.

D. Rates and Charges – Business

	Monthly Per Line (\$)	Per Use (\$)
900/976 Call Block	NC	N/A
Anonymous Call Rejection	4.00	
Busy Line Redial	6.50	.90
Call Forwarding [♦]	7.00	
Call Forwarding – Busy	4.00	
Call Forwarding – No Answer	4.00	
Call Forwarding on Call Waiting	5.00	
Call Forwarding Remote Access	7.00	
Call Return [♦]	6.50	.90
Call Trace	6.50	
Call Transfer	6.00	
Call Waiting	7.00	
Call Waiting ID	17.00	
Caller ID	11.00	
Circular Hunt	20.00	
Directory Number Hunt	20.00	
Distinctive Ringing	10.00	
Distinctive Ring Fax	10.00	
Priority Ring	6.50	
Remote Call Forwarding (RCF) [♦]	18.50	
RCF, Additional Paths, per path	9.25	
Selective Call Acceptance	6.00	
Selective Call Forwarding	6.00	
Selective Call Rejection	6.00	
Speed Calling – 30	5.00	
Three Way Calling	6.50	.90
Toll Restriction	5.50	
Toll-Free Blocking	NC	

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[♦] Toll charges apply if calls are forwarded or returned outside the local calling area.

LOCAL EXCHANGE SERVICE

SECTION 3 – Service Descriptions, cont’d.

3.1 Local Exchange Service, cont’d.

3.1.2 Local Line, cont’d.

5. Custom Calling Features, cont’d.

D. Rates and Charges – Business, cont’d.

	Monthly Recurring Charges
Call Blocking Package, <i>per line</i>	5.50
Business ID Package, <i>maximum 5 lines</i>	15.00
Business Solutions Package, <i>up to 5 lines</i>	21.00
Business Value Package, <i>up to 5 lines</i>	11.00

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line Rates and Charges, cont'd.

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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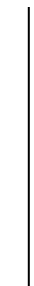
LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.4 Reserved

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(M) Material moved to Original Page No. 117.6.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

RESERVED FOR FUTURE USE

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.2 Directory Assistance

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

3.2.1 Charges for Directory Assistance Calls:

Residential: \$2.49 per call per month
Business: **\$2.49** per call per month

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The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

3.2.2 Customers with multiple-line residence service shall be allowed two additional calls per month or four additional Directory Assistance listings (whichever is used first) per line. Call allowances are not applicable to business class of service.

3.2.3 A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative.

3.2.4 Charges for Directory Assistance (DA) are not applicable to calls placed from Customers whose physical, visual, mental or reading disabilities prevent them from using the telephone or the directory. The method of exempting those disabled Customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form. The exemption for disabled Customers includes sent-paid calls from the Customers' local exchange service. If abuse of this exemption is confirmed by investigation, this exemption may be removed. Third number billing of DA calls to the disabled Customers' local exchange service are not exempt.

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.3 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 3.1, surcharges as specified in Section 3.3.1 will apply:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the carrier. The call may be billed to the called party.

Station to Station: Calls complete with the assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800/888 telephone numbers, but does not request the operator to complete the call.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.3 Operator Assistance, cont'd.

3.3.1 Operator Assisted Surcharges

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

	Residence	Business
General Assistance	N/C	N/C
Calling Card (Customer Dialed)	N/C	N/C
Collect Calling (Customer Dialed)	2.50	2.50
Collect Calling (Operator Dialed)	2.50	3.75
Person-to-Person (Customer Dialed)	5.00	5.00
Person-to-Person (Operator Dialed)	5.00	6.25
Station-to-Station (Operator Dialed)	3.00	3.75
Third Number Billing (Customer Dialed)	2.50	2.50
Third Number Billing (Operator Dialed)	3.75	3.75

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by or on behalf of the incumbent local exchange carrier in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

3.4.1 Directory listings must be in the name of a person who lives at a residence and must be a legally authorized or adopted name. Listings may reflect **full first/ given** name or initials of **that name**. For example, John Smith may be listed as John or J. Smith. (T)

3.4.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, a listing containing obscenities in the name, or any listing which in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto. (T)

3.4.3 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.

3.4.3 To ensure that listings are placed in the appropriate section of the directory each Residential listing must be designated "Residential" and each commercial listing must be designated "Business" or "Government". To aid the Customer of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only Residential listings may be placed in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

3.4.5 Directory listings are provided in connection with each Customer service as specified herein.

1. Primary Listing

A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

2. Additional Listings

In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.6, Directory Listing Rates, Residential, following.

3. Non-published Listings

Listings that are not printed in directories nor available from Directory Assistance.

A Non-published Telephone Service will be furnished at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4, Liability of the Company. Rates for Non-published Listings are as specified in Section 3.4.6, Directory Listing Rates, Residential, following. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.

4. Non-Directory Listed

A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Non-listed Listings are specified in Section 3.4.6, Directory Listing Rates, Residential, following. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.

5. Premium Listing

A premium listing includes the following directory listings: Alternate, Alpha, Cross Reference, Foreign, Informational, and Temporary.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.6 Directory Listings Rates

1. Residential

	Monthly	NRC
Primary Listing	N/C	N/A
Additional Listing	\$0.95	N/A
Non-Published Listing	\$4.50	N/A
Non-Directory Listed	\$0.00	N/A
Change Listing	N/A	\$10.00

2. Business

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

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.5 Emergency Services (Enhanced 911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

3.6 Employee Discounts

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

3.7 UAF Compliance

The Company will comply with, and will cause its Customers to comply with, the Commission's Universal Access Fund requirements as set forth in OCGA Section 46-5-167 or in any Commission order, rule or regulation adopted or promulgated thereunder. The surcharge will be shown as a separate line item on the Customer's monthly invoice and will read: State Universal Access Fund (UAF) Surcharge. The rate of the surcharge will be equal to the contribution factor established by the Commission. (T)

3.7.1 711 Dialing Code for Telephone Relay Service Compliance

1. General

- a. 711 Dialing Code ("711") is a three-digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuant to FCC Order 00-257, the Commission assigned 711 dialing code for nationwide toll free access to TRS entities, implemented no later than October 1, 2001.
- b. Pursuant to the Georgia Public Service Commission TRS Twelfth Amendatory Letter Order issued November 13, 2000, the 711 Dialing Code is assigned for telephone relay services to be implemented for subscriber use no later than March 1, 2001.
- c. The 711 access code is available within the Cox service area, except for certain non-residential services, i.e., hotel, motel, inmate, and third party calls.

2. Requirements and Conditions

- a. The 711 Dialing Code is provided where facilities and conditions permit and will be provided under the following conditions:
 - 1 The TRS service provider will provision adequate telephone facilities to adequately handle 711 call volume.
 - 2 The TRS service provider is responsible for, and shall indemnify, defend and hold harmless the Company against all suits, actions, claims, demands and judgements and all costs, expenses and attorney's fees incurred on account of, arising out of and resulting directly or indirectly from the service or in connection with any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable or slander.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Temporary Suspension of Service - Customer Initiated

Temporary Suspension of Service is available to Residential Customers and is provided at the customer's request pursuant to the terms and rate below.

3.8.1 Terms and Conditions

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- A service must remain on seasonal for a minimum of thirty (30) days. After nine (9) consecutive months of seasonal, or a total of 9 months within a calendar year, services are subject to return to full billing as subscribed to prior to implementing seasonal service. The full service rate will apply, if service is restored within 15 days after the date beginning the suspension of service.
- A service can be placed in seasonal service no more than twice in a calendar year, with a minimum of thirty (30) days of regular billing in between.
- A customer may put different services on seasonal service status at different times.
- If the service is suspended for a period of 31 days or longer, the reduced rate as set forth below will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below.

3.8.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>	
Residential Customer, per line	\$10.00	\$13.00	(I)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.9 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service

4.1.1 Description of Service

1. Class of Calls, cont'd.

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

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

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

B. Operator Services

1. Operator Station

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

C. Person-to-Person

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

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.2 Timing of Messages

1. Unless otherwise indicated, all residential calls are timed in one-minute increments.
2. For station to station calls, call timing begins when a connection is established between the calling and called stations.
3. For person to person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified, or an agreed upon alternate.
4. Call timing ends when the called station "hangs up," thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network, or by the Company operator.

4.1.3 Time Periods Defined

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

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.4 Rates and Charges

1. Direct Dialed Calls

Residential¹	Business
\$.18/ minute	\$.15/ minute

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

2. Rates—Operator Assisted Calls

Residential	Business
\$.25/ minute	\$.25/ minute

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

¹ Residential Customers subscribing to Cox Intrastate Long Distance service via on-line application will receive a per-minute rate of **\$0.18**.

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans

1. Residential Service

A. Reserved

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 115.2.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

1. Residential Service, cont'd.

C. Reserved

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page Nos. 115.2 and 115.3.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service

A. Minute Packs

1. CBS Minute Pack 100

This optional long distance call plan offers a Cox Business Customer a block of 100 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 100 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 100-minute block will be assessed as detailed below 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	\$0.07
4 Year	\$6.90	\$0.069
5 Year	\$6.80	\$0.068

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2. CBS Minute Pack 250

This optional long distance call plan offers a Cox Business Customer a block of 250 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 250 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 250-minute block will be assessed as detailed below 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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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

3. CBS Minute Pack 500

This optional long distance call plan offers a Cox Business Customer a block of 500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 500-minute block will be assessed as detailed below 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	\$25.00	\$0.052
2 Year	\$24.00	\$0.005
3 Year	\$23.00	\$0.046
4 Year	\$22.50	\$0.045
5 Year	\$22.00	\$0.044

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4. CBS Minute Pack 1000

This optional long distance call plan offers a Cox Business Customer a block of 1000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 1000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 1000-minute block will be assessed as detailed below 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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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

5. CBS Minute Pack 2500

This optional long distance call plan offers a Cox Business Customer a block of 2500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 2500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 2500-minute block will be assessed as detailed below 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	\$0.04
4 Year	\$97.50	\$0.039
5 Year	\$95.00	\$0.038

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6. CBS Minute Pack 5000

This optional long distance call plan offers a Cox Business Customer a block of 5000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 5000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 5000-minute block will be assessed as detailed below 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	\$0.04
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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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

7. CBS Minute Pack 7500

This optional long distance call plan offers a Cox Business Customer a block of 7500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 7500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 7500-minute block will be assessed as detailed below 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	\$0.0360
4 Year	\$260.00	\$0.0347
5 Year	\$255.00	\$0.0340

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8. CBS Minute Pack 10,000

This optional long distance call plan offers a Cox Business Customer a block of 10,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 10,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 10,000-minute block will be assessed as detailed below 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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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

9. CBS Minute Pack 20,000

This optional long distance call plan offers a Cox Business Customer a block of 20,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 20,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 20,000-minute block will be assessed as detailed below 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	\$0.03
2 Year	\$575.00	\$0.0288
3 Year	\$525.00	\$0.0263
4 Year	\$520.00	\$0.0260
5 Year	\$500.00	\$0.0250

(N)
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10. CBS Minute Pack 40,000

This optional long distance call plan offers a Cox Business Customer a block of 40,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of a one-, two-, or three-year term commitment. The block of 40,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 40,000-minute block will be assessed as detailed below 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

(N)
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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

11. 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 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	\$0.0280
2 Year	\$1300.00	\$0.0260
3 Year	\$1200.00	\$0.0240
4 Year	\$1200.00	\$0.0240
5 Year	\$1150.00	\$0.0230

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12. 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 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

(N)

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(M) Certain material previously appearing on this page has been moved to Original Page 101.3.5

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

13. CBS Minute Pack 100,000

(N)

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 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

14. 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 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	\$0.0240
2 Year	\$2875.00	\$0.0230
3 Year	\$2750.00	\$0.0220
4 Year	\$2750.00	\$0.0220
5 Year	\$2625.00	\$0.0210

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

A. Minute Packs, cont'd.

15. 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 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	\$0.0230
2 Year	\$3300.00	\$0.0220
3 Year	\$3150.00	\$0.0210
4 Year	\$3150.00	\$0.0210
5 Year	\$3000.00	\$0.0200

B. Cox Business Nickel Plan

This Business Nickel Call Plan provides Cox Business Customers with a competitively priced alternative to the standard long distance plan. The Call Plan is available to new and existing customers who subscribe to one of the four term call plans (one-, two-, three-, or five-year term commitment) and choose Cox Long Distance for both PIC and LPIC. The plan is a flat \$0.05 per-minute all day, everyday 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

(M) Certain material appearing on this page previously appeared on Original Sheet 101.3.3

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

C. Cox Business Solutions Calling Plan

(N)

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

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

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

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

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

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

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

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, contained on Original Page 111.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

D. Cox Business Enterprise Calling Plan

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

- Cox Business Internet;
- Cox Optical Internet service;
- Cox Metro Ethernet service;
- Cox Private Line service; or
- Cox Business Video service

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

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

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

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

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

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

(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service offerings, contained on Original Page No. 112.

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

E. Cox Business Unlimited Calling Plan

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The Cox Business Unlimited Calling Package is an optional calling plan which includes unlimited voice usage of existing tariffed local (flat rate usage) and intrastate long distance usage for a flat monthly rate. The Cox Business Unlimited Calling Package will be offered to Business Customers where facilities exist and operating conditions permit.

1. Eligibility

The Cox Business Unlimited Calling package is available to eligible Business Customers, ordering Business Lines or Centrex Package, who subscribe to five (5) or fewer Company lines (voice grade or voice grade equivalent) when the service is initiated.

2. Terms and Conditions

- a. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Business Line or Centrex Package subscribed to under this Package.
- b. The Customer may subscribe to a maximum of five (5) unlimited calling lines.
- c. The Cox Business Unlimited Calling Package's Monthly Recurring Charge will apply in addition to and does not include the Business Line rate; Centrex Package rate; or EXIT rate, fees and taxes, and will be billed in advance.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans, cont'd.

2. Business Service, cont'd

E. Cox Business Unlimited Calling Plan, cont'd

2. Terms and Conditions, cont'd.

d. The unlimited toll minutes included in this package:

- i. shall apply exclusively to direct-dialed calls made from the line subject to this package,
- ii. have no cash value for refund purposes,
- iii. are not transferable or assignable,
- iv. shall not apply toward any of the following:

- 555, 700, 900 and 976 Services
- **Any Business Trunks (BRI, PRI, SIP, T-1 CAS)**
- **Any Manual or Automated Operator Assisted Service (Collect Calls, Directory Assistance, Person-to-Person Calls, Third Party Billed)**
- **Ground Start Lines or Trunks**
- **Analog to Digital conversion digital PBX services**
- **Auto Dialers, Power Dialers, Predictive Dialers**
- Calling Cards
- Credit Card Calls
- **Foreign Exchange Service**
- **Hybrid or electronic key telephone systems**
- Intercept Call Completion
- **Long Distance Internet Access (ISP Dial-up)**
- **Pay Telephone Lines**
- **Remote Call Forwarding Service**
- Repeat Calls, Return Calls
- Three-way Calling
- Toll-Free Service
- **The functional equivalent of any system listed above**

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(D)

e. Cox reserves the right to terminate a Customer's Cox Business Unlimited Calling Package for use that would cause harm to the network, other customers, Company, and violations of the terms and conditions of this offer.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.5 Optional Calling Plans

2. Business Service, cont'd

E. Cox Business Unlimited Calling Plan

2. Terms and Conditions, cont'd.

- f. The Cox Business Unlimited Calling Package applies to voice grade traffic only. Cox reserves the right to terminate a Customer's Unlimited Local Usage and Intrastate Long Distance for Business plan for use with inappropriate non-voice traffic or violation of this tariff. It shall be the responsibility of the Customer to demonstrate to the Company that the usage is not in violation of the usage restrictions specified herein. Usage restrictions apply and may not be used in conjunction with the following:

- Business Trunks
- Ground start line or trunks
- ISDN services (ISDN Basic Rate or Primary Rate Services)
- PBX/PABX/EABX services
- PBX trunks
- Pay Telephone Lines
- Remote Call Forwarding Service

g. Rates and Charges

Monthly Recurring Charge*

\$20.00, **per line**

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*This charge does not include the Cox Business Line or Cox Centrex package rates.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service

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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.

- 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.

(N)

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service, cont'd.

1. Service Description, cont'd.

- E. Use of numbers: Each Company Toll-Free Service telephone number must be placed in actual and substantial use by the Customer. "Substantial use" shall mean a pattern of use that demonstrates an intent on the Customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the Customer, as indicated, for example, by at least 30 average monthly minutes of use or more. Any toll-free telephone number associated with the Company's Toll-Free Service that has not been placed in actual and substantial use during the first sixty (60) day period after service activation may be recovered upon written notice to the Customer. Nothing in this Section, or in any other provision of this tariff, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective Customers who have reserved toll-free telephone numbers hereunder or Customers who subscribe to and use the Company's Toll-Free Service or their transferee or assigns, any ownership interest or proprietary right in any particular toll-free number; however, upon placing a number actually and substantially in use, as defined above, the Company's Toll-Free Service Customers do have a controlling interest in this toll-free number(s). The Company Toll-Free Service Customers may retain the use of their toll-free number assignments, even following changes in their toll-free carrier and/or Responsible Organization.
- F. If a Customer places an order for the Company to carry Customer's already existing toll-free number service, the Customer shall provide to Company the contact names, telephone number and address of the Customer's Responsible Organization (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.

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LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service, cont'd.

(N)

1. Service Description, cont'd.

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 may elect to retain the Company as its Resp. Org. Where the Company serves as Resp. Org. for a non-Company Toll-Free Service Customer, a charge for Resp. Org. Service will apply as set forth in this Tariff.
- (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.

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service, cont'd.

1. Service Description, cont'd.

- H. It is the Customer's responsibility to provide answer supervision back to the Company point of connection even when the Company Toll-Free Service is connected to switching equipment or a Customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon delivery of the call to the Customer's switching equipment or communications system and ends upon termination of the call.
- I. In accordance with FCC regulations, ANI shall only be used for billing and collection, routing, screening, and completion of the originating subscriber's call or transaction or for service directly related to the originating subscriber's call or transaction.

The ANI shall not be reused or resold without first notifying the originating telephone subscriber and obtaining affirmative consent of the subscriber for reuse or resale.

Unless the originating subscriber has given consent for the reuse or resale, any information provided shall not be used for any purpose other than:

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

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service, cont'd.

2. Toll Free Service Termination

Customers who terminate service prior to the end of the service term as selected by Customer will be liable for a cancellation charge which shall be calculated as follows: Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the difference between the monthly rate for the service term selected by Customer and the rate for service applicable to the longest term plan for service the Customer could have satisfied prior to discontinuance and multiplying this difference by the number of minutes of service actually provided to Customer. All per-minute charges for each month shall be at the per-minute charge based on rate associated with Customer's highest MOU for the month. Cox bills in six-second increments and rounds up to the nearest six-second increment. If this Call Plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage as provided in this Section or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, which ever is greater.

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

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

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 4 - Interexchange Service

4.1 IntraLata Toll Service, cont'd.

4.1.6 Toll Free Service, cont'd.

3. Basic Service

Basic Service means Domestic Toll-Free Service established on the Company network providing termination for a call originated in the continental United States to a single Customer location either through switched or dedicated access. Nationwide Directory Assistance is a component of Basic Service.

A. Toll-Free Service Rates and Charges

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

Change Charge

Per-change: \$4.50

Per-Minute Charge: \$0.**15**

(I)

Per Number Charge¹: \$5.00

(N)

B. Toll-Free Directory Listing Service Rates and Charges

Toll-Free Directory Listing Service 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 \$35.00

Monthly Recurring Charge, per number \$14.50

¹ Maximum of \$25.00 per month.

(N)

LOCAL EXCHANGE SERVICE

SECTION 5 - Promotional Offerings and Service Guarantees

5.1 Promotional Offerings

The Company, from time to time and in compliance with all Commission regulations, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings will be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. The Company will advise the Commission of the terms and conditions of all promotions.

5.2 Service Guarantees

Satisfaction Guarantee

If a Residential Customer is not completely satisfied with Cox Digital Telephone Service within the first thirty-days (30), the Company will refund the first month's charges on the Primary Line, excluding local toll and long distance charges, features, taxes and fees.

On-Time Guarantee

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

LOCAL EXCHANGE SERVICE

SECTION 6 - Special Service Arrangements

6.1 Special Service Arrangements

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

Services offered on a case by case basis include, but are not limited to,:

DS-3, Digital Service level 3

Equivalent of 28 DS 1 channels, and operating at 44.736 Mbps, also called T-3.

OC-n, Optical Carrier-n

A SONET (Synchronous Optical Network) based application using optical signals in speeds beginning with OC-1 (51.840 Mbps) up to OC-48 (2.5 Gbps).

WAN, Wide Area Network

This network uses links provided by Cox facilities and/or other local telephone companies to connect disperse sites within the state.

LOCAL EXCHANGE SERVICE

SECTION 7 - Residential Assistance Offerings

7.1 Reserved

(T)
(D)

(M) Material relocated to Page 115.1, Obsolete Services Section.

(D)

LOCAL EXCHANGE SERVICE

SECTION 7 - Residential Assistance Offerings

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.1 Toll Restriction – Customer Initiated

Toll Restriction allows the Customer the flexibility to restrict both business and residential access lines and trunks from billable toll calls, but allows completion of local directory assistance calls. If a Customer attempts to dial a restricted toll call, the Customer’s call will be intercepted and an announcement will advise the caller of the toll restriction.

8.1.1 Terms and Conditions

- Where facilities and operating conditions permit, this service will be offered to both business access lines and trunks and residential access lines.
- Toll Restriction may prevent the completion of 1+ local calls.

8.1.2 Rates and Charges

	Monthly	Non-Recurring
Residence, per line	\$1.60	\$9.95
Business, per line	\$5.50	\$15.00

(I)

8.2 Miscellaneous Residential Services

8.2.1 Reserved

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.2.2 Reserved

(T/M)

(M)

(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 114.1.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.1 Emergency Locator Service

1. General

At the request of the Customer and upon the approval of the Company and at those prices set forth in the chart below, the Company will offer to the Customer certain Automatic Location Identification ("ALI") and/or Private Switch/Automatic Location Identification ("PS/ALI") services as an enhancement to its other 911 local service offerings. PS/ALI service provides E911 service features for stations that operate behind private switches, e.g., PBXs. Specifically, the PS/ALI service provides an automatic display at the Public Safety Answering Point (hereafter "PSAP") of the caller's telephone number and the address/location of the telephone. A Customer's PBX must be capable of providing the telephone number to the 911 system to identify the specific extension originating a 911 call. The Company's PS/ALI service provides a PBX 911 manager for "public safety/address location point" database management and the Customer is required to update databases using a web-based interface.

All telephone numbers that a customer desires to be included in the Company's PS/ALI service must be owned by the Company. Telephone numbers that are provided by a service provider other than the Company are not eligible for inclusion in this service.

2. Eligibility Requirements

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

- a. Customer will complete a customer profile ordering form (i) designating a single point of contact for all operational issues, (ii) supplying the necessary telephone number range(s) and PSAP, if multiple locations apply. Customer and Company shall validate telephone number ranges provided through any LEC dial tone provider(s) other than Company.
- b. Company will have up to thirty (30) business days to attempt to load the initial customer data after the receipt of acceptable data files from the customer. Should the initial load attempt fail due to the losing company's business practices, it shall be the customer's responsibility to negotiate with the losing company to release the numbers that are being transferred to Cox.
- c. Company will attempt to load additional numbers submitted on subsequent Load Forms within seven (7) business days following the receipt of a valid TNs but full assurance of meeting a seven (7) day timeline is **not** guaranteed.
- d. Customer is responsible for working with Company and any other LEC dial tone provider(s) to set up any required National Emergency Numbering Association identification codes (hereafter referred to as "NENA ID") for Customer's PS/ALI records.
- e. Customer is responsible for obtaining authorization from any LEC dial tone provider other than Company to insert and modify ALI records for the specified telephone number ranges in any regional E911 databases using the separate NENA ID assigned for PS/ALI records.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services, cont'd.

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8.3.1 Emergency Location Service, cont'd.

(N)

2. Eligibility Requirements, cont'd.

- f. Customer shall provide Company with a signed and properly authorized copy of a Letter of Agency (LOA) in favor of Company in the form requested by Company.
- g. In addition to any other fees charged by Company, Customer is responsible for any costs of any tasks related to setting up data exchange and obtaining user IDs and passwords for regional E911 databases. Customer must obtain any approval needed for Company to submit PBX records on its behalf to regional E911- database provider(s), including any approval that may be required by any government agency.
- h. In the event some of the automatic location identification records needed by Company to provision PS/ALI services are not "owned" by the Company, Customer shall obtain and provide to Company prior written consent from the E911 service provider to allow Company to use same without charge.
- i. If Customer is porting to Company a block of telephone numbers from another telephone company, Customer is responsible for working with the transferee LEC to port the main billing telephone number and all associated telephone numbers via the NENA standard unlock and migrate function codes through normal Service Order Input ("SOI") processing.
- j. If Customer discontinues dial tone services with Company or another provider, the use of PS/ALI services by Customer will be discontinued for the corresponding block of telephone numbers.
- k. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time:
 - Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version)
 - Internet access
 - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
 - Currently Apple/MAC browsers are not supported
- l. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.
- m. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token for Customer's use in meeting its responsibilities hereunder.

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(M) Material moved to 2nd Revised Page 106.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

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8.3.1 Emergency Location Service

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1. Eligibility Requirements

- n. 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.
- o. 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.
- p. Customer will migrate and update DID numbers and all other telephone numbers associated with this service through the PS/ALI Manager after the ILF. The web-based system permits Customer to maintain station level ALI identification records in the form of "move", "add," "change" or "delete" to pre-authorized Customer records identified by telephone number range on the PS/ALI Customer Profile Order Form.
- q. After validation and processing through the PS/ALI database system, Company will route updated telephone number records to the appropriate "E911 database" provider based upon the NPA/NXX on each record. Records processed by the Company will be transmitted to the appropriate E911 database provider(s) throughout the country.
- r. 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.
- s. The PS/ALI Manager's web-based interface offers a range of online reports to facilitate PBX management, allowing data to be sorted by address and telephone number range, and Customer is expected to use same and to be totally responsible for the accuracy of any information provided.

(N)

(M) Material moved to 3rd Revised Page 107.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.1 Emergency Location Service

1. Eligibility Requirements

- t. 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.
- u. 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.
- v. 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.
- w. As a condition to Company's obligation to initiate and continue PS/ALI services to Customer, Customer is obligated to deliver to Company and to continue in full force and effect the following:
 - a completed order form as required by the Company,
 - its authorization for NENA IDs and permission for insertion into ALI databases,
 - identification of Customer's PS/ALI program manager,
 - a completed and accurate ILF form,
 - a signed authorized executed letter of agency as described above,
 - a designated point of contact,
 - 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,
 - 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.

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(M) Material moved to 3rd Revised Page 107.

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

(T)

8.3.1 Emergency Location Service

(N)

1. Eligibility Requirements

- x. 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.
- y. 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.

2. Rates and Charges

The monthly recurring and nonrecurring charges assessed by the Company related to this service are as follows:

Monthly Recurring Charges	
One-to-One Recurring Charge, per Number	\$0.15
Many-to-One Recurring Charge, per Occurrence	\$5.00
Nonrecurring Charges	
Initial Load File Installation (more than 25 lines or telephone numbers	\$1,500.00
Initial Load File Installation Charge (less than 25 lines or telephone numbers	\$400.00

One-to-One Recurring Charge per Number – Customer elects to have every station number registered in the ALI database

Many-to-One Recurring Charge per Occurrence – Customer elects to associate multiple station numbers with a single number that will be registered in the ALI database

(N)

(M)

(M) Material moved to 1st Revised Page 110.

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.2 Reserved

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(M)

(M) Material moved to Original Page No. 117.8.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.3 Telecommunications Service Priority (TSP) System

(N)

1. General TSP Description

Cox TSP provides priority Cox services to Federal Government Agencies and authorized users for provisioning and restoration of services within defined critical and emergency situations. The Cox TSP System is designed to meet the requirements of the Federal Communications Commission (FCC) to expedite provisioning and restoration of mission-critical telecommunications services outlined under the Federal TSP Program and National Communications System (NCSD 3-1). Additional sources of reference for include:

1. National Communications System (NCS) Manual 3-1-1
2. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service user Manual"
3. National Communications System (NCS) handbook 3-1-2
4. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service Vendor Handbook

Priority Installation and/or Restoration of NS/EP telecommunications services shall be provided in accordance with part 64.401, appendix A, of the Federal Communications Commission's (FCC's) Rules and Regulations.

2. Qualifying TSP Service Categories

Cox Customers must meet specific categories regarding essential or emergency services in order to apply for NS/EP services. NS/EP qualified categories include the following four "Essential" categories outlined in NCSC 3-1, Section 15 plus an "Emergency" category:

- Category A - National Security Leadership
- Category B - National Security Posture and U.S. Population Warning
- Category C - Public Health, Safety and Maintenance of Law and Order
- Category D - Public Welfare and Maintenance of National Economic Posture
- Category E - Emergency (applicable for provisioning requirements only)

3. Service Level Priorities

Cox Services may be assigned priority levels of "1" (Highest) through "5" (lowest) with additional emergency (E) assignment of priority level as outlined in NCSC 3-1, Section 15. The OPT is responsible for ensuring that TSP assignments are not concentrated at one priority level. For additional information refer to NCSC 3-1-1, Section 2.5, figure 2-3.

Cox may provide sub-priority level assignments for own internal use as provided under NCSC 3-1, Section 15. Conditions may arise that deem it necessary to preempt one or more Customer services with a lower or no restoration priority in order to install or restore NS/EP telecommunications service of a higher priority. The Company will make reasonable effort to notify the Customer of the action being taken if such preemptive action is necessary. Customers who have their service levels impacted from this situation may qualify for credit for such services in accordance with the provisions for credits as specified in the Cox Local Exchange Service tariff section 2.

(N)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.3 Telecommunications Service Priority (TSP) System

(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)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.3 Telecommunications Service Priority (TSP) System

(N)

5. Applicable Cox Service Profiles

All TSP services are identified by specific "service profiles". The service profile defines the level of support to the portion of the telecommunications service that Cox owns and/or operates. The service profile is composed of the following element groups:

- Element Group A - Customer premises equipment. This may include Cox owned and/or managed routers, network interface devices and network termination equipment.
- Element Group B - Customer premises wiring. This may be included under the Cox Commercial Service Assurance Plan and/or separately contracted Customer premise construction.
- Element Group C - Operations. This is the actual service such as local dial tone service, Internet access, data transport, etc. provided by Cox.
- Element Group D - Technical Control Facility/Fault Detection/Isolation. This may be included under specific services contracted through Cox. Many Cox services are monitored for fault or failure by either our NOC (Network Operations Center) or SOC (Systems Operations Center). This may also include additional local service and troubleshooting.
- Element Group E - Service Testing. This may include Cox troubleshooting, initial provisioning circuit testing and/or maintenance testing during restoration.
- Element Group F - First service/Route Diversity. This may include first, or primary, services as well as diversity of Cox services provided through multiple routes, either virtual or real, provided by dual-route-builds into physical locations, BGP virtual routes over routers, SONET dual routing, etc.
- Element Group G - Facility/Site Access. This may include Cox co-located sites where Customer owned and/or maintained equipment or facilities reside, emergency access points for mobile communications vehicles, etc.

1. Specific Customer Information and Records

For Customers who obtain TSP System service, they acknowledge and consent to the provision of certain Customer service record information and/or Customer Proprietary Network Information (CPNI) by the Company to the National Communications System (NCS) in order for the NCS to maintain and administer the overall TSP System. This Customer service record information will include all relevant TSP System Service information and the TSP Authorization.

(N)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.3 Telecommunications Service Priority (TSP) System

2. 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, a Cox Customer must **provide this code to Cox with request for TSP.**

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(T)

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.

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

8.3.3 Telecommunications Service Priority (TSP) System

(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, trunk or circuit	\$85.00	N/A
Priority Restoration Level Implementation, per line trunk circuit	\$85.00	N/A
Priority Level Change, per line, trunk, or circuit	\$85.00	N/A
Administration and Maintenance of Priority Restoration, per line, trunk, or circuit	N/A	\$4.00
Labor, construction, special equipment, additional facilities, and other resources related to the delivery of service under TSP conditions.	ICB	ICB

(N)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

(N)

4. Reserved

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.3 Miscellaneous Business Services

(N)

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.4 Miscellaneous Residential Services

1 Reserved

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 114.2.

LOCAL EXCHANGE SERVICE

SECTION 8 - Miscellaneous Service Offerings

8.4 Miscellaneous Residential Services

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LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.1 Local Service Packages

1. Starter (Flat Rate Line) Charges

The term "flat rate service" denotes service where, for a stated monthly rate, unlimited calling is allowed to all other local exchange service lines in the local calling area in which it is furnished.

Starter (Flat Rate Line) Charge: \$20.00

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(M) Material appearing on this page previously appeared on 12th Revised Page No. 57.

(M) Material previously appearing on this page has been moved to Original Page 111.1.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

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9.1.2 Bundled Service Packages

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1. Cox Connection 100 Package¹

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The Cox Connection 100 Package is a bundled package of local and long distance telephone services. The Package includes one flat-rate Residential local access line; the Solutions feature package; 100 minutes of direct-dialed long distance service; the Simply Five Saving Plan and optional Voice Mail². The eligibility condition of the Simply Five Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Connection-100 Package:

- One (1) flat-rate residential local access line,
- The Solutions Feature Package,
- 100 minutes of direct-dialed Interstate² and intrastate long distance service additional minutes are at five cents per minute,
- The monthly recurring charge for the Simply Five Saving Plan is waived, and
- Voice Mail (optional)²

Rates and Charges

Monthly Recurring Charge (with or without Voice Mail): \$39.95
Non-recurring Charges³

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(M) Material appearing on this page previously appeared on 1st Revised Page No. 111.

¹ As of March 4, 2010, this service is obsolete and will no longer be available to customers that do not subscribe to this service prior to that date. Cox Residential Customers that subscribe to this service prior to March 4, 2010 will be grandfathered into this service until they cancel service or make a change to their account.

² Unregulated service under this Tariff.

³ Non-recurring Line Connection Charges as specified in 3.1.2.1 apply for initial service establishment, additional lines and transfers of service. Non-recurring Account Change Charges as specified in Section 3.1.2.1 apply to Customers upgrading to Cox Unlimited Connection Package on existing access lines.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.2 Bundled Service Packages

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2. Residential Measured Rate Options

Cox also offers to existing Residential Customers who currently subscribe to Cox Digital Telephone service who call in to disconnect their phone service citing the desire to use wireless telephone service only, a Measured Rate option. This option includes a basic line with 30 minutes of local calling for \$9.99 per month. Additional local minutes over the 30 minutes monthly allowance will be charged at \$0.50 per minute and will be capped at \$30.00 per month which includes the \$9.99 per month line charge. The following restrictions apply to this offer: (1) available only on the primary line; (2) customer must select Cox for long distance services; (3) customers are not eligible for domestic or international calling 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 offer is not eligible for bundle discounts, and (6) this offer is not available to customers already receiving reduced rate service.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.2 Bundled Service Packages

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3. Cox Unlimited Connection^(sm) Package with Solutions¹

Where facilities and operating conditions permit, the Cox Unlimited Connection^(sm) Package will be offered to Residential Customers. The Cox Unlimited Connection^(sm) Package is a bundled package of local and long distance telephone services. The Package includes one flat-rate Residential local access line, the Solutions Feature Package, unlimited Residential minutes of direct-dialed long distance service, and optional Voice Mail².

The following products and services are included in the package:

- One flat-rate residential local access line,
- The Solutions Feature Package,
- Unlimited residential minutes of direct-dialed Interstate² and Intrastate long distance service as defined in Section 4, IntraLata Toll Service, of this Tariff, and
- Voice Mail (optional)²

Rates and Charges

Monthly Recurring Charge (with or without Voice mail): \$54.95
Non-Recurring Charge³

¹ Multi-product discounts will apply as follows:
Customers shall receive a \$5.50 discount for each 2-product service subscription or \$11 discount for each 3-product service subscription of the Cox Affiliated Company's high-speed internet access² and/or Cable Service. For data services this would include Preferred or Premier Service, and for Cable Service, this would include Expanded Video or better.²

² Unregulated service under this Tariff.

³ Non-recurring Line Connection Charges as specified in 3.1.2.1 apply for initial service establishment, additional lines and transfers of service. Non-recurring Account Change Charges as specified in Section 3.1.2.1 apply to Customers upgrading to Cox Unlimited Connection Package on existing access lines.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.2 Bundled Service Packages

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3. Cox Essential I Package

The Cox Essential I Package is an optional offering for Residential Customers that includes a Residential Basic Line with Call Waiting and Caller ID calling features and is offered with or without Voice Mail¹ service. The Cox Essential I Package is available on up to two (2) lines at the same Customer locations.

Monthly Recurring Rate: \$25.00
(with or without Voice Mail¹)

Nonrecurring Charges²

4. Cox Preferred Package

The Cox Preferred Package is an optional offering for Residential Customers that includes a Residential Basic Line, the Solutions Feature Package, Simply 5, and Voice Mail¹. The eligibility condition of the Simply Five Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

Monthly Recurring Rate: \$35.95
Nonrecurring Charges²

5. CDT Essential Package

The CDT Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line and the CDT Essentials Pak which includes the following four (4) calling features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID. The CDT Essential pack is available on up to two (2) lines at the same Customer location for Customers who subscribe to:

- a. One flat-rated Residential Access Line; and
- b. Cox Long Distance for both the intra- and inter-LATA toll services on that same line and the CDT Essential Feature Pak.

Monthly recurring and non-recurring charges will apply as indicated below:

Monthly Recurring Charge: \$25.00
Nonrecurring Charge:³

If the Customer requests Toll Restriction then the Primary Interexchange Carrier (PIC) and ItraLATA Interexchange Carrier (LPIC) will be removed from the Customer's record. Charges and terms associated with Toll Restriction are as set forth in Section 8.1 preceding.

¹ Not regulated under this tariff.

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

³ Nonrecurring charges are set forth in 4.1.1.1.a.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.2 Bundled Service Packages

6. Cox Voice Premier Package

Where facilities exist and operating conditions permit, the Cox Voice Premier Package offers Residential Customers in Company's service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. The Cox Voice Premier Package includes One flat-rated Residential Access Line; Cox Long Distance Cox Long Distance¹ for both the intra- and inter-LATA toll services on that same line; the Premier Feature Pack; and Basic Voice Mail.

1. Terms and Conditions

- a. The applicable monthly recurring charge for the Cox Voice 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.
- b. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection 2 above.
- c. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection 2 above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- 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 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.
- e. 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, 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.
- f. 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 a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).
- g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.
- h. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

2. Rates and Charges

Monthly Recurring Charge: \$30.00

(M) Material appearing on this page previously appeared on 7th Revised Page No. 107.

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LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.2 Bundled Service Packages

7. Cox Voice Economy

Cox also offers to existing Residential Customers currently subscribing to Cox Voice service who express a desire to disconnect phone service, a package known as Cox Voice Economy. Cox Voice Economy is offered as a retention-only service for Residential Customers that includes a Residential Primary Line provisioned with Caller ID and Cox Long Distance for intra- and inter-LATA service.

Monthly Recurring Rate: \$18.40

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(M) Material appearing on this page previously appeared on 3rd Revised Page No. 110.8.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.3 Custom Calling Features

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Busy Line Redial: Allows a Customer to program his or her telephone to automatically redial a busy number. This feature is available on a per-line (monthly) basis or on a per-use basis.

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

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

Three Way Calling: Allows the Customer to conference in a third person to an existing call so all three people can speak together in the same conversation. This feature is available on a per-line (monthly basis) or on a per-use basis.

Solution Package: Provides the 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, Caller ID, Priority Ringing and Call Waiting ID. This feature package requires specialized Customer Premises Equipment.

Control Plus Package: Provides a Residential Customer with the following features: Call Waiting ID, Call Return, Caller ID, Call Waiting, and Priority Ringing. This feature package requires specialized Customer Premises Equipment.

A la carte Features	Monthly Rate	Per Use	NRC
Busy Line Redial		\$1.25	9.95
900/976 Blocking	N/C		N/A
Anonymous Call Rejection	\$0.99		N/A
Call Forwarding Remote Access	\$6.95		\$9.95
Call Number Block (per call block)	N/C		N/C
Call Return		\$2.00	\$9.95
Call Trace – per use		\$5.95	\$9.95
Call Waiting	\$9.00		\$9.95
Call Waiting ID	\$14.70		\$9.95
Caller ID	\$9.99		\$9.95
Distinctive Ringing	\$7.50		\$9.95
Three Way Calling		\$1.75	\$9.95
Ring Fax	\$6.00		\$9.95
Control Plus Feature Package	\$14.00		N/C
Solutions Feature Package	\$17.00		N/C
Premier Feature Pak	\$17.00		

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.4 Custom Calling Feature Packages

7. Cox Premier Feature Pak

Premier Feature Pak: Provides the Residential Customer with the following features: Anonymous Call Rejection, Busy Line Redial, Call Blocking, Call Forwarding, Call Return, Call Trace, Call Waiting, Call Waiting ID, Caller ID, HD Voice, Sim Ring, Selective Call Forwarding, Selective Call Rejection, Speed Dial 8 & 30, and Three-Way Calling. This feature package requires specialized Customer Premises Equipment and is only available to customers who subscribe to the Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

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(M) Material appearing on this page previously appeared on 4th Revised Page No. 64.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

9.1.5 Lifeline Assistance Plan

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The Lifeline Assistance Plan (Lifeline) assists low-income households/applicants by reducing their monthly costs for one telephone line per household at the principle place of residence.

9.1.5.1 Eligibility Requirements

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1. Applicant must participate in one of the following programs:
 - Medicaid;
 - Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
 - Supplemental Security Income (SSI);
 - Federal Public Housing Assistance (Section 8);
 - Veterans Pension Benefit.
2. In addition, applicants not participating in the programs listed above may still be eligible for Lifeline services if they are able to certify and furnish proof that their total gross annual income does not exceed 135% of the Federal Poverty Guidelines (FPG).
3. Applicant must request assistance by completing a Company provided form.
4. Proof of income, or proof of eligibility in any of the qualifying low income assistance programs listed above, should be provided to Cox at the time of application for service. The Lifeline discount will not be established until proof of eligibility has been received by Cox. If the Customer requests installation prior to Cox's receipt of such proof, the service requested will be provided, but without the Lifeline discount. Whenever eligibility documentation is provided subsequent to installation, the Lifeline discount will be provided on a going-forward basis.
5. The use or disclosure of information concerning Cox's Lifeline applicants and Customers is limited solely to purposes directly connected with the administration of the Lifeline Program and will be treated as highly confidential.
6. It is the Lifeline Customer's responsibility to notify Cox if the Customer ceases to be eligible for Lifeline service.

Lifeline eligibility will be verified periodically. If after verification a Lifeline Customer is identified as being ineligible, the Company will send the Lifeline Customer a written notice of discontinued eligibility. If no proof of eligibility is furnished to Cox within 60 days, the Customer's Lifeline discount will be discontinued. If proof is furnished to Cox, the Lifeline discount will be restored, on a going-forward basis.

9.1.5.2 Rates

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Customers meeting the eligibility requirements herein will have the End User Common Line Charge (EUCL) associated with the primary residential access line waived and receive a reduction in the CDT Starter Residential rate, described in Section 3.1.2.1(B) of this tariff. Such reductions will be based on the procedures mandated in the FCC Lifeline Rules at Section 54.403.

9.1.5.3 Additional Regulations

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No deposit will be required of a Lifeline Customer if the Customer subscribes to Toll Restriction. If a Customer does not elect Toll Restriction, regular deposit guidelines and regulations will apply.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

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9.1 Residential Services

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9.1.6. Residential Long Distance Plans

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A. Cox U.S. Savings Plan

This optional calling plan will provide Cox Residential Customers a competitively priced alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, the District of Columbia, American Samoa, Puerto Rico, U.S. Virgin Islands, Guam and CMNI. The plan is a flat \$0.07 per minute all day, every day on direct dialed state-by-state calls with a monthly recurring fee of \$3.95.

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B. Simply Five Savings Plan¹

This optional calling plan will provide Cox Residential Customers a competitively priced alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes direct-dialed calls that originate and terminate within the state and interstate calls, which include all 50 states, the District of Columbia, American Samoa, Puerto Rico, U.S. Virgin Islands, Guam and CMNI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate calls with a monthly recurring charge (MRC) of \$4.99.

C. Cox Nationwide 1,000 Minute Call Plan

General

Where facilities exist and operating conditions permit, the Cox Nationwide 1,000 Minute Call Plan 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.

Eligibility

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

- a. One flat-rated Residential Access Line,
- b. Premier Feature Pak,
- c. Cox Long Distance for both the intra- and inter-LATA toll services, and
- d. Voice Mail.

(M) Material appearing on this page previously appeared on 2nd Revised Page No. 101 and 2nd Revised Page No. 101.0.1.

¹ The MRC will be waived for Customers who subscribe to the CDT Premier Package. This does not include International or Directory Assistance Calls.

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LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.1 Residential Services

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9.1 Residential Services

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9.1.6. Residential Long Distance Plans

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C. Cox Nationwide 1,000 Minute Call Plan, cont'd

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Terms and Conditions

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

Rates and Charges

Monthly Recurring charge: \$18.73

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(M) Material appearing on this page previously appeared on 2nd Revised Page No. 101.0.1.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services

9.2.1 Cox Business Local Packages

. Monthly Recurring Charges - Business

<u>Local Line</u>	<u>Flat Rate Line Charge</u>
Primary Line	\$51.00
Additional Lines, each (up to 16 lines)	\$51.00

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(M) Material appearing on this page previously appeared on Original Page No. 58.

(M) Material previously appearing on this page has been moved to Original Page 116.1.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services

9.2.2 Cox Business Calling Plans

1. Cox Switched LD Solutions III

Cox Switched LD Solutions III is a one-, two-, three- or five-year term long distance direct dialed Business call plan. The call plan is available to new and existing Business Customers that choose Cox Local and Long Distance, both PIC and LPIC. The plan covers the 48 contiguous states. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls terminating in the 50 states and the District of Columbia will be billed in 6-second increments and rounded up to the next highest increment. All calls terminating in Canada, Puerto Rico and US Virgin Islands will be billed in 6-second increments with a 30-second minimum.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10/minute will be used to re-rate all usage charges up to the termination date.

Calls that originate and terminate in the State of Georgia will be assessed the following per-minute rate based on cumulative MOU's and term selected:

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

(M) Material appearing on this page previously appeared on Original Page No. 116.

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LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services

9.2.2 Cox Business Calling Plans

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2. Cox Switched LD Enterprise III

Cox Switched LD Enterprise III is a one-, two-, three- or five-year term direct dialed long distance Business call plan. The call plan is available to new and existing Business Customers that select Cox Local, Cox Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed Internet service. The plan covers the 48 contiguous states. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per minute. All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls terminating in the United States are billed in 6-second increments and rounded up to the next highest increment. All calls to Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

If the plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth above, Cox may re-rate Customer's usage during the term of the plan to the commitment rate properly chargeable based on the term length actually achieved by Customer up to the termination date. If service is terminated within the first year of the plan, the default rate of \$.10 per minute will be used to re-rate all usage charges up to the termination date.

Calls that originate and terminate in the State of Georgia will be assessed the following per-minute rate based on cumulative MOU's and term selected:

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

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.3 Cox Connect Trunk

(T)

1. Direct Inward Dialing (DID)

Provides the Business Customer with Direct Inward Dialing over a single analog connection which can carry one-way, inbound traffic.

A Customer who orders DID will be charged applicable Monthly Recurring Charges as specified below. Rates for a volume of Numbers greater than 100 will be provided on an individual case basis.

a. Rates and Charges

	Monthly Recurring
DID, per number	\$0.20
DID, Block (20 Numbers)	\$4.00
DID, Additional Block (20 Numbers)	\$4.00
DID Block (100 Line Numbers)	\$20.00

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.4 ISDN-PRI Service

(T)

1. General

ISDN-PRI Service is an optional form of local exchange access based on the Primary Rate Interface (PRI) arrangement of the Integrated Services Digital Network (ISDN). ISDN-PRI Service is a high-capacity access path for communications providing voice or data transmission over the public network.

2. Explanation of Terms

Circuit Switching

Circuit Switching is a switching technique in which an entire circuit or, in a digital switch equipped for ISDN, a specific selection of time slots, is dedicated to a given call.

ISDN Primary Rate Interface (PRI)

ISDN PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and business trunks. It can also be used as loop transport for circuit-switched data applications. ISDN PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses 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. In addition, ISDN-PRI provides the customer with the service capabilities and features described in this section.

Primary Rate Interface (PRI) Arrangement:

ISDN PRI Arrangement is a customer premises to central office service providing ISDN capabilities. The PRI arrangement consists of 23 "B" channels and one "D" channel or 24 "B" channels, which are defined as follows:

B Channel:

The B channel is a 64 kilobit per second (kbps) channel used for information transfer between users. The B channel may be used in conjunction with circuit-switched service.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.4 ISDN-PRI Service, Cont'd

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2. Explanation of Terms, cont'd.

D Channel:

The D channel is a 64 kilobit per second (kbps) channel that carries signaling and control for the B channels.

PRI Trunk Group:

A PRI Trunk Group is a group of channels which are designated as one of the following:

Incoming Exchange Trunk Group
Outgoing Exchange Trunk Group
Two-Way Exchange Trunk Group

Simulated Facility Group:

A Simulated Facility Group is a software defined register used to limit the number of simultaneous calls with specific attributes.

3. Service Capabilities

ISDN-PRI provides the capability to:

- a. Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- b. Where available, one D channel can control up to 20 PRI Interface Arrangements depending on facility capabilities. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- c. Allow B channels to be designated for specific services, such as Incoming Exchange Trunks, Outgoing Exchange Trunks and Two-Way Exchange Trunks, or optionally configure channels to access Incoming and Outgoing Exchange Trunks on a per call basis. Two-way Exchange Trunks may not be accessed on a Call-by-Call basis.
- d. Allow the user to have access to the directory number of the calling party.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.4 ISDN-PRI Service, Cont'd

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4. Conditions

Customers subscribing to ISDN-PRI must comply with ISDN Primary Rate Interface specifications as designed by the Company.

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the customer's responsibility to power and obtain such equipment.
- c. 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.
- d. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the ISDN-PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-channels to be controlled by a single D channel.
- e. Customers subscribing to ISDN-PRI must comply with ISDN Primary Rate Interface specifications as designated by the Company.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.4 ISDN-PRI Service, Cont'd

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5. Features

a. Back-up D Channel

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

b. Call-by-Call Service Selection

As an option to the Dedicated B Channel Configuration, B channels may be configured to access multiple services on a per call basis. The customer premises equipment signals the local central office as to what type of service to access for each call.

c. Calling Line Identification

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

d. PRI 2-B Channel Transfer

Allows the Customer's CPE (customer provided equipment) to accept a call from one user and, after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.

6. Application of Rates

a. The Trunk dial tone is included in the ISDN-PRI Service rates and charges.

b. The Trunk Usage rate (Flat or Msg) specified in the Local Exchange Services tariff apply, as appropriate, to each trunk provisioned on the ISDN-PRI Service using the circuit-switched voice arrangement.

c. Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. Tariffed DID trunk connection charges apply for each DID trunk provisioned on the ISDN-PRI Interface Arrangement.

d. Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.

e. Trunk hunting is included in the ISDN-PRI Service rates and charges.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.4 ISDN-PRI Service, Cont'd

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7. Rates and Charges*

	Nonrecurring Charge	Monthly Recurring Charge
Primary Rate Access Facility, each		\$125.00
Interface		\$90.00
B Channels (23), per B Channel		\$805.00
Installation	\$750.00	

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.5 Number Referral Service

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

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

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9.2.5.1 Rates and Charges

Basic Referral Service	Residence	Business
Primary Number		
- one 3-month period	N/C	N/C
Additional Number(s)		
- one 3-month period	N/C	\$15.00

9.2.5.2 Exceptions

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

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

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.6 Cox Office Solutions Pak

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The Cox Office Solutions Pak offers Business Customers a bundled package term plan of one, two and three year commitment. The package combines telephony services and the Cox-Affiliated Company's service for high-speed internet access. The services provided with this plan are:

- two (2) flat-rate business access lines,
- four (4) custom calling features per line from a select group of features as defined in 2, Customer Calling Features, following,
- a block of 200 minutes¹ per line of interstate and intrastate long distance calls, and
- the Cox-Affiliated Company's high-speed internet access service¹.

1. Business Access Lines

Business Customers that subscribe to the package will receive two (2) flat-rate business access lines. Additional lines requested by the Customer will be billed at the standard tariffed rate for business service.

2. Custom Calling Features

Business Customers that subscribe to the package will be offered four (4) features per line from the list below. The offer is limited to a total of eight (8) features provisioned on the two lines. If voice mail is selected, two custom calling features used with voice mail, Call Forward – Busy and Call Forward – No Answer, are required features to enable voice mail to function properly:

Call Forward	Three-Way Calling
Call Forward – Busy	Call Transfer
Call Forward – No Answer	Caller ID
Call Waiting	Voice Mail

3. 200 Minutes of Long Distance¹

The package includes a block of 200 minutes of interstate and intrastate long distance. The block of 200 minutes is associated with each Customer Account and will be pooled among the lines in the account. Any remaining minutes at the end of the billing period will be cancelled. The minutes will not rollover to the next month. Interstate calls in excess of the 200-minute block will be billed at 7 cents per minute. Intrastate calls will be billed at 10 cents per minute.

4. High-Speed Internet Access²

The package also includes Cox Business Internet cable modem service from the Cox-Affiliated Company.

5. Rates and Charges^{2, 3, 4}

Monthly Recurring Charges: \$67.90

¹ Unregulated services under this Tariff.

² Additional charges will apply for Internet Access¹ and will vary depending on bandwidth ordered.

³ Installation¹ charges are not included in this rate and may apply as applicable.

⁴ Charges will vary depending on term arrangement ordered.

LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.2 Cox Business Services, Cont'd

9.2.7 Reserved

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LOCAL EXCHANGE SERVICE

Section 9 - Obsolete Service Offerings

9.3 Reserved

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(D)

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9.4 Reserved

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