

COX IOWA TELCOM, L.L.C.
TERMS AND CONDITIONS SERVICE GUIDE ("SERVICE GUIDE")
APPLYING TO
LOCAL EXCHANGE SERVICES
WITHIN THE STATE OF IOWA

LOCAL EXCHANGE SERVICE

CHECK SHEET

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| 108.9 | Original | 119 | Original |
| 108.10 | Original | 120 | Original |
| 108.11 | Original | 121 | Original |
| 108.12 | Original | 121.1 | Original |
| 108.13 | Original | 121.2 | Original |
| 108.14 | Original | 121.3 | Original |
| 108.15 | Original | 121.4 | Original |
| 108.16 | Original | 121.5 | Original |
| 108.17 | Original | 121.6 | Original |
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| 108.20 | Original | 123 | 1 ST Revised |
| 108.21 | Original | 124 | 1 ST Revised |
| 109 | Original | 125 | 1 ST Revised |
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| 112* | 1ST Revised | 128 | Original |
| 113 | Original | 129 | Original |
| 113.1 | Original | 130 | Original |
| 113.2 | Original | 131 | 3 RD Revised |
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| 145* | Original | | |
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| 161* | Original | | |
| 162* | Original | | |
| 163* | Original | | |
| 164* | Original | | |
| 165* | Original | | |

(*) An asterisk indicates new or revised page.

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

| | Page |
|---|-------------|
| | |
| Check Sheet | 1 |
| Table of Contents | 5 |
| Explanation of Symbols | 7 |
| Application of Service Guide | 8 |
| SECTION 1 - Definitions | 9 |
| SECTION 2 - Regulations | |
| 2.1 Undertaking of the Company..... | 16 |
| 2.1.1 Scope | 16 |
| 2.1.2 Shortage of Equipment or Facilities..... | 16 |
| 2.1.3 Terms and Conditions | 17 |
| 2.1.4 Liability of the Company | 19 |
| 2.1.5 Notification of Service-Affecting Activities | 27 |
| 2.1.6 Provision of Equipment & Facilities..... | 27 |
| 2.1.7 Non-routine Installation | 29 |
| 2.1.8 Ownership of Facilities | 29 |
| 2.2 Prohibited Uses | 29 |
| 2.3 Obligations of the Customer | |
| 2.3.1 General | 30 |
| 2.3.2 Claims | 32 |
| 2.4 Customer Equipment and Channels | |
| 2.4.1 General | 33 |
| 2.4.2 Station Equipment..... | 33 |
| 2.4.3 Interconnection of Facilities | 34 |
| 2.4.4 Inspections..... | 35 |
| 2.5 Payment Arrangements | |
| 2.5.1 Payment for Service | 36 |
| 2.5.2 Billing and Collection of Charges..... | 38 |
| 2.5.3 Disputed Bills | 39 |
| 2.5.4 Advance Payments | 39 |
| 2.5.5 Deposits..... | 40 |
| 2.5.6 Discontinuance of Service..... | 45 |

LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS, cont'd.

SECTION 2 - Regulations, cont'd.

| | | |
|-------------|--|-----------|
| 2.6 | Allowances for Interruptions in Service | |
| 2.6.1 | Credit for Interruptions | 49 |
| 2.6.2 | Limitations on Allowances..... | 50 |
| 2.6.3 | Use of Alternative Service provided by the Company | 50 |
| 2.7 | Cancellation of Service | |
| 2.7.1 | Cancellation of Application for Service | 51 |
| 2.7.2 | Cancellation of Service by the Customer | 52 |
| 2.8 | Transfers and Assignments | 52 |
| 2.9 | Notices and Communications | 53 |
| 2.10 | Toll Service | 54 |
| 2.11 | Transfer of Credit Balances | 54 |

(N)

SECTION 3 - Service Descriptions

| | | |
|-------|--|-----|
| 3.1 | Local Exchange Service | |
| 3.1.1 | Service Area | 55 |
| 3.1.2 | Local Line/Calling Features | 59 |
| 3.1.3 | Cox Connect Trunk | 69 |
| 3.1.4 | Labor Rates | 73 |
| 3.1.5 | Centrex Service..... | 74 |
| 3.1.6 | ISDN-PRI | 88 |
| 3.2 | Directory Assistance..... | 98 |
| 3.3 | Operator Assistance | 99 |
| 3.4 | Reserved | 102 |
| 3.5 | Emergency Services (Enhanced)..... | 106 |
| 3.6 | Vanity Telephone Numbers | 106 |
| 3.7 | Telecommunications Relay Service (TRS). | 106 |
| 3.8 | IntraLATA Toll Service | 107 |
| 3.9 | Temporary Suspension of Service – Customer Initiated | 109 |
| 3.10 | Employee Discounts..... | 109 |
| 3.11 | Number Referral/Intercept Service..... | 110 |

SECTION 4 - Promotional Offerings..... 113

SECTION 5 - Individual Case Basis (ICB) Arrangements..... 114

SECTION 6 – Assistance Programs 115

SECTION 7 – Miscellaneous Services..... 117

LOCAL EXCHANGE SERVICE

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

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

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reduced rate.
- S - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.

LOCAL EXCHANGE SERVICE

APPLICATION OF SERVICE GUIDE

This Service Guide sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Cox Iowa Telcom, L.L.C., to Customers within the local exchange service area defined in Section 3.1.1.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions

Certain terms used generally throughout this Service Guide are defined below.

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

Advance Payment: Payment of all or part of a charge required before the start of service.

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

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

Business Service: Service to locations other than those included within the definition of Residential Service herein.

Cable Service: The service is defined as the basic service tier (BST). BST includes the local broadcast stations and any public, educational, and government programming required by the license agreement.

Call Forward Busy: Automatically routes incoming calls to a designated answering point when the called line is busy.

Call Forward 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 Forward Remote Access: Allows a Customer to change the forwarding of a call from a remote location by dialing in and pressing a series of codes.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

Call Forward Variable: Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.

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

Call Park: Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Pickup: Allows a User to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Trace: Allows a Customer who has been receiving harassing or annoying phone calls to have the number of the caller recorded for follow-up by appropriate law enforcement agencies.

Call Transfer/Consultation/Conference: Provides the capability to transfer or add a third party, using the same line.

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel: Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

Calling Number Delivery (Caller ID): Identifies the 10-digit number of the calling party.

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

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

Company: Cox Iowa Telcom, L.L.C., which is the issuer of this Service Guide.

Combination Service: Combo Service is defined as a residential Customer, who may qualify 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. The eligibility will continue so long as the Customer continues to purchase either service from the Cox Affiliated Company.

Conference/Six-Way: The User can sequentially call up to five other people and add them together to makeup a six-way call.

Cox: Cox Iowa Telcom, L.L.C., which is the issuer of this Service Guide.

Cox Affiliated Company: The term "Cox Affiliated Company" means a wholly-owned subsidiary of Cox Iowa Telcom, L.L.C.'s parent company, Cox Communications, Inc.

Customer: 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 Service Guide regulations.

Customer Group Dialing Plan: A dialing scheme shared by the members of a Customer group, such as 4 digit internal dialing.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

Dial Pulse (DP): The pulse type employed by rotary dial Station sets.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

Do Not Disturb: Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

Dual Tone Multi-Frequency ("DTMF"): The pulse type employed by tone dial station sets.

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

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

Holidays: New Year's Day, Martin Luther King's Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day.

Hunting: Routes a call to an idle station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

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.

Least Idle Trunk Selection (LIDL): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

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 Exchange Carrier: A company which furnishes exchange telephone service.

Mbps: Megabits, or millions of Bits, per second.

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

Most Idle Trunk Selection (MIDL): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

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

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

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

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

Repeat Dialing: Allows a Customer to dial the same number over again by pressing a specific code

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

Residential Service: Service to the following locations:

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

Resold Services: Local exchange services provided by the Incumbent Local Exchange Carrier and resold by the Company.

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 Service Order or this Service Guide, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

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

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

Shared Facilities: A facility or equipment system or subsystem which can be used simultaneously by several Customers.

Speed Call: Provides a User with the option to call selected directory numbers by dialing a one or two-digit code.

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

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

User: A Customer or any other person authorized by the Customer to use service provided under this Service Guide.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with two-way information transmission between points within the State of Iowa under the terms of this Service Guide.

Customers may use services and facilities provided under this Service Guide to obtain access to services offered by other service providers. The Company is responsible under this Service Guide 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 of 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 maintains the right to apply protective controls, such as call gapping, which selectively cancels the completion of traffic carried over its network, including the traffic associated with an End User's transmission to another carrier. In addition, the Company reserves the right to limit call duration when deemed necessary to prevent network degradation and to optimize network efficiency of its telephone service. The Company will incur no liability for call interruptions resulting from the Company's efforts to avoid such degradation.
2. The furnishing of service under this Service Guide is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable and other facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
3. The furnishing of service under this Service Guide 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 Iowa.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

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2.1.2 Shortage of Equipment of Facilities, cont'd.

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4. The Company also reserves the right to manage and replace its facilities as necessary, taking into account technology advances, equipment lifecycle, availability of equipment and replacement parts, and impending failure of equipment. Replacement of facilities under such circumstances may result in customers being required, for example, to change from circuit-switched voice services to packet-switched voice services. Where necessary for Cox to manage or replace facilities or at the customer's premise, customer must provide access as specified in Section 2.3.1 (Obligations of the Customer – General) of this tariff or face disconnection, providing reasonable written notice has been sent.

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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, in writing, on not less than 30 days' notice. Unless otherwise specified herein, for the purpose of computing charges in this Service Guide, a month is considered to have 30 days. All calculations of dates set forth in this Service Guide shall be based on calendar days, unless otherwise specified herein.
2. Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Service Guide. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
3. At the expiration of the initial term specified in each Service 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 Service Order and this Service Guide 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.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

4. In any action between the parties to enforce any provisions of this Service Guide, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award.
5. This Service Guide shall be interpreted and governed by the laws of the State of Iowa without regard for the State's choice of laws provisions.
6. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
7. 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 should not use, publish or advertise reserved numbers until service has been activated. Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines. Business Customers, who have fulfilled contract obligations and wish to transfer service type from Business to Residential, will be allowed to keep existing telephone number(s) and receive residential rates. Business Customers, who have not fulfilled contract obligations and switch service types from Business to Residential, will be issued new telephone number(s) when the service is transferred to a Residential Service type. Additionally, call intercept will not be deployed to inform the caller of the new Residential Service number(s).
8. 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 2.1.3.10 below.

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

(a)

- (b) Cox will provide a battery upon request at the then-prevailing retail price, plus shipping if applicable. The Customer may obtain batteries from sources other than Cox if available, but the Customer is responsible for ensuring that any battery obtained from another source is compatible with the Equipment. The Customer is responsible for installation of the battery and for monitoring the battery and determining when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced. (D)

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

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10. The Customer agrees to return to the Company all Company-provided 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.
 11. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct, space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to others on terms equivalent to those under which the company makes similar facilities under its control available to its Customers.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company

1. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omissions, shall be limited to the extension of allowances for interruption as set forth in Section 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
2. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Service Guide. 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 Service Guide, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

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.

3. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, Board, 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; hurricanes; storms; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
4. The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen..
5. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities, including service interruptions due to power outages and failure of batteries.
6. 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 any other party or person(s), and 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, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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.

7. The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
8. Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the Company's service against any claim, loss or damage arising from Customer's use of services furnished under this Service Guide, including: (1) claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; (2) patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and (3) all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to this Service Guide.

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. 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.
10. 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.
11. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, including batteries, facilities or services which are interconnected with Company services.

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.

12. 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.
13. 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

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.

13. (cont'd) 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, and notify the Customer that if such measures are not taken, or fail to produce satisfactory results, the Company may terminate service after a twenty-four (24) hour cure period.
14. With respect to Emergency Number 911 Service:
 - (a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits 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, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
 - (b) If the Customer does not purchase a battery for the eMTA or does not monitor the status of the battery and replace it when it no longer holds a charge, service, including 911 service, will not function during a household power outage. Even if customer has a battery for the eMTA, if customer only has a phone that requires electricity to operate (e.g. a cordless phone), access to 911 service will not be available during a household power outage.

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., cont'd.

- (c) Neither is the Company responsible 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, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company 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 emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.
- (d) For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while commercial power is available and during outages for the period when the battery is in operation.
- (e) **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.**

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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.

(f) Emergency Locator Service

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As set forth in Section 7.3 of this Service Guide, Cox offers Business Customers an Emergency Locator Service. Cox Business Customers who order this service acknowledge and understand 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.)

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.

(f) Emergency Locator Service, cont'd:

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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.

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.
16. In conjunction with a nonpublished 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 nonpublished 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 Service Guide, Customer acknowledges and agrees with the release of information as described above.
18. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

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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 will provide the Customer reasonable notification of service activities that may 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 notifications 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 Service Guide. 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 Service Guide, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Service Guide 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.
5. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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 may 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 Service Guide remains in the Company or a Cox Affiliated Company.

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 will require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Iowa Utilities Board regulations, policies, orders, and decisions.

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this Service Guide;
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 or other 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 2.3.1.3. 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.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

2.3.1 General, cont'd.

The Customer shall be responsible for:

- 6.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work; (T)
- 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 2.3.1.4 above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; (T)
- 8.** not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; (T)
- 9.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes; (T)
- 10.** allowing the Company, or its agent, access to the property, with no notice, to remove Company facilities and/or equipment when Customer has discontinued service; (T)
- 11.** providing the Company with written notification of any change in name, ownership or control; (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

2.3.1 General, cont'd.

The Customer shall be responsible for:

- 12.** ensuring that the Customer-provided equipment (CPE), such as Private-Branch Exchange (PBX) equipment, provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement; and, (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.

2.3 Obligations of the Customer, cont'd.

2.3.2 Claims

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

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels

2.4.1 General

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

2.4.2 Station Equipment

1. The Customer is responsible for providing and maintaining any terminal equipment on the Customer's (or authorized user's or joint user'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 2.6 following is not applicable.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels, cont'd.

2.4.2 Station Equipment, cont'd.

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.

2.4.3 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 Service Guides of the other communications carriers which are applicable to such connections.
3. Facilities furnished under this Service Guide may be connected to Customer provided terminal equipment in accordance with the provisions of this Service Guide.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels, cont'd.

2.4.4 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 2.4.2.2 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.

2.5 Payment Arrangements

2.5.1 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 30 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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements

2.5.1 Payment for Service, cont'd.

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. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.2 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. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 30 days after the invoice date.
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. A late payment charge of 1.5% will be assessed on any outstanding balance, which is not paid before the following billing date.
5. A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Iowa Utilities Board in accordance with the Board's rules of procedure.

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.

2.5.4 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 the Nonrecurring Charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Nonrecurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits

1. Applicants for service or existing Customers who cannot establish a satisfactory credit standing with the Company may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and 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. The deposit will not exceed an amount equal to:
 - (a) two month's charges for a service or facility which has a minimum payment period of one month and the estimated charges for usage-sensitive priced services for two months; or
 - (b) the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.
2. A residential applicant shall not be required to pay a deposit:
 - (a) When the Company, at its discretion, verifies that an applicant had previous service with Cox or a Cox Affiliated Company and the applicant has maintained satisfactory credit, the applicant would obtain service without a deposit or,

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

- (b) When the Company, at its discretion, verifies that an applicant had previous service with any telecommunications service provider in the State of Iowa for the same type of service within the last two years and the Company also verifies through regional and/or national data exchanges that the applicant's payment record was satisfactory, applicant would obtain service without a deposit. If the applicant had been delinquent in the payment of a telecommunications service provider account on more than two (2) occasions, presented a dishonored check for payment of a telecommunications service account or had service disconnected due to nonpayment as reported in the regional and/or national data exchanges within the past 12 months, the Company may require a deposit prior to delivery of telephone service; or
- (c) When the Company, at its discretion, verifies satisfactory credit information derived from a national credit bureau agency(s), the Company will not require a deposit or if applicant provides pertinent information to their credit standing in the form of one of the following:
 - 1.) By providing a written guarantee, acceptable to Cox,
 - 2.) By providing a cosigner or guarantor, acceptable to Cox.
- 3. The amount of the deposit for residential Customers shall not exceed an amount equal to two (2) months local exchange charges and/or two (2) months toll and other usage-based charges determined by actual or anticipated usage. The deposit for local charges billed in advance shall include only one (1) month's such charges.
- 4. When a residential Customer's deposit exceeds \$100, the Customer may arrange to make the payment over three billing periods. However, the Company may allow a residential Customer to extend the payments of any required deposit over a longer period of time to avoid undue hardship.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

5. A present end-user may be required to post a deposit as a condition of continued service if undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill, in two (2) out of the last twelve (12) billing periods or if the end-user has had service disconnected during the last twelve (12) months or has presented a check to Cox that was subsequently dishonored

Interest on cash deposits shall be paid by Cox at no less than the rate calculated as follows:

For all consumers deposits kept longer than 90 days, the interest rate shall be established the 1st day of January of each year to equal the average of the weekly percent annual yields of one (1) year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point. Such interest shall be calculated to December 1 of each year, and the payment shall be made by credit to Customers' account on the December billing or at the request of the Customer, the payment shall be made directly to the Customer.

6. If a refund of the deposit is made within one hundred eighty (180) days of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than one hundred eighty (180) days, 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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

7. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.
8. In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.
9. The amount of the deposit, with accrued interest, 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 (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.
10. If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund the Customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) premises to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit will be required unless otherwise permitted by these rules.
11. Cox shall automatically refund 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 twice; provided, however, that service has not been disconnected within the twelve (12) month period. 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. If the Customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsections 5. and 6. of this Section.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

12. Cox shall automatically refund the deposit for business service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. 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. Cox may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit. If the Customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsections 5 and 6 of this section.
13. Cox will keep records to show:
 - a) The name, account number, and address of each depositor.
 - b) The amount and date of the deposit.
 - c) Each transaction concerning the deposit.
14. Cox will issue a receipt of deposit to each applicant from whom deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.
15. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

16. Upon the sale or transfer of Cox or operating units thereof, the seller shall file, with the application of transfer, a verified list of the information in subsection (13) of this Section, and the unpaid interest thereon. The information provided shall be treated as confidential and shall not be available for public inspection unless ordered by the Iowa Utilities Board after notice and hearing.
17. 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.
18. In the case of a new Customer, the Company, at its discretion, may request a deposit of \$100.00 to cover toll usage. The Company may also impose toll control, where technically feasible, or a toll cap of \$100, as referenced in Section 2.10.

2.5.6 Discontinuance of Service

1. Cox may refuse service 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 end-users.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service (cont'd)

2. Cox may refuse service or terminate existing service to a Customer pursuant to the disconnect procedure provided below for any of the following reasons:
 - a) Nonpayment of a bill within the period prescribed by these Service Guides and/or nonpayment of a single bill within a multiple bill account.
 - b) Failure to make a security deposit as set forth in these Service Guides.
 - c) Violation of or noncompliance with any provision of law.
 - 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 Iowa Utilities Board.
 - f) Use in such manner as to interfere with service to other Customers.
 - g) Abandonment of the service.
 - h) Impersonation of another with fraudulent intent or other acts, whether real or perceived, to defraud the Company.
 - i) Use of service or facilities for a call or calls, in a manner reasonably expected to frighten, abuse, torment, or harass another.
 - j) Any other violation of the Company's regulations.

In an effort to protect itself and/or its Customers, the Company will, at its option, disconnect an End User's service without prior notice for violation of subsections (f) or (h) above.
3. Cox will provide documentation to the Customer upon request, indicating the reason(s) that service is being withheld.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 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 another 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 nonpaid account.
8. Cox will extend a payment arrangement to an applicant for a prior bill, unless the applicant has not fulfilled prior payment arrangements within the past twelve (12) months.
9. Cox will not refuse 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 provided the applicant enters into a deferred payment plan. Cox will not disconnect or suspend service without mailing or delivering a bill to the Customer for the amount due to Cox.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

10. Residential service cannot be disconnected for failure to pay a bill for a business service.
11. 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
12. Service will not be 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.
13. Cox will not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Iowa.
14. Cox may require each Customer whose service has been suspended for nonpayment of bills, to pay all amounts due for services or execute a deferred payment agreement, if offered before service is restored.
15. If there is an unresolved dispute pending with the Iowa Utilities Board concerning a bill and the Customer pays the undisputed portion of that bill, disconnection procedures shall be held in abeyance until the dispute is resolved.
16. Service to a Customer may be disconnected for any reason set forth by this Service Guide. Unless otherwise provided herein, service may be disconnected upon five (5) days written notice. For any other good cause shown, the Iowa Utilities Board may upon request of the Company order disconnection of service pending hearing with or without notice.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

17. Telephone Calls with Intent to Annoy:

- A. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
- B. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
- C. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.
- D. Prior to disconnection of service for calls described in parts A. and B. above, the Company will make reasonable effort to persuade the Customer placing such calls to cease all such activity. If such activity persists, the Company may, at its option, disconnect service. Prior to disconnection of service for calls described in part C. above, the Company may, at its option, refuse to transact business with the Customer except by written communication. If the Customer continues to engage in conduct set forth in section C above, the Company may, at its option, immediately discontinue service.
- E. For the purpose of this section 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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Allowances for Interruptions of Service

- 2.6.1 Credit for interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's Service Guides. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

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 Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Allowances for Interruptions of Service, cont'd.

2.6.2 Limitations on Allowances

No credit allowance will be made for:

1. interruptions due to the negligence of, or noncompliance with the provisions of this Service Guide 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.

2.6.3 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 Service Guide rates and charges for the alternative service used.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.7 Cancellation of Service

2.7.1 Cancellation of Application for Service

1. Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits the Customer to cancel 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 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.7 Cancellation of Service, cont'd.

2.7.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), 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 2.5.2, all costs, fees and expenses incurred in connection with:

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

2.8 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.

2.9 Notices and Communications

- 2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.9.3 All notices or other communications pursuant to this Service Guide 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 private delivery service.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.10 Toll Service

2.10.1 If a residential 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 or twice the actual monthly average of the individual Customer's charges, the Company will review the Customer's previous billing and payment history. If such review indicates that it is unlikely the Customer shall be able to pay such bill, the Company may contact the Customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the Company may require a security and/or payment of charges on the account to continue service. The Company may terminate service provided the Customer is given 48 hours advanced notice and the Customer makes no further attempt to secure and or pay the account in order to continue service. The 48-hour notification rule shall be waived and service will be terminated immediately in those situations where intentional Customer abuse of toll usage is evident.

2.10.2 If a Customer exceeds the average monthly toll charges of Company Customers in the same class of service and has exhibited a previous inability to pay such charges, the Company may impose toll control, where technically feasible, or a toll cap of \$100.00.

2.11 Transfer of Credit Balances

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

(N)
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(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

3.1 Local Exchange Service

3.1.1 Services/Service Area/Calling Areas

The Company's local telephone service provides a Customer with the ability to connect to the Company's switching network via a voice grade communications channel, and which provides the Customer:

- the ability to place or receive calls to any calling Station in the local calling area, as defined herein;
- access to enhanced 911 Emergency Service, or 911 Emergency Service, where available;
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-
- access to Operator Services;
- access to Directory Assistance for the local calling area;
- the ability to place or receive calls to 800/888 telephone numbers;
- access to Telephone Relay Service;
- privacy protection (e.g. per call blocking);
- touch tone;
- white pages directory listing in at least one annual local directory.

(D)
(D)

The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

The following exchange access services are offered by Cox:

Basic Residential Service (Local Residential Line)
Basic Business Service (Local Business Line)
PBX Service (Cox Connect Trunk)
Centrex Station Line Service
Centrex Network Access
ISDN Primary Rate Interface (ISDN-PRI)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

3.1 Local Exchange Service

3.1.1 Services/Service Area/Calling Areas (cont'd)

Where facilities exist and operating conditions permit, the Company concurs with the exchange and local calling areas as defined by Qwest Corporations' Exchange and Network Services Catalog, Section 5.1.1.E for the following Iowa exchanges: Carter Lake, Crescent, Council Bluffs and Underwood, where facilities exist.

The Company does not concur in the rates of Qwest Corporation. The Company's rates are set forth in Section 3, following. The Company reserves the right to cancel and make void the above concurrence statement, subject to the requirements of the Iowa Board, at any such time as it appears that such cancellation is in the best interest of the Company and/or its Customers.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Description

[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.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line

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

1. Custom Calling Features

Custom Calling Features are optional central office services furnished to individual line business and/or residence Customers. Custom Calling Features are available where the Company's facilities exist and operating conditions permit. (T)

(a) **FEATURE DESCRIPTIONS**

800 Call Block: Allows a Business Customer to block calls to 8XX based Toll-Free Numbers.

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

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

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 - 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.

HD (High Definition) Voice: Provides Residential Customers crystal clear conversations with reduced background noise. Requires CPE/Handset support for both calling and called parties. A standard call will be established if HD Voice is not supported.

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(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.(a) Custom Calling Features, cont'd.

Call Forwarding of Call Waiting: Provides the Customer the capability to forward unanswered waiting calls to a Customer-designated number by using the combined functions of Call Waiting and Call Forward - No Answer. An incoming call to a busy line first receives standard waiting treatment in which an audible tone is heard by the called party and audible ringing is heard by the calling party. If the call is not answered after a period of time equal to the time-out value of Call Forward - No Answer, the incoming call is given Call Forward - No Answer treatment and is forwarded to a subscriber designated number.

Call Number Block (per call block): Allows the party placing an outgoing call to have his or her call blocked from having his or her number sent.

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 caller recorded and kept by the Company. Customer must then file a complaint with appropriate law enforcement agencies. This feature is only available on a per use basis.

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

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

(N)
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(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.(a) Custom Calling Features, cont'd.

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

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

Distinctive Ring: Where facilities and operating conditions permit, this feature allows more than one directory number to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence.

Long Distance Alert: This feature helps increase the completion of toll calls by providing a distinctive call waiting tone (if the line is off-hook) or a distinctive ringing cadence (if the line is on-hook) that alerts the subscriber to an incoming long distance call.

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

Privacy Control: Unidentified callers are intercepted and asked to identify themselves or enter a personal identification number (PIN). If a correct PIN is entered, the call is immediately connected to the called party. If no PIN is entered, the calling party's recorded name is provided to the called party. The called party can then (1) accept the call, (2) forward the call to voice mail, or (3) send the caller to a recorded announcement.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2(a) Custom Calling Features

Remote Call Forwarding: Uses a telephone number and a central office switch to automatically forward all incoming calls dialed to the Remote Call Forwarding telephone number to a terminating telephone number (TN). If the terminating TN resides outside the local calling area, Cox's long distance service will carry and complete the toll call and all applicable Service Guide toll charges will apply. RCF is provided on condition that the Customer subscribes to a sufficient number of RCF paths to adequately handle calls to the RCF number without impairing other services offered by the Company. Charges for additional talk paths will apply per path for non-Cox RCF numbers.

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

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 may be forwarded to another number instead of being completed at the subscriber's telephone number. All other calls are completed as usual.

Selective Call Blocking: 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.

Six Way Calling: Allows the Customer to conference up to four lines to an existing call so all six can speak together in the same conversation. This feature is available on a per line (monthly) basis.

Speed Dialing 8 & 30: Allows a subscriber to preprogram up to eight or 30 telephone numbers, and then access these numbers with the simple touch of one or two digit on the telephone set.

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

3.1.2.(b) Custom Calling Feature Packages

Residential Feature Packages

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- **Premier Feature Pak:** Provides the Residential Customer with the following features: Caller ID Per Call Blocking, Call Return, Busy Line Redial, 3-Way Calling, Anonymous Call Rejection, Call Forwarding, Call Waiting, Call Waiting ID, Caller ID with Calling Name, Selective Call Forwarding, Selective Call Rejection, Speed Dial 8, Speed Dial 30, HD Voice and Simultaneous Ringing. This feature package is only available to Customers who subscribe to Cox Voice Premier Package.

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(M) Material moved to Page 137, Obsolete Services section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Local Line Rates and Charges

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), monthly Recurring Charges as specified in Sections 3.1.2.2.(a), (b) and (c) respectively.

| (a) Non-Recurring Charge | <u>Res.</u> (\$) | <u>Bus.</u> (\$) |
|--|-------------------------------------|-------------------------------------|
| Line Connection Charge (per first line) | * | * |
| Account Changes (per billing record change) | * | * |
| Line Restoral Charge (per line) | * | * |

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

* *

* Rates are available to Customers through Company's Customer Service and website.

Issue Date: October 18, 2017

Effective Date: October 18, 2017

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.2 Local Line Rates and Charges, cont'd.

(b) Monthly Recurring Charges—Residential Lines

Residential

Cox Standard Service Option

Flat Rate First Line

Cox Combination Service Option

First Line

Second Line

Additional Line(s)

(c) Monthly Recurring Charges—Business Lines

Business

Business Line/Trunk

Flat Rate ^{φφ}

Measured Rate Service

Rate per Minute

* Rates are available to Customers through Company's Customer Service and website.

^φ ISDN-BRI service is available where facilities exist and operating conditions permit. The rates and charges in section 3.1.2.2(c) apply in addition to a Monthly Recurring Charge of \$61.50 per facility and a Non-Recurring Charge of \$100.

^{φφ} Term discounts are available: a 5% discount for 12 through 35 months; an 8% discount for 36 through 59 months; and a 15% discount for 60+ months. If a Business Customer subscribes to the Cox Affiliated Internet Service, the following discounts will be applied to the MRC: for month-to-month service, 5%; for 12 through 35 months, 8%; for 36 to 59 months, 15%; for 60 months or more, 20%. If Customer selects a Term Agreement, the Service Guide rate in effect as of the date the Term Agreement will continue to be assessed throughout the term of the Agreement, regardless of any changes to tariffed rate. Non-Profit businesses, organized under IRS Code 501(c)3, are eligible to receive a 10% discount on monthly recurring charges for business access lines. Except for the Term Discount, above, the Non-Profit discount is not to be used with any other discount offer or promotion.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.2 Local Line Rates and Charges, cont'd.

| (d) Optional Features-Residential: (per line equipped) | <u>Res. Per</u> <u>Month</u> <u>(\$)</u> | <u>Per Use</u> <u>(\$)</u> | <u>NRC</u> <u>(\$)</u> |
|--|---|---|---|
|--|---|---|---|

Call Trace - per use

N/A

(M)

(M)

(M)

(M)

(M) Material relocated to Page 131, Obsolete Services section

* Rates are available to Customers through Company's Customer Service and website.

Issue Date: July 12, 2018

Effective Date: July 12, 2018

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

[Reserved For Future Use]

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.2. Local Line Rates and Charges, cont'd.

| (f) Optional Features-Business: (per line equipped) | Per Mo. (\$) | Per Use (\$) | NRC (\$) |
|---|-------------------------------|---|---------------------------|
| 8XX Blocking | * | * | * |
| 900/976 Blocking | * | * | * |
| Anonymous Call Rejection | * | * | * |
| Busy Line Redial | * | * | * |
| Call Forwarding | * | * | * |
| Call Forwarding - Busy | * | * | * |
| Call Forwarding - No Answer | * | * | * |
| Call Forwarding - Busy/No Answer | * | * | * |
| Call Forwarding - Remote Access | * | * | * |
| Call Forwarding of Call Waiting | * | * | * |
| Calling Number Block - per call | * | * | * |
| Call Return | * | * | * |
| Call Trace - per use | * | * | * |
| Call Waiting | * | * | * |
| Call Waiting ID | * | * | * |
| Caller ID | * | * | * |
| Distinctive Ring | * | * | * |
| Long Distance Alert | * | * | * |
| Priority Ring | * | * | * |
| Privacy Control | * | * | * |
| Remote Call Forwarding (RCF) | * | * | * |
| RCF (per additional path) | * | * | * |
| Ring Down Service | * | * | * |
| Selective Call Acceptance | * | * | * |
| Selective Call Forwarding | * | * | * |
| Selective Call Rejection | * | * | * |
| Six Way Calling | * | * | * |
| Speed Calling - 8 Numbers | * | * | * |
| Speed Calling - 30 Numbers | * | * | * |
| Three-Way Calling | * | * | * |
| Solution Package | * | * | * |
| Business Value Package | * | * | * |
| Business ID Package | * | * | * |
| Cox Office Assistant Package (COAP) | * | * | * |
| COAP (Additional lines/no voice mail) | * | * | * |

* Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Reserved

(M/T)

(M) Material moved to Page 138, Obsolete Services Section.

(M)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Reserved

(T)

(D)

(D)

(D)

LOCAL EXCHANGE SERVICE

3.1 Local Exchange Service, cont'd.

3.1.3.1(c) Reserved

(M/T)

* Rates are available to Customers through Company's Customer Service and website.

(M)

(M) Material moved to Page 139, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

(M/T)

(M)

(M) Material moved to Page 140, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

(M/T)

* Rates are available to Customers through Company's Customer Service and website.

(M)

(M) Material moved to Page 141, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5. Reserved

(M/T)

(M)

(M) Material moved to Page 142, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.2 Reserved

(M/T)

(M)

(M) Material moved to Page 143, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 144, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 145, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 146, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved Page 147, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 148, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 149, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 150, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 151, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M) Material moved to Page 152, Obsolete Service Section.

(M)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 153, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 154, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M)

(M) Material moved to Page 155, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5.4 Reserved

(M/T)

(M) Material moved to Page 156, Obsolete Service Section.

(M)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5. Reserved

(M/T)

(M)

(M) Material moved to Page 157, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5. Reserved

(M/T)

(M)

(M) Material moved to Page 158, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5. Reserved

(M/T)

(M)

(M) Material moved to Page 159, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

5. Reserved

(M/T)

(M)

(M) Material moved to Page 160, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

(M/T)

(M)

(M) Material moved to Page 161, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 162, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 163, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 164, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 165, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 166, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 167, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 168, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 169.

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

- 3.2.1 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 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 is limited to sent-paid calls from the Customers' local exchange service.

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.

Credit Cards: Provides the Customer with the capability to place a call using a credit card with the assistance of an operator. (C)
(C)

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

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

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

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.

| | | |
|--|---|-----|
| Third Number Billing (Operator Dialed) | * | |
| Third Number Billing (Customer Dialed) | * | |
| Credit Card (Operator Dialed) | * | (C) |
| | * | (D) |
| Collect Calling (Operator Dialed) | * | |
| Collect Calling (Customer Dialed) | * | |
| Person to Person (Operator Dialed) | * | |
| Person to Person (Customer Dialed) | * | |
| Station to Station (Operator Dialed) | * | |
| General Assistance | * | |

3.3.2 Reserved:

* Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.3 Operator Assistance, cont'd.

3.3.2 Reserved:

(D/T)

(D)

* Rates are available to Customers through Company's Customer Service and website.

Issue Date: February 11, 2015

Effective Date: February 11, 2015

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Reserved

(D) Remove Directory Listings

Issue Date: July 1, 2014

Effective Date: July 1, 2014

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Reserved

(D) Remove Directory Listings

Issue Date: July 1, 2014

Effective Date: July 1, 2014

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Reserved

(D) Remove Directory Listings

Issue Date: July 1, 2014

Effective Date: July 1, 2014

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Reserved

(D) Remove Directory Listings

Issue Date: July 1, 2014

Effective Date: July 1, 2014

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.5 Emergency Services (911 and Enhanced 911)

Allows Customers to reach appropriate emergency services including police, fire and medical services. Regular 911 routes to a centralized answering point from which the appropriate emergency services are ordered. 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 Vanity Telephone Numbers

At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3.

The following charges will apply for Vanity Telephone Numbers:

| | Non-Recurring (per number) | Monthly Recurring (per number) |
|-------------|-------------------------------|-----------------------------------|
| Residential | | |
| Business | | |

3.7 Telecommunications Relay Service (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state Telecommunications Relay Service (TRS) provider to complete such calls. Calls placed through the TRS are billed at a discounted rate.

* Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.8 Reserved for future use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.9 Temporary Suspension of Service - Customer Initiated – Seasonal Saver Plan

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

3.9.1 Terms and Conditions

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- The full service rate will apply, if service is restored within 30 days after the date beginning the suspension of service.
- If the service is suspended for a period of 31 days or longer, the reduced rate will apply. The normal monthly recurring rates will be suspended and replaced by the reduced rate. Contact Company Customer Service Representative for details.
- Customers may suspend service for a minimum of 30 days to a maximum of 9 months. Customers may go on seasonal status twice per calendar year with a minimum of 30 days between occurrences. After nine consecutive months, or after a total of nine months within a calendar year, services are subject to return to full billing as subscribed to prior to the seasonal saver suspension of service.
- Customers on Seasonal Service are unable to reach emergency services by dialing 911.

3.9.2 Rates and Charges

| | <u>NRC</u> | <u>Monthly</u> |
|--------------------------------|------------|----------------|
| Residential Customer, per line | * | * |
| Business Customer, per line | * | * |

3.10 Employee Discounts

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

* Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.11 Reserved

(M/T)

(M)

(M) Material moved to Page 170, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.11 Reserved

(M/T)

(M)

(M) Material moved to Page 171, Obsolete Service Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.11 Reserved

(M/T)

(M)

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

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services, which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings will be submitted to the Iowa Utilities Board. The promotional period will be limited as to the duration, not to exceed 90 days, the date and times of the offerings and the locations where the offerings are made.

4.2 Three Months Free MRC

1. Description

During the promotional period, new Residential Customers, who subscribe to a primary and/or second line, any feature package (Active Lifestyle, Control Plus or Solutions Packages), or voice mail, and subscribe to a Cox-Affiliated Company's high-speed internet service or Digital Cable service, are eligible to receive the telephony services above free (waiver of the monthly recurring charges) for the first three months of service plus a waiver of nonrecurring charges.

2 Terms and Conditions

1. The promotional period begins September 28, 2003 and ends December 31, 2003.
1. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
2. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings

4.3 VIBE (Very Important Business Exchange) Promotion

1. Description

During the promotional period, new **Business** Customers, who are friends and family of Cox employees, or prospective Customers that have been contacted by Cox through telephone or direct sales channels, and subscribe to a minimum thirty-six month term agreement for Business Line(s) will be eligible to receive half off the Monthly Recurring Charge (MRC) for the first six months, plus waiver of the non-recurring charges. The maximum service credit allow under this promotion is limited to \$1,000 total discount.

2. Terms and Conditions

1. The promotional period begins May 28, 2007 and ends December 31, 2007.
2. The Business Customer must subscribe to a minimum term of 36 months to be eligible for this promotion.
3. The promotion will be offered through employees, direct sales and telemarketing.
4. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
5. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

4.4 Reserved

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.5 Term Commitment Promotion

1. Description

During the promotional period, new Cox Business Services Customers, who subscribe to a term commitment of at least twenty-four months, are eligible to receive a credit for one month's MRC for each line for each year of the term commitment plus waiver of the non-recurring charges associated with the business lines. Credits will be issued at the beginning of each new twelve month period (i.e., a five year term commitment would generate a credit of five MRC's for each new business line provisioned and would be issued in the first, thirteenth, twenty-fifth, thirty-seventh and forty-ninth month).

2. Terms and Conditions

1. The promotional period begins September 9, 2005 and ends October 31, 2005.
2. Contract renewals are not eligible under this promotion, new Business Customers only.
3. Cox Connect 1.5 service is not eligible to receive the discount under this promotion, POTS business lines only.
4. If Customer terminates service prior to term expiration, any discounts received under this promotion will become immediately due and payable along with early termination charges in section 2.7.2 of this Service Guide.
5. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments and surcharges apply.
6. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.6 20% Off MRC and Free Activation

1. Description

During the promotional period, new Residential Customers, who subscribe to Cox Digital Telephone service through the direct sales group, are eligible to receive a twenty percent discount off the Monthly Recurring Charge for a primary line, any feature package, or any Cox Connection Package for eighteen (18) months plus free activation on access lines, feature packages (Active Lifestyle, Total Control, Control Plus or Solutions Packages).

2 Terms and Conditions

1. The promotional period begins September 9, 2005 and ends December 31, 2005.
2. Offer may not be used in conjunction with any other promotion.
3. The Monthly Recurring Charge associated with the services above does not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
4. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.7 Two Months @\$19.95 Promotion

1. Description

During the promotional period, new Business Customers, who subscribe to a minimum twenty-four month term, will be eligible to receive a discount off the monthly recurring charge (MRC) for the first two (2) months of service on their business access line(s) including any features or feature packages and voice mail plus a waiver of the non-recurring charges associated with the business line(s). The promotional MRC for the first two months of service for each line is \$19.95. After the first two months of service, Service Guide rates will apply.

2. Terms and Conditions

1. The promotional period begins September 9, 2005 and ends October 31, 2005.
2. A new Business Customers is defined as Customer that has not had telephone service with Cox Iowa Telcom, L.L.C. prior to this promotion.
3. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
4. If Customer terminates service prior to term expiration, any discounts received under this promotion will become immediately due and payable along with early termination charges in section 2.7.2 of this Service Guide.
5. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.8 CBS Summer Promotion

1. Description

During the promotional period, new Business Customers, who subscribe to at least a 24 month term commitment, are eligible to receive a credit for two month's MRC for each Business line of the term commitment and waiver of the non-recurring charges associated with the Business line(s) if bundled with the Cox Affiliated Company high speed Internet service provider. The two-month credit would be reflected on the bill in the first month of service.

2. Terms and Conditions

1. The promotional period begins July 28, 2006 and ends September 30, 2006.
2. Contract renewals are not eligible under this promotion, new Business Customers only.
3. If Customer terminates service prior to term expiration, any discounts received under this promotion will become immediately due and payable along with early termination charges in section 2.7.2 of this Service Guide.
4. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, and surcharges apply.
5. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Utilities Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.9 Competitive Response Promotion

1. Description

During the promotional period, an existing Residential Customer, who receive an offer from another local exchange carrier but continue their subscription to Cox Digital Telephone service, is eligible to receive a fifteen percent (15%) discount off the monthly recurring charge on their primary access line for six (6) months.

2. Terms and Conditions

1. The promotional period begins September 17, 2005 and ends February 28, 2006.
2. Offer cannot be used in conjunction with any other promotions.
3. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
4. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.10 Share the Happiness Referral Offer

1. Description

During the promotional period, a Residential Customer (the "Referring Party") may be eligible to receive a credit for the Monthly Recurring Charge (MRC) associated with their primary line and custom calling features when they refer a potential new customer (the "Referred Party") that subscribes to, and is installed with, Cox Digital Telephone as outlined in the terms and conditions below. All fees, taxes, charges, and surcharges apply.

2 Terms and Conditions

1. The promotional period begins September 17, 2005 and ends December 31, 2005.
2. The MRC for this promotion is defined as the monthly recurring charges associated with the primary access line (one access line only) and the monthly recurring charges associated with any custom-calling feature associated with the primary access line, except for Voice Mail and Remote Call Forwarding. The promotion specifically excludes all usage charges, all charges associated with intrastate, interstate, and international long distance usage charges and any monthly recurring charges in connection with optional long distance calling plans.
3. The Referred Party must reside within the Cox Digital Telephone serviceable area. Referred Parties, who have received Cox Digital Telephone service within the past 45 days of the date of the referral, are ineligible. Only one referral per new customer. This promotion may not be combined with any other promotional offer.
4. To qualify for the credit, a Share the Happiness Coupon must be submitted within thirty days of the Referred Party's Cox Digital Telephone installation date. The coupon must be submitted: (1) to the Cox installer at install, (2) submitted online via: www.cox.com. The Share the Happiness coupon must include (i) the Referring Party's first and last name, home address, city, state and zip code, contact phone and email address, and (ii) the Referred Party's first and last name, home address, city, state and zip code, contact phone and email address. This offer is not valid if a Share the Happiness coupon is not submitted, is incomplete, or is otherwise deemed invalid by Cox.
5. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.11 Two Months Free Promotion

1. Description

Upon request, new Residential Customers that subscribe to Cox Digital Telephone (CDT) service during the promotional period will receive the primary line, any feature package or a Cox Connection Package free for two months (monthly recurring charges only), plus free installation. All taxes, surcharges, usage and non-recurring charges apply.

2. Terms and Conditions

1. The promotional period begins September 17, 2005 and ends December 31, 2005.
2. New Residential Customers only.
3. The promotion will be offered through direct sales only.
4. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
5. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.12 Online Promotion

1. Description

During the promotional period, Residential Customers, who subscribe to Cox Digital Telephone via the cox.com online order site are eligible to receive a primary line and/or any feature package (Active Lifestyle, Control Plus, Call Manager, Total Control or Solutions Package) for \$14.95 for the first three months of service plus waiver of the installation charge.

2 Terms and Conditions

1. The promotional period begins September 17, 2005 ends November 30, 2005.
2. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
3. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.13 Employee's Friends and Family Promotion

1. Description

During the promotional period, new Residential Customers, who are friends and family of Cox employees, and subscribe to a primary line will be eligible to receive half off the monthly recurring charge for the first six months, plus waiver of the non-recurring charges on the following services: (1) the primary access line, (2) any feature package, or (3) any Connection package.

2. Terms and Conditions

1. The promotional period begins September 17, 2005 and ends December 31, 2005.
2. The promotion will be offered through employees only.
3. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
4. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings, cont'd.

4.13 Competitive Response Promotion

1. Description

During the promotional period, an existing Residential Customer, who receive an offer from another local exchange carrier and is currently subscribed to a Cox Affiliated Company's service and continues their subscription to Cox Digital Telephone service, is eligible to receive a thirty percent (30%) discount off the monthly recurring charge on their primary access line for six (6) months.

2. Terms and Conditions

1. The promotional period begins September 17, 2005 and ends February 28, 2006.
2. Offer cannot be used in conjunction with any other promotions.
3. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments, and surcharges apply.
4. The Company reserves the right to discontinue the offer, upon 14 days notice to the Iowa Board.

LOCAL EXCHANGE SERVICE

SECTION 5 - Individual Case Basis (ICB) Arrangements

Arrangements will 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 Service Guide. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

LOCAL EXCHANGE SERVICE

SECTION 6 – Telephone Assistance Programs

6.1 Reserved

(D/T)

(D)

LOCAL EXCHANGE SERVICE

SECTION 6 – Telephone Assistance Programs

6.2 Reserved

(M/T)

(M)

(M) Material relocated to Obsolete Service Section, Page 135.

LOCAL EXCHANGE SERVICE

SECTION 6 – Telephone Assistance Programs

6.2 Reserved

(M/T)

(M)

(M) Material relocated to Obsolete Service Section, Page 136.

Issue Date: July 1, 2019

Effective Date: July 1, 2019

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.1 Toll Restriction

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

7.1.1 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.

(D)

7.1.2 Rates and Charges

| | <u>NRC</u> | <u>Monthly</u> |
|-----------------------------|------------|----------------|
| Business, per line or trunk | * | * |
| Residence, per line | * | * |

* Rates are available to Customers through Company's Customer Service and website.

Issue Date: July 1, 2019

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.2 Telecommunications Service Priority (TSP) System

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 Guide section 2.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

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

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.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

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

5. Applicable Cox Service Profiles, cont'd.

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

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

6. Specific Customer Information and Records

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

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

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

7. Qualification Process

A potential TSP user must request a TSP assignment from the OPT (Office of Priority Telecommunications) located at the NCS (National Communications System). If the OPT approves a Cox Customer request, a TSP assignment will be forwarded back to the Customer in the form of a 12 digit TSP Authorization Code (NCSC 3-1-1, Section 2.4 for additional details). To obtain priority provision and/or restoration of a qualifying Cox service this code must be provided to Cox with customer request for TSP.

8. Rate Applications

The rates contained herein apply only to direct charges associated with the Cox TSP System. Rates for specific telecommunications services and products are covered under the current Cox Local Exchange Service Guide and may include recurring monthly charges, non-recurring charges, construction charges and mileage sensitive charges are outlined in the Cox Service Guide 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.

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.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 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 service shall satisfy the following obligations to Company:

- a. Customer will complete a customer profile ordering form (i) designating a single point of contact for all operational issues, (ii) supplying the necessary telephone number range(s) and PSAP, if multiple locations apply. Customer and Company shall validate telephone number ranges provided through any LEC dial tone provider(s) other than Company.
- b. Company will have up to thirty (30) business days to attempt to load the initial customer data after the receipt of acceptable data files from the customer. Should the initial load attempt fail due to the losing company's business practices, it shall be the customer's responsibility to negotiate with the losing company to release the numbers that are being transferred to Cox.
- c. Company will attempt to load additional numbers submitted on subsequent Load Forms within seven (7) business days following the receipt of a valid TNs but full assurance of meeting a seven (7) day timeline is guaranteed.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

- d. Customer is responsible for working with Company and any other LEC dial tone provider(s) to set up any required National Emergency Numbering Association identification codes (hereafter known as "NENA ID") for Customer's PS/ALI records.
- e. Customer is responsible for obtaining authorization from any LEC dial tone provider other than Company to insert and modify ALI records for the specified telephone number ranges in any regional E911 databases using the separate NENA ID assigned for PS/ALI records.
- f. Customer shall provide Company with a signed and properly authorized copy of a Letter of Agency (LOA) in favor of Company in the form requested by Company.
- g. In addition to any other fees charged by Company, Customer is responsible for any costs of any tasks related to setting up data exchange and obtaining user IDs and passwords for regional E911 databases. Customer must obtain any approval needed for Company to submit PBX records on its behalf to regional E911- database provider(s), including any approval that may be required by any government agency.
- h. In the event some of the automatic location identification records needed by Company to provision PS/ALI services are not "owned" by the Company, Customer shall obtain and provide to Company prior written consent from the E911 service provider to allow Company to use same without charge.
- i. If Customer is porting to Company a block of telephone numbers from another telephone company, Customer is responsible for working with the transferee LEC to port the main billing telephone number and all associated telephone numbers via the NENA standard unlock and migrate function codes through normal Service Order Input ("SOI") processing.
- j. If Customer discontinues dial tone services with Company or another provider, the use of PS/ALI services by Customer will be discontinued for the corresponding block of telephone numbers.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

- k. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time:
 - Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version)
 - Internet access
 - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
 - Currently Apple/MAC browsers are not supported
- l. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.
- m. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token for Customer's use in meeting its responsibilities hereunder. Customer will provide Company with a spreadsheet containing the telephone numbers, names, and site-specific PBX information for initially loading the records into the PS/ALI database. A PS/ALI Initial Load File ("ILF") form will be provided to the Customer to provide Company with the required ILF fields and format information for the initial build of telephone number records into Company's system. Company will validate that the numbers submitted by the customer are owned by the Company but is not otherwise required to manipulate and/or change any of the data provided in the ILF on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information via the ILF form. The Customer may submit the first ILF data form to the Company without additional charge. Customer will incur additional charges for any subsequent ILFs required.
- n. Company will attempt to correct only MSAG errors, that is, "701" errors (house number out of range in MSAG) and "709" errors (street not found in MSAG). MSAG related errors that Company is unable to correct will be forwarded to Customer for correction. All other error types detected either by validation against Company databases or against other host ALI databases, will also be returned to Customer for correction. This includes errors that occur during the Initial Load File build and errors occurring after the initial load. Error records will be returned 'as is' to Customer.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

- o. Customer will migrate and update DID numbers and all other telephone numbers associated with this service through the PS/ALI Manager after the ILF. The web-based system permits Customer to maintain station level ALI identification records in the form of "move", "add," "change" or "delete" to pre-authorized Customer records identified by telephone number range on the PS/ALI Customer Profile Order Form.
- p. After validation and processing through the PS/ALI database system, Company will route updated telephone number records to the appropriate "E911 database" provider based upon the NPA/NXX on each record. Records processed by the Company will be transmitted to the appropriate E911 database provider(s) throughout the country.
- q. Telephone numbers that are transported outside of Company's defined operational jurisdictions, either on a temporary or permanent basis, may not be routed to the proper PSAP and customer will assume any and all risk associated with this condition.
- r. The PS/ALI Manager's web-based interface offers a range of online reports to facilitate PBX management, allowing data to be sorted by address and telephone number range, and Customer is expected to use same and to be totally responsible for the accuracy of any information provided.
- s. For day-to-day management processing matters, Customer should contact its designated Company data analyst. Company analysts provide routine support services Monday through Friday during normal business hours (8:00 a.m. – 5:00 p.m. Mountain Time), excluding Company-observed holidays.
- t. Company will provide training to Customer at a mutually agreed-upon date and time. This training will include training on the use of the web-based services. Company will provide one training class, for a maximum of two (2) hours, via a telephone conference call to a maximum of two (2) attendees. Company will provide a maximum of two (2) copies of training course materials to attendees of the training conference call described herein.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

- u. If Customer decides to discontinue dial tone service with Company or any other LEC providing services to the Customer, then Customer shall immediately notify the assigned Company data analyst in writing that a designated telephone number range will discontinue dial tone services stating the identification of the LECs including Company associated with those numbers. Such notification must be received by Company forty five (45) days in advance. It is the Customer's responsibility to communicate with Company and any other affected LECs regarding the discontinuation and within twenty (20) days of providing the notice set forth above, Customer must either delete all records through the normal SOI update process or instruct Company to unlock all such records. After all records are deleted or unlocked, Company may deny Customer account access. After thirty (30) days, the account access will be denied regardless of option chosen.
- v. For Customer requests that are beyond the scope of the deliverables outlined in this Service Guide, Customer may submit a change request ("Change Request") form to Company and Company at its option may accept the requested change and/or propose additional charges to Customer for same.
- w. Any and all PS/ALI system problems that Customer experiences shall be immediately reported to Company without delay. Notwithstanding the foregoing, any Internet Explorer problems experienced by Customer while using PS/ALI should be reported to the browser manufacturer.
- x. As a condition to Company's obligation to initiate and continue PS/ALI services to Customer, Customer is obligated to deliver to Company and to continue in full force and effect the following:
 - a. a completed order form as required by the Company,
 - b. its authorization for NENA IDs and permission for insertion into ALI databases,
 - c. identification of Customer's PS/ALI program manager,
 - d. a completed and accurate ILF form,
 - e. a signed authorized executed letter of agency as described above,
 - f. a designated point of contact,
 - g. evidence sufficient to Company that the Customer has obtained authorization from any and all LEC dial tone providers to insert and modify ALI records for the specified telephone number ranges,
 - h. and complete and accurate information about its PBX equipment sufficient to establish that the equipment has the capability to forward ANI information to the selective router in accordance with LEC and local requirements.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.3 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

- y. Company may request from time to time additional information from Customer and Customer shall promptly and within any time period stated respond to any such request.
- z. At any time and from time to time, Company may assign or delegate some or all of its rights and responsibilities hereunder to any qualified provider of PS/ALI services or support and Customer agrees to cooperate fully with any agent, assignee or delegate of Company in furtherance of Company's provision of PS/ALI services.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.4 Residential Bundled Services Packages

1. Cox Voice* Economy

Cox also offers to existing Residential Customers currently subscribing to Cox Voice service who express a desire to disconnect phone service, a package known as Cox Voice Economy. Cox Voice Economy is 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. (D)

2. Cox Voice Premier

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

- 1.** One flat-rated Residential Access Line,
- 2.** Unlimited Cox Long Distance for both intra- and inter-LATA toll services,
- 3.** The Premier Feature Pack, and
- 4.** Basic Voice Mail, optional.

Terms and Conditions

- 1.** The applicable monthly recurring charge for the Cox Premier Package will be billed in advance in accordance with rules of this Service Guide 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 Kansas, the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and American Samoa.
- 3.** The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

* Cox Digital Telephone and CDT rebranded as Cox Voice.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.4 Residential Bundled Services Package

2. Cox Voice[†] Premier Package, cont'd. (C)
 4. International toll calls **to landlines in Mexico** are included with this package. (C)
 5. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion[‡], the Company may offer the Customer an alternative plan or suspend, restrict or cancel Customer's service by providing notice to Customer consistent with Iowa Utility Board Rules. 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 and will be provisioned only on the Primary Line. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party conference calls or multi-party chat lines, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges apply.

[†] Cox Digital Telephone and CDT rebranded as Cox Voice.

[‡] Customer may appeal Company's finding by contacting Company Customer Service Representative.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Reserved

(M/T)

(M)

(M) Material relocated to Page 132, Obsolete Services section.

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Reserved

(M/T)

(M)

(Material relocated to Page 133, Obsolete Services section.)

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Reserved

(M/T)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.0 Obsolete Services

1. General Description

Obsolete Services will continue to be furnished to the same Customer at the same premises until such time as stated in the Service Guide.

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

2. Cox Office Solutions Pak, (COSP)

1. GENERAL

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

- two (2) flat-rate business access lines,
- eight (8) custom calling features from a select group of features as defined in Section .2 following,
- a block of 200 minutes of interstate and intrastate long distance calls, and
- the Cox-Affiliated Company's high-speed internet access service.

2. Regulations

1. Business Access Lines

Business Customers that subscribe to COSP will receive two flat-rate business access lines. Additional lines requested by the Customer will be billed at the subscription rates offered under the Cox Office Solutions Pak.

2. Custom Calling Features

Business Customers that subscribe to COSP will be offered the line features listed below. The features may be provisioned on the two lines at the Customer's request. However, the offered is limited to a total of eight features provisioned on the two lines.

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

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.0 Obsolete Services

2 Cox Office Solutions Pak, cont'd

2. Regulations, cont'd

1. 200 Minutes of Long Distance

The Cox Office Solutions Pak, COSP, includes a block of 200 minutes of interstate and intrastate long distance. The block of 200 minutes is "pooled" between the two lines. Any unused minutes remaining at the end of the billing period will not carryover to the next billing period. Interstate calls in excess of the 200-minute block will be billed at 7 cents per minute per the Company's FFC Domestic Service Guide. Intrastate calls will be billed at 10 cents per minute per the Company's Local and Intrastate Service Guides.

2. High-Speed Internet Access

The COSP also includes one or three end-user terminals for high-speed internet access from the Cox-Affiliated Company.

3. Rates and Charges

The table below defines the telephony charges associated with the COSP offering in the State of Iowa.

| | <u>Year 1</u> | <u>Year 2</u> | <u>Year 3</u> | <u>Year 5</u> | |
|----------------------------------|----------------------|----------------------|----------------------|----------------------|--|
| Business Access Lines | 58.00 | 55.00 | 55.00 | 49.20 | |
| Custom Calling Features | 22.00 | 12.00 | 12.00 | 12.00 | |
| Long Distance | 15.00 | 15.00 | 15.00 | 15.00 | |
| Bundled Package MRC | 95.00 | 82.00 | 82.00 | 76.20 | |
| Installation Charge ⁼ | 250.00 | 99.00 | 0.00 | 0.00 | |

⁼ If a high-speed internet Customer is adding telephony service under this package, the installation charges would apply as defined in section 3 of this tariff.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8. Obsolete Services

3. Cox Office Solutions Flex, (COSF)

1. GENERAL

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

- a range of flat-rate business access lines,
- a block of minutes (pooled among all the business access lines in the bundle) of interstate and intrastate long distance calls, and
- the Cox-Affiliated Company's high-speed internet access service.

2. Regulations

1. Business Access Lines

Business Customers that subscribe to COSF will receive a range of flat-rate business access lines. Additional lines requested by the Customer will be billed at the regular subscription rates.

2. Shared Minutes of Long Distance

The Cox Office Solutions Flex (COSF) includes a block of shared minutes of interstate and intrastate long distance. The block of minutes is pooled among all lines. Any unused minutes remaining at the end of the billing period will not carry over to the next billing period. Interstate calls in excess of the pooled block will be billed at six (6) cents per minute per the Company's FFC Domestic Service Guide. Intrastate calls will be billed at six (6) cents per minute per the Company's Local and Intrastate Service Guides.

| Business Access Lines | Standard Block of LD Minutes | Rate per Block of Minutes |
|-----------------------|------------------------------|---------------------------|
| 5-8 Lines | 600 Minutes# | \$30.00 |
| 9-12 Lines | 800 Minutes# | \$40.00 |
| 13-22 Lines | 1000 Minutes | \$50.00 |

Customer may upgrade Long Distance minutes to next block of minutes for an additional \$10.00 per month.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8. Obsolete Services

3. Cox Office Solutions Flex, cont'd

2. Regulations, cont'd

3. High-Speed Internet Access

The COSF also includes options for high-speed Internet access from the Cox-Affiliated Company. The Customer must purchase this Internet access to receive the pricing below for telephone service.

3. Rates and Charges

The table below defines the telephony charges associated with the COSF offering in the State of Iowa.

| Business Access Lines | Pooled Long Distance Minutes | <u>1 Year Term</u> (per line) | <u>2 Year Term</u> (per line) | <u>3 Year Term</u> (per line) | <u>5 Year Term</u> (per line) |
|----------------------------------|------------------------------|---|---|---|---|
| 5-8 Lines | \$30.00 | \$29.00 | \$26.10 | \$24.65 | \$23.20 |
| 9-12 Lines | \$40.00 | \$29.00 | \$26.10 | \$24.65 | \$23.20 |
| 13-22 Lines | \$50.00 | \$29.00 | \$26.10 | \$24.65 | \$23.20 |
| Installation Charge ⁼ | | \$499.00 | \$374.25 | \$0.00 | \$0.00 |

⁼ If a high-speed internet Customer is adding telephony service under this package, the installation charges would apply as defined in section 3 of this tariff.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8. Obsolete Services⁴

4. Customer Calling Feature Packages

Solution Package[♦]: Provides the Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8 Numbers, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Blocking, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, Priority Ringing, Long Distance Alert, and Call Waiting ID.

Active Lifestyle Package: Provides a Residential Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling, Busy Line Redial.

Control Plus Package[♦]: Provides a Residential Customer with the following features: Call Waiting ID, Call Return, Priority Ringing, and Long Distance Alert.

Total Control Package[♦]: Provides a Residential Customer with the following features: Busy Line Redial, Call Forwarding, 3 Way Calling, Call Waiting, Caller ID, Call Waiting ID, and Speed Calling.

Call Manager Package[♦]: Provides a Residential Customer with the following custom calling features: Call Waiting ID and Voice Mail.

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.

Cox Office Assistant Package[♦]: Provides a Business Customer with the following features: Caller ID, Call Forwarding Busy, Call Forwarding No Answer and Voice Mail.

⁴ Obsolete Services represent expired offerings that not offered to new customers, but may still be subscribed to by existing customers.

[♦] This feature package requires specialized Customer Premises Equipment (CPE).

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.4. Customer Calling Feature Packages, cont'd.

Essential Feature Pak: Provides a Residential Customer with the following features: Call Waiting, Caller ID, Call Waiting ID and Busy Line Redial. This feature package requires specialized Customer Premises Equipment.

Local Line Rates and Charges, cont'd.

| (d) Optional Features-Residential: (per line equipped) | <u>Res. Per</u> <u>Month</u> <u>(\$)</u> | <u>Per Use</u> <u>(\$)</u> | <u>NRC</u> <u>(\$)</u> |
|--|---|---|---|
| Control Plus Package | | | (D) |
| Solution Package | | | (D) |
| Active Lifestyle Package | | | (D) |
| Call Manager Package | | | (D) |
| Total Control Package | | | (D) |
| 900/976 Blocking | | | |
| Anonymous Call Rejection | | | |
| Busy Line Redial | | | |
| Call Forwarding | | | (D) |
| | | | (D) |
| | | | (D) |
| | | | (D) |
| Call Number Block - per call | | | |
| Call Return | | | |
| Call Waiting | | | |
| Call Waiting ID | | | |
| Caller ID | | | (D) |
| | | | (D) |
| Privacy Control | | | |
| Remote Call Forwarding (per path) | | | |
| Repeat Dialing | | | |
| Selective Call Acceptance | | | |
| Selective Call Blocking (Rejection) | | | |
| Selective Call Forwarding | | | |
| Six Way Calling | | | |
| Speed Calling-8 Numbers | | | |
| Speed Calling-30 Numbers | | | |
| Three Way Calling | | | |

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.5 Residential Bundled Services Packages

1. CDT Essential

The Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line with Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID features. Additionally, the Customer must select Cox Long Distance as their intra- and inter-LATA service provider. If the Customer requests Toll Restriction, the Primary Interexchange Carrier (PIC) and IntraLATA Interexchange Carrier (LPIC) will be removed from the Customer's record. Charges and terms associated with Toll Restriction are as set forth in Section 7.1 of this Service Guide.

(M)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.6 Residential Cox Connection Packages

(M)

1. Cox Connection-60^(sm) Package

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection-60 Package is a bundled package of local and long distance telephone services. The package includes: (1) a local access line, (2) the Solutions feature package, (3) sixty (60) minutes of long distance service, and (4) the U.S. Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-60 Package:

- One (1) Local Access Line,
- Solutions feature package,
- Sixty (60) minutes of long distance service, and
- The U.S. Savings Plan. After the initial 60 minutes included in the package, all intrastate and interstate toll calls are billed at seven cents per minute.

Monthly Recurring Charge:

Non-Recurring Charge^H

2. Connection-90^(sm) Package

Where facilities and operating conditions permit, the Connection Packages will be offered to residential Customers. The Cox Connection-90 Package is a bundled package of local and long distance telephone services. The package includes: (1) a Primary and a Non-Primary local access line, (2) the Solutions feature package on the Primary line, (3) ninety (90) minutes of long distance service on the Primary line, and (4) the U.S. Saving Plan on both access lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

(M)

(M) Material relocated from Page 123.

^H Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.6 Residential Cox Connection Packages, cont'd

(M)

2. Connection-90^(sm) Package, cont'd.

The following services are included in the Cox Connection-90 Package:

- One (1) Primary Local Access Line with the Solutions feature package,
- One (1) Non-Primary Local Access Line,
- Ninety (90) minutes of long distance service on the Primary Line, and
- The U.S. Savings Plan on both access lines. Toll calls will be billed at seven (7) cents per minute.

Monthly Recurring Charge:

Non-Recurring Charge^H

3. Cox Connection 200 Package

Where facilities and operating conditions permit, the Connection Package will be offered to residential Customers. The Cox Connection-200 Package is a bundled package of local and long distance telephone services. The package includes: (1) a Primary local access line, (2) the Solutions feature package on the Primary line, (3) two-hundred (200) minutes of long distance service on the Primary line, and (4) the U.S. Saving Plan on both access lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Cox Connection-200 Package:

- One (1) Primary local access line with the Solutions Feature Package,
- 200 minutes of long distance service and
- The U.S. Savings Plan. Toll calls will be billed at seven (7) cents per minute.

Monthly Recurring Charge\$42.30

Non-Recurring Charge^H

(M)

(M) Material relocated from Page 124.

^H Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.6 Residential Cox Connection Packages, cont'd

(M)

4. Cox Unlimited Connection^(sm) Package

General

Where facilities exist 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 a local access line, the Control Plus feature package, unlimited residential minutes of direct dial intrastate and interstate long distance service and Voice Mail. An eligibility condition of the package requires that the Customer select Cox long distance for both PIC and LPIC elections. The following services are included in the package:

- A local access line,
- The Control Plus Feature Package,
- Unlimited residential minutes of direct dial intrastate and interstate long distance service, and
- Voice Mail

Terms and Conditions

- a. The Cox Unlimited Connection^(sm) Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
- b. Cox Unlimited Connection^(sm) Package does not permit the Customer to place business calls.
- c. International toll calls are not included with this package.
- d. The Company may monitor the Customer's usage to ensure that the Customer's use is consistent with the applicable restrictions and limitations, i.e., the Customer's usage is not a data application and is consistent with residential voice usage patterns (local calls to ISPs would be consistent with residential usage patterns). If the Company has any reason to believe that the Customer's usage is not consistent with the applicable restrictions, the Company may terminate the Cox Unlimited Connection^(sm) Package immediately upon notifying the Customer, and convert the Customer to another usage sensitive plan of the Customer's choice.
- e. If the Residential Customer's usage exceeds 5,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage is not a violation of any of the restrictions.

Rates and Charges

Monthly Recurring Charge
Non-Recurring Charge^H

(M)

(M) Material relocated from Page 125.

^H Rates are available to Customers through Company's Customer Service and website.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.7 Lifeline Assistance

(M)

Lifeline Assistance Plan (Lifeline) assists low-income households/applicants by reducing their monthly costs for one telephone line per household at the principal place of residence. The applicant must satisfy certain income tests established by the appropriate state agency.

8.7.1 Eligibility Requirements

1. Applicant must participate in one of the following programs:
 - Medicaid,
 - Supplemental Nutrition Assistance Program (Food Stamps or SNAP),
 - Supplemental Social Security (SSI),
 - Federal Public Housing Assistance (Section 8), or
 -
 -
 -
 - Veterans Pension & Survivors 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.

(M)

(M) Material relocated from Page 116.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.7 Lifeline Assistance, cont'd.

(M)

8.7.1 Eligibility Requirements, cont'd.

6. It is the Lifeline Customer's responsibility to notify Cox if the Customer ceases to be eligible for Lifeline service.
7. 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 30 days, the Customer's Lifeline discount will be discontinued.

8.7.2 Rates

If the applicant is a qualified participant, the End User Common Line Charge (EUCLC) associated with the primary residential access line will be waived.

Customers meeting the eligibility requirements herein will receive a discounted rate for one telephone line per household at the principal place of residence. Contact Company Customer Service Representative for details.

8.7.3 Additional Regulations

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

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

(M)

(M) Material relocated from Page 116.1

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.8 Business Feature Packages

- **Business ID Package[♦]**: Provides a Business Customer with the following features: Caller ID, Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30, Busy Line Redial. This feature requires specialized Customer Premises Equipment.
- **Solution Package[♦]**: Provides a Business Customer with the following features: Busy Line Redial, Call Forwarding, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding - Remote Access, Call Return, Call Waiting, Call Waiting ID, Caller ID, Long Distance Alert, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling - 30, and Three-Way Calling. This feature package requires specialized Customer Premises Equipment.

(M)

(M)

(M) Material moved from Page 63.

[♦] Customer may deactivate any individual feature or features within a package, however, the standard Service Guide rate for the package will apply.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.9 Local Exchange Service

3.1.3 Cox Connect Trunk

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

1. Cox Connect Trunk-Basic

Cox Connect Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

Hunting Service

Where facilities and operating conditions permit, hunting services are available to both residential and business Customers with two or more lines of service at the same location. Lines are arranged to accommodate busy line overflows to other lines in the hunt group.

Rates and Charges

| | <u>NRC</u> | <u>Monthly</u> |
|-------------------|------------|----------------|
| Hunting, per line | * | * |

(a) One-Way Outbound

Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

(b) One-Way Inbound or Two-Way

Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

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

A Cox Connect Trunk Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.2.2(a) and 3.1.2.2(c) respectively.

* Rates are available to Customers through Company's Customer Service and website.

(M) Material moved from Page 69.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

3.1.3.1(c) Cox Connect Trunk, cont'd.

2. RESERVED

3. Direct Inward Dialing (DID)

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

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

(a) Rates and Charges

| | <u>NRC</u> | <u>Monthly Recurring</u> |
|--------------------------|------------|------------------------------|
| DID Service Lines (each) | * | * |
| Each 20 DID Line Numbers | * | * |
| Block Compromise Charge | * | * |

* Rates are available to Customers through Company's Customer Service and website.

(M)

(M) Material moved from Page 71.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

3.1.3 Cox Connect Trunk, cont'd.

3. Cox Connect 1.5 Service

Cox Connect 1.5 -- Digital Interface provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System.

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

Applicable rate elements for Digital Interface include: (1) The Digital Connection; (2) The CO Channelization, per each DS1; (3) the per-trunk Circuit Termination Charge rate element; and (4) usage charges.

(a) One-Way Outbound

Provides the Customer with individual channels, which are restricted to carry outbound traffic only.

(b) One-Way Inbound or Two-Way

Provides the Customer with individual channels, which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.

(c) Cox Connect 1.5 Service Charges

Rates will be provided on an individual case basis (ICB).

(M)

(M) Material moved from Page 72.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

3.1.3 Cox Connect, cont'd.

4. Trouble Isolation Charge

A Residential Customer Premises visit charge will be assessed when a Cox technician or a Cox agent visits a premises for the purpose of inside wire work requested by the customer or customer's representative. Except for Cox Service Assurance Plan subscribers, the labor charges outlined below apply to Residential Customers whenever:

1. a Customer Premises visit is required at the Customer's request for regulated service or,
2. a Customer Premises visit is required when the Customer files a trouble ticket and it is determined that the source of the Customer's problem is located on the Customer's side of the network demarcation point.

| | |
|---|---|
| Trouble Isolation Charge | * |
| (waived if repair work is performed by Cox) | |
| First 60 minutes or fraction thereof: | * |
| Each additional 15 minutes or fraction thereof: | * |

* Rates are available to Customers through Company's Customer Service and website.

(M) Material moved from Page 73.

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Cox Communications, Inc.
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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5. COX CONNECT CENTREX

1. GENERAL

Cox, d.b.a. Cox Business Services, offers centrex service to its commercial End Users. The offering provides Customers a choice among three feature packages; Basic Centrex, Attendant Centrex, and Call Center Centrex. Additionally, the offering allows Customers the flexibility to augment their feature packages through the use of A-la-Carte feature additions.

Cox Connect Centrex is an integrated business network consisting of station equipment (CPE) located at the Customer's premises and the Company's Nortel DMS-500 digital switch located in the central office. It is the DMS-500 that provides the enhanced capabilities that affords the Customer both flexibility and economy.

2. APPLICATION

Cox Centrex's flexible design offers services to all sizes of organizations from small businesses using only a few lines to the most complex system with up to 100,000 lines. Cox Centrex's flexibility also provides convenient installation; as new features are developed, they can be added to the existing switch without it being taken out of service.

This service can be used for all sizes of business:

- Multiple offices that want abbreviated dialing
- Customer Service Groups
- Call Center Operations
- Technical Support or Help Desks
- Offices that want direct dialing without going through an attendant
- Business that want PBX functionality without the capital outlay.

(M)

(M) Material moved from Page 74.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5.2 COX CONNECT CENTREX (cont'd)

Meridian Business Sets and single line sets are connected directly to the DMS-500. There are no connecting points at the Customer premises, every Centrex terminal is directly connected to the DMS-500.

3. CUSTOMER PROFILE

Cox Connect Centrex Service is well suited for virtually any commercial Customer, as product applications in the marketplace are very diverse.

- Current Cox Business Services Customer
- U.S. based operations
- Product applications such as those listed in the previous section
- Tailored call coverage area
- Have existing local service and want to port the number to Cox Business Services
- Customers who want PBX functionality without managing it.

(M)

(M) Material moved from Page 75.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

A. BASIC CENTREX PACKAGE

The Basic Centrex package is the core feature package in Cox's Centrex service offering. The basic feature package contains the most requested centrex features and allows full functionality of the telephone network.

Basic Centrex Features

| | |
|-------------------------------------|-------------------------------|
| Abbreviated Dialing | Caller ID |
| Audio Interlude | Direct Inward Dialing |
| Auto Dial | Direct Outward Dialing |
| Call Forwarding All Calls | Distinctive Ring |
| Call Forwarding Busy | Group Intercom |
| Call Forwarding Don't Answer | Last Number Redial |
| Call Hold | Make Set Busy |
| Call Transfer | Message Waiting |
| Call Park | Speed Calling |
| Call Waiting | Three-Way Calling |

Abbreviated Dialing

Abbreviated dialing is a feature of Cox Centrex that allows each member in a Customer group to dial another member in the same Customer group without having to dial the 7 or 10 digit telephone number. For Customers under 25 lines, this feature can be delivered with Group Intercom at no charge, or through NCOS setup at \$2 a month extra. For Customers over 25 lines, this feature can be delivered through NCOS setup.

Audio Interlude (AUDIO)

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

(M) Material moved from Page 76.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5.4 COX CONNECT CENTREX (cont'd)

A. BASIC CENTREX PACKAGE (cont'd)

Auto Dial (AUD) ⁼

Business Set Automatic Dial is a station feature that allows a Business Set station user to call a frequently dialed number by pressing the assigned AUD key. The user is permitted to program and change the number in automatic dial.

Call Forwarding All Calls (CFU)

This station feature allows a station user to re-route incoming calls to another telephone number. This number can be within the Customer group, the local calling area, a foreign exchange, or the call can be forwarded to an attendant.

Call Forwarding Busy (CFB)

This station feature allows all incoming calls directed to a busy station to be forwarded to a designated station within a Customer group or to an attendant.

Call Forwarding Don't Answer (CFD)

This station feature automatically routes an incoming call to another designated station or to the attendant (within the Customer group), if a called station does not answer within a specified time.

Call Hold (CHD)

This station feature is an optional feature that is available to single line sets only. Business Set users use the built-in Hold key.

Call Park (PRK)

The Call Park station feature allows a station to park one call against its own DN. The parked call can be retrieved from any station within the Customer group. Once a call is parked against a DN, the user is free to make or receive calls on that DN.

(M)

(M) Material moved from Page 77.

⁼ use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

A. BASIC CENTREX PACKAGE (cont'd)

Call Pickup (CPU)

Call Pickup allows a station to answer incoming calls to another station within a pre-set pickup group by dialing a feature activation code or pressing a CPU key.

Call Transfer and Three Way Calling (CXR & 3WC)

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

Call Waiting (CWT)

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

Caller ID⁼

Caller ID is really the Calling Name Display feature associated with a Business Set. This station feature allows name to be displayed for incoming or outgoing calls on a Business Set with display. Parties originating calls are able to see the name of the party they have dialed. Parties receiving calls are able to see the name of the party who is calling.

(M) Material moved from Page 78.

⁼use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

A. BASIC CENTREX PACKAGE (cont'd)

Direct Inward Dialing (DID)

This allows for each user of Cox Centrex to have their own individual phone number so that each user can accept calls directly from outside the Customer group without having to go through an attendant.

Direct Outward Dialing (DOD)

This allows for each user of Cox Centrex to access the PSTN network without an attendant. The user usually dials 9 then the phone number as usual. The actual number that the user dials is programmable and can be any number between 1-9.

Distinctive Ringing (DRING)

Distinctive Ringing is a *system feature* that gives a Cox Centrex subscriber the ability to determine the origination of a call by the cadence or variation of the ringing on the terminating end.

Group Intercom (GIC)

This feature allows a station abbreviated dialing to other station members within the same GIC group. The number of members in the GIC group will determine the dialing scheme. For example, a group of 10 members will use #0 - #9 and a group of 100 members will use #00 - #99.

Last Number Redial (LNR) (LNRA)⁼

Last Number Redial (LNR) allows a station user to redial the last called number by pressing one or two keys rather than dialing the entire number again. Once LNR is assigned to a set, activation is achieved by pressing the pound key (#). On a Business Set, LNR is assigned to each DN key that wants to activate the feature. The feature Last Number Redial from Set (LNRA)⁼ allows Last Number Redial to be assigned to a set. It allows a user to access any free DN on the set and, by activating the feature, have the last number dialed from the set automatically redialed. LNRA must be assigned to Key 1 of the Business Set.

(M) Material moved from Page 79.

⁼ use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5.4 COX CONNECT CENTREX (cont'd)

A. BASIC CENTREX PACKAGE (cont'd)

Make Set Busy (MSB)

This station feature allows the user to make their station lines busy to incoming calls. When the Make Set Busy option is in effect, the station continues to have the option of making outgoing calls and activating other features.

Message Waiting (MWT)

The Business Set indicator can be a solid LCD indicator beside the MWT keys or the red lamp on the M5208, M5216, or M5316 Meridian Business Sets.

Speed Calling (SCS) (SCL)

Speed Call Short List allows a user to store up to 10 numbers so that they can be dialed automatically by using single digit codes (0 to 9). Speed Call Long List allows a user to store up to 30, 50, or 70 numbers so that they can be dialed automatically by using single and double digit codes (0 to 9 and 10 to 70).

Three Way Calling (3WC)

See Call Transfer

(M)

(M) Material moved from Page 80.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

B. ATTENDANT CENTREX PACKAGE

The Attendant Centrex package provides the tools necessary for receptionists, secretaries, executive assistants, or small call center attendants to effectively manage multiple incoming lines to a single attendant station. The Attendant Centrex package includes all the features of the Basic Centrex Package plus the additional features listed below.

| | |
|--|--------------------------------|
| Lamp Field/Direct Station Selection | Short Hunt |
| Directed Call Park | Single Appearance DN |
| Executive Busy Override | Call Completion |
| Call Forward | Call Forward on Camp-On |

The additional features that are included in Attendant Centrex are described in Section B, following.

Busy Lamp Field/Direct Station Selection (BLF) =

The station feature provides two capabilities for Meridian Business Sets (MBS). Busy Lamp Field allows MBS users to monitor station status of a Directory Number (DN) or set through the use of MBS lamp states.

Direct Station Selection provides direct dialing to a monitored DN or set by means of the BLF key.

Directed Call Park (DCPK)

The Directed Call Park station feature has the same basic concept of the Call Park feature except that it allows the station to park a call against any valid centrex station directory appearance in the system, from where it may later be retrieved from any station.

Executive Busy Override (EBO)

The Executive Busy Override station feature allows a station to gain access to a busy station by flashing the switchhook during busy tone and dialing a feature activation code on a Single Line Set, or pressing a key on the Business Set.

(M) Material moved from Page 81.

= use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

B. ATTENDANT CENTREX PACKAGE (cont'd)

Intercom (ICM) =

The Intercom station feature allows a Business Set user to directly call a pre-designated Business Set by pressing the ICM feature key.

Key Short Hunt (KSH) †

The station feature Business Set Key Short Hunt allows incoming calls to hunt up through a set of DN appearances on a Business Set in search of an idle DN upon which to terminate.

Multiple Appearance Directory Numbers (MADN)

A directory number (DN) that is assigned to more than one Business Set or Single Line Set is called a Multiple Appearance Directory Number or MADN. The telephones that are assigned this DN are a MADN group.

Series Completion (SCMP)

Series Completion is a line option station feature that redirects calls from a busy DN to another designated DN in the same office.

Single Line Queuing (SLQ)

This station feature provides a Centrex set the ability to have calls wait in queue.

Station Camp-On (MBSCAMP) †

This station feature enhances the call transfer capability of the Meridian Business Set (MBS) by allowing an MBS to transfer the call to a busy station. If the busy station does not answer the call within a certain time period, the call is recalled to the originating station. This capability is known as "camp-on".

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(M) Material moved from Page 82.

= use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

C. CALL CENTER CENTREX PACKAGE

Call Center Centrex package provides business call center features or operator banks. ***Along with the features of Basic Centrex and most of the features of Attendant Centrex*** (excludes Executive Busy Override (EBO) and Intercom (ICM)), this package has additional features that make call center employee's jobs easier.

The additional features in Call Center Centrex are described below.

Malicious Call Hold (MCH)=

The Malicious Call Hold station feature allows a Business Set subscriber to hold a malicious call connection within the switching unit, enabling the call to be traced back to the originating party.

Multiline Hunting (MLH)

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

Uniform Call Distribution (UCD)

The Uniform Call Distribution (UCD) feature allows for an even distribution of incoming calls to a DN answered by a group of Cox Centrex stations. This group of stations is called a UCD group.

(M) Material moved from Page 83.

= use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

D. A-LA-CARTE FEATURES

The Company makes available the features listed below on an a-la-Carte basis. As an a-la-Carte example, a Customer purchases the Basic Centrex package, but would also like the Intercom feature added to all, or a portion, of the centrex stations without subscribing to the Attendant Centrex package. The Customer may purchase the Intercom feature as an a-la-carte enhancement of the Basic Centrex package. Additional features not listed below may be available on a case by case basis and offered at the Company's sole discretion.

| | |
|--|---|
| Int Codes | ous Call Hold^H |
| Authorization Codes | le Appearance DN^H |
| atic Call Distribution | ine Hunting^H |
| atic Line | Again |
| enter Mgmt Information Sys | s Completion^H |
| orward Remote Access | e Line Queuing^H |
| c Inward System Access | l Calling^H |
| ory Number Hunt | n Message Detail Recording |
| ed Call Park^H | n Camp-On^H |
| itive Busy Override^H | rm Call Distribution^H |
| itive Message Waiting | |
| com^H | |

Account Codes

This feature allows a user to enter a billing number into an SMDR for charge-back purposes. This Account Code (ACCT) may be from 2 to 14 digits in length. The length is the same for all stations in a Customer group.

The account code feature permits:

- A station user to enter a cost accounting or client billing number into an SMDR record.
- A station user to be prompted for an Account Code because of the called number and the station's attributes
- A station user to be prompted by the DMS-500 for an Account Code because of the Authorization Code of the called number
- A station user to enter a cost accounting or client billing number when an incoming call is answered.

(M) Material moved from Page 84.

^H See preceding Section 4. B & C for feature description.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

D. A-LA-CARTE FEATURES (cont'd)

Authorization Codes

An authorization code (AUTH) is a specific set of digits assigned to and used by a station user. By assigning each employee an authorization code, the business can track who makes each call, particularly toll calls. The authorization code can be either voluntary or required to complete the call. An authorization code can range in length from 2 to 12 digits, with the length fixed for the Customer group. These codes are recorded on the Customer's SMDR report so they can be tracked.

Entering an Authorization Code:

- Identifies an authorized user in the Centrex network
- Records an Authorization Code in the MSDR for billing and analysis purposes
- Assigns a Network Class of Service (NCOS) designation to a person rather than to a station or incoming trunk group.

Automatic Call Distribution (ACD)

DMS Meridian Automatic Call Distribution is a system feature that enables operating companies to offer Customers complete ACD service. ACD efficiently handles large volumes of incoming calls by distributing them equally among a group of answering positions. This feature will be priced on an individual case basis and therefore is not included in the a la carte pricing.

Automatic Line (AUL)

Automatic Line (AUL) provides an automatic connection between a calling station that goes off-hook and a predetermined location. The calling station does not receive dial tone. The automatic connection is made to a stored number consisting of 1 to 15 digits.

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(M) Material moved from Page 85.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

D. A-LA-CARTE FEATURES (cont'd)

Call Center Management Information System (CCMIS)

CCMIS is designed for Customers whose call-center operations are served by a single DMS-500 or Meridian ACD server. CCMIS software provides agent and group performance-monitor screens, historical archiving and reports, load-management capabilities, and profile maintenance. This feature will be priced on an individual case basis and therefore is not included in the a la carte pricing.

Call Forward Remote Access (CFRA)

This allows a station to activate or deactivate CFU, CFI, or CFF from a line other than its own. The feature CFU, CFI, or CFF must already exist on the line being activated or deactivated; CFRA alone does not provide these features.

Direct Inward System Access (DISA)

Direct System Inward Access (DISA) is a *system feature* that enables selected outside callers the capability to dial from the switched network directly into the DMS-500, and gain access to the Centrex facilities without attendant assistance.

Callers dial a 7 or 10 digit software directory number or an inwats DISA number to access their Centrex. Automatic answer is provided to callers prompting either for an authorization code or presenting dial tone. Callers can then access Centrex facilities depending upon NCOS restrictions set against users' authorization codes or against their DISA numbers.

With the DISA feature, the Customer should also use the SMDR and Authorization Codes features. The DISA feature is accessible from Digitone (DTMF) sets only.

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(M) Material moved from Page 86.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

D. A-LA-CARTE FEATURES (cont'd)

Directory Number Hunt (DNH)

There are two hunting options:

- **Sequential** – Each line in the Directory number Hunt (DNH) group has its own unique DN. The hunt group can be accessed by dialing the main number, Pilot DN, or by dialing the DN of one of the hunt group members. Hunting is sequential starting as the number dialed and ending at the last number in the hunt group.
- **Circular** – If option CIR (circular hunting) is assigned to the DNH group, all lines in the hunt group will be hunted regardless of the start point of hunting.

Executive Message Waiting (EMW) =

The Executive Message Waiting (EMW) feature allows users to receive message-waiting indication and see display information showing whom has left the Call Request message.

Message List Editing (MLE) is not a line option, but is provided as part of EMW. It allows users with display MBS sets to review and edit any or all of the queued messages.

Station Message Detail Recording (SMDR)

A major part of battling long-distance abuse is being aware of the volume and types of calls being placed from Centrex stations. Employees who know that records of toll calls will be made available to management are likely to be more careful in using long-distance facilities. SMDR is the call detail recording system within the DMS-500 intended to record call information for the Centrex end-user.

(M) Material moved from Page 87.

= use of this feature requires a digital phone.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5.4 COX CONNECT CENTREX (cont'd)

D. A-LA-CARTE FEATURES (cont'd)

Station Message Detail Recording (SMDR) (CONT'D)

SMDR is provided directly to the end user, with no processing or sorting function performed by Cox Business Services. Our Centrex management software, C3C from Strata Group, records and sends the SMDR records to each our Customers automatically based on their preferred schedule. Making the process simply and easy so that our Customers do not have to put with the hassle of keeping up with it.

A variety of call details are recorded in SMDR, such as calling party, called digits, originating, and terminating types. The SMDR formats are unique to Meridian Digital Centrex and are not the same or in any way related to the call record formats used for creating AMA records or CDR records.

Data recorded on a per-call basis includes:

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

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

Ring Again (RAG)

This feature allows a station user encountering a busy DN to be notified when the busy station becomes idle, and the system automatically re-dials that same number.

(M) Material moved from Page 87.1.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5. COX CONNECT CENTREX (cont'd)

5. REGULATIONS

- A.** Cox Centrex is furnished subject to the availability of network facilities and features from central office switching equipment located in the Company's central office. The service allows for normal station activity including incidental additions and deletions.
- B.** Each system established must consist of a minimum of five (5) main station lines. Main station lines connect the Customer's Premises Equipment (CPE) and the Company's central office switching equipment.
- C.** (blank)
- D.** Cox Centrex lines will be equipped with the standard features as specified in the Basic Centrex Package, Section 4.A., above. Current Customers of FITS I & II Centrex packages will become obsolete effective January 10, 2001. Obsolete systems may add stations and new locations with FITS feature packages until the term of the Customer's contract has expired. At such time, the Customer must convert the FITS Centrex package to the minimum centrex service offering, the Basic Centrex Package or discontinue the Company's service.
- E.** Temporary suspension of service is not applicable with this service.
- F.** When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the Customer.
- G.** Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message (Number Referral Service). The standard central office recorded announcement equipment will intercept incoming calls to unassigned station numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the centrex group.

(D) Remove Directory Listings

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(M) Material moved from page 87.2.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5. COX CONNECT CENTREX (cont'd)

5. REGULATIONS (cont'd)

- H.** End User Surcharges as specified in the Company's FCC No. 4, Sections 5.1, 5.2, and 8.9 and FCC No. 5, Sections 4.2 and 4.4 apply as appropriate. Application of End User Surcharges for centrex lines used by residents of dormitory living quarters, barracks and nursing homes will be considered residential service. Station lines terminated in dormitory housing for administrative or business use will be considered business service.

For Centrex service, an additive equivalent to the Interstate Business or Residential (where appropriate) End User Common Line Charge will apply on a PBX trunk equivalency basis according to the following table:

| <u>Total Unrestricted Lines</u> | <u>PBX Trunk Equivalency</u> |
|---------------------------------|------------------------------|
| Up to 6 | 4 |
| 7 to 10 | 5 |
| 11 to 15 | 6 |
| 16 to 21 | 7 |
| 22 to 28 | 8 |
| 29 to 36 | 9 |
| 37 to 45 | 10 |
| 46 to 54 | 11 |
| 55 to 64 | 12 |
| 65 to 75 | 13 |
| 76 to 86 | 14 |
| 87 to 100 | 15 |
| Each Additional 15 lines | +1 |

(M) Material moved from Page 87.3.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

5. COX CONNECT CENTREX (cont'd)

5. REGULATIONS (cont'd)

- I.** Centrex rates and charges apply for a fixed period of time from 12 months to 60 months (service period plan) and are guaranteed against Company initiated change for the duration of the plan. ICB pricing arrangements may apply for centrex service periods greater than 60 months or for centrex stations in quantities greater than 24.

Upon the expiration of the original service period plan a Customer must select a new service period plan or the rates applicable will be those offered under the 12 month service period plan.

- J.** Provisioning of the Customer Premises Equipment (CPE) and software for use with Automatic Call Distribution (ACD) is the responsibility of the Customer. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized in the provision of ACD service render any facilities provided by the Customer obsolete, or requires modification of such equipment.

- K.** Calling Name and/or Number Service Interaction.

The calling name and/or number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller data. If a Customer with Call Waiting and Caller ID, and is on an existing call, the second incoming call will not be displayed. The second incoming call will receive a call waiting tone.

- L.** Termination charges will apply for centrex service if discontinued or transferred to another address before the expiration of the initial contract period. Additionally, termination charges will apply when a centrex system is reduced to the extent that the station capacity (lines) falls into the next lower range of the contract schedule.

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(M) Material moved from Page 87.4.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5. COX CONNECT CENTREX (cont'd)

6. RATES AND CHARGES

A. Flat Rate Pricing

The three packages available in the Centrex offering are priced below. One-time charges apply for each package per line or station. Customers must purchase a minimum of 5 centrex lines.

| Package | One Time Charges | | Monthly Recurring Charges | | | |
|----------------------------|------------------|------------------|---------------------------|--------|--------|--------|
| | | Install per line | 1 Year | 2 Year | 3 Year | 5 Year |
| Basic Centrex | | * | * | * | * | * |
| Attendant Centrex | | * | * | * | * | * |
| Call Center Centrex | | * | * | * | * | * |
| | | * | * | * | * | * |
| A-la-Carte Features | | * | * | * | * | * |
| per station | | * | * | * | * | * |

* Rates are available to Customers through Company's Customer Service and website.

(M) Material moved from Page 87.5.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

5. COX CONNECT CENTREX (cont'd)

6. RATES AND CHARGES (cont'd)

B. Other Required Charges

| | | |
|---|---|---|
| | | |
| One-Time Initial Customer Setup Charge | * | * |
| | | |
| Miscellaneous Move/Add/Changes Charge | * | * |
| | | |
| Centrex Mgmt. Software Setup Charge | * | * |
| | | |
| SMDR Record Retrieval Setup Charge | * | * |
| SMDR Record Retrieval Monthly Charge | * | * |
| | | |
| Meridian Business Set surcharge | * | * |
| | | |
| Abbreviated Dialing* | * | * |
| | | |
| * | | |

* Rates are available to Customers through Company's Customer Service and website.

(M) Material moved from Page 87.6.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

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3.1.6 ISDN-PRI SERVICE

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.

1. Explanation of Terms

Circuit Switching

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

ISDN Primary Rate Interface (PRI)

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 (SDN) architecture to provide the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, ISDN-PRI provides the Customer with the service capabilities and features described in the following.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

3.1.6 ISDN-PRI SERVICE

1. Explanation of Terms, cont,d

Integrated Services Digital Network

Integrated Services Digital Network (ISDN) describes the end-to-end digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice, data and image services. These functions are provided via channelized transport facilities over a limited number of standard user-network interfaces. The

ISDN architecture consists of digital switching systems which connect Primary Rate Interface lines to their servicing central office.

Network Interfaces

ISDN Primary Rate Interface is comprised of a limited set of standard user-network interfaces. The PRI Customer premises equipment (CPE) located at the Customer premises must be compatible with the network interface.

Optional Service Features Package

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

Primary Rate Access Facility

The Primary Rate Access Facility provides a high-capacity access path at a transmission speed of 1.544 megabits per second (mbps) for communications between the Customer's premises and the central office. Each Primary rate Access Facility supports one ISDN-PRI Interface Arrangement.

(M)

(M) Material moved from Page 89.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

(M)

3.1.6 ISDN-PRI SERVICE

1. Explanation of Terms, cont,d

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.

D Channel

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

PRI Trunk Group

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

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

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(M) Material moved from Page 90.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

3.1.6 ISDN-PRI SERVICE

1. Explanation of Terms, cont,d

Simulated Facility Group

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

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

2. 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.

(M) Material moved from Page 91.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

3.1.6 ISDN-PRI SERVICE

3. 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.

(M) Material moved from Page 92.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

3.1.6 ISDN-PRI SERVICE

4. Features

Features available with ISDN-PRI:

a. Back-up D Channel

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

b. Call-by-Call Service Selection

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

c. Calling Line Identification

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

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(M) Material moved from Page 93.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

3.1.6 ISDN-PRI SERVICE

5. Rates and Charges

1. Application of Rates

- a. The PBX Trunk dial tone is included in the ISDN-PRI Service rates and charges.
- b. A rate of 50% of the PBX rate applies for usage, to each PBX trunk provisioned on the ISDN-PRI Service using the circuit-switched voice arrangement.
- c. Existing Service Guide rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. 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 Service Guide without incurring DID trunk connection charges.
- e. Trunk hunting is included in the ISDN-PRI Service rates and charges.

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(M) Material moved from Page 94.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.9 Local Exchange Service, cont'd.

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3.1.6 ISDN-PRI SERVICE

5. Rates and Charges (cont'd)

2. Rates

| | <u>NRC</u> <u>(\$)</u> | <u>Monthly</u> <u>(\$)</u> |
|---|---|---|
| a. Primary Rate Access Facility, each | * | * |
| b. ISDN - PRI Interface: | | |
| 23B+D | * | * |
| 24B | * | * |
| 23B+Back-up D | * | * |
| c. Caller ID and Call-by-Call Service | * | * |
| d. Call-by Call Service Selection | * | * |
| e. PRI Reconfiguration Charge | | |
| Trunk Change Charge, per PRI | | |
| Change in D-channel configuration | | |
| (23B+D; 24B; 23B+Back-up D) | * | * |
| g. Individual Additional Telephone Numbers | | |
| each | * | * |

* Rates are available to Customers through Company's Customer Service and website.

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(M) Material moved from Page 95.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.10 Number Referral Service

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The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.

3.11.1 Rates and Charges

1. Residence Service

| <u>Basic Referral Service</u> | <u>Charge</u> |
|-------------------------------|---------------|
|-------------------------------|---------------|

Primary Number

- | | |
|----------------------------------|---|
| • first 3 month period | * |
| • each additional 3 month period | * |

Additional Numbers

(per number)

- | | |
|----------------------------------|---|
| • first 3 month period | * |
| • each additional 3 month period | * |

2. Business Service

Basic Referral Service

Primary Number

- | | |
|----------------------------------|---|
| • first 3 month period | * |
| • each additional 3 month period | * |

Additional Numbers

(per number)

- | | |
|----------------------------------|---|
| • first 3 month period | * |
| • each additional 3 month period | * |

* Rates are available to Customers through Company's Customer Service and website.

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(M) Material moved from Page 110.

LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.10 Number Referral Service, cont'd

3.11.1 Rates and Charges

Centrex and Direct Inward Dial Service

Sequential Referral Service Charge

Primary Number

- first 3 month period *
- each additional 3 month period *

Additional Numbers

- first 3 month period *
- each additional 3 month period *

Non-Sequential Referral Service

Primary Number

- first 3 month period *
- each additional 3 month period *

Additional Numbers

- first 3 month period *
- each additional 3 month period *

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* Rates are available to Customers through Company's Customer Service and website.

(M) Material moved from Page 111.

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LOCAL EXCHANGE SERVICE

SECTION 8 – Obsolete Service

8.10 Number Referral Service, cont'd

3.11.2. Exceptions

1. Number Referral Service charges do not apply to:
 - A disconnect or number change with no referral.
 - The primary number of any Residence or Business Service account with the Basic Referral Service option (See Basic Referral Service – primary number, above.)
 - Company initiated number change.
 - Directory errors caused by the Company.

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(M) Material moved from Page 112.

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