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**LOCAL EXCHANGE SERVICE**

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**COX KANSAS TELCOM, L.L.C.**

**TERMS AND CONDITIONS SERVICE GUIDE ("SERVICE GUIDE")**

**APPLYING TO**

**LOCAL EXCHANGE SERVICES**

**WITHIN THE STATE OF KANSAS**

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LOCAL EXCHANGE SERVICE

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CHECK SHEET

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

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6205-B Peachtree Dunwoody Road,  
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**EXPLANATION SYMBOLS REFER MARKS, AND ABBREVIATIONS OF  
TECHNICAL TERMS USED IN THIS SERVICE GUIDE**

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

(AT)	To signify addition to text.
(C)	To signify a correction.
(CP)	To signify change in practice.
(CR)	To signify a change in rate.
(CT)	To signify a change in text.
(DR)	To signify a discontinued rate.
(FC)	To signify a change in format lettering or numbering.
(MT)	To signify a moved text.
(NR)	To signify a new rate.
(RT)	To signify removal of text.

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**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 Kansas Telcom, L.L.C. to Customers within the local exchange service area as defined below.

**SERVICE AREA**

The Company will provide service to Customers within the service area, consistent with the other terms and conditions of this Service Guide. The Kansas local service area is defined as the exchange areas served by Southwestern Bell Telephone Company and United Telephone Companies of Kansas.

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**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.

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

**Business Customer:** A Customer receiving local exchange Business Service as defined herein.

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

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

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

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

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

**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.

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

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

**Cancellation Charge or Cancellation Fee:** A charge applicable under certain conditions when an application for service and/or facilities is cancelled in whole or in part prior to the completion of the installation of the service. (See Section 2.7 for details.)

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

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

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

**Competitive Situation:** shall exist where there are at least two bidders competing to provide Business Service.

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

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

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

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

**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.

**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, bypassing 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.

**Early Termination Charge or Fee:** A charge assessed to a Customer if a contract is terminated prior to the expiration of the contract period. (See Section 2.7 for details.)

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

(AT)  
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**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 Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

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

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

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**LOCAL EXCHANGE SERVICE**

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

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

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

**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 Calling Area:** The Company's local calling areas shall include the local calling areas described in the Service Guide of the incumbent local exchange company, either Southwestern Bell Telephone or The United Telephone Companies of Kansas, in any particular territory, plus any non-optional Extended Area Service (EAS) and/or any one-way Metro Plus calling.

**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.

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**LOCAL EXCHANGE SERVICE**

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

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

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

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

**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.

**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 or 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.
- University Dormitory Rooms

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

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

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

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

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LOCAL EXCHANGE SERVICE

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**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.



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**SECTION 2 - Regulations**

**2.1 Undertaking of the Company**

**2.1.1 Scope**

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Kansas 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 or Facilities**

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

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**LOCAL EXCHANGE SERVICE**

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

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

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**2.1.2 Shortage of Equipment or Facilities, cont'd.**

(AT)

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. 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.
3. Upon expiration of the initial term of month-to-month service, service shall continue on a month to month basis at the then current rates unless terminated by either party upon notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this 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

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

4. This Service Guide shall be interpreted and governed by the laws of the State of Kansas without regard for the State's choice of laws provisions.
5. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
6. Cox will reserve the telephone numbers for Customer's new telephone service. Reserved telephone numbers may change prior to the time of installation of service. Customers shall not use, publish or advertise reserved numbers until service has been activated. Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines. **Business Customers, who have fulfilled contract obligations and wish to transfer service type from Business to Residential, will be allowed to keep existing telephone number(s) and receive residential rates. Business Customers, who have not fulfilled contract obligations and switch service types from Business to Residential, will be issued new telephone number(s) when the service is transferred to a Residential Service type. Additionally, call intercept will not be deployed to inform the caller of the new Residential Service number(s).**
7. The Customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to Company-provided equipment pursuant to section 2.1.3.9 following.

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## SECTION 2 - Regulations, cont'd.

### 2.1.3 Terms and Conditions, cont'd.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

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| 9.  | The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision. | (CT/MT)<br> <br>(MT) |
| 10. | To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct, space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the company makes similar facilities under its control available to its customers.   | (AT)<br> <br>(AT)    |

(MT) Material moved from Page 19.

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**LOCAL EXCHANGE SERVICE**

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

**2.1.4 Liability of the Company**

1. Delays or Interruption of Service - The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the company or arising out of failure of the company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as noted in Section 2.6.1, following.

The maximum credit allowable with respect to local exchange service shall not exceed the amount of local exchange service and expanded calling scope charges during a single billing period. The liability of the company for damages shall in no event, by reason of any delays, interruptions, omissions, errors, failures or defects in installation or service, exceed an amount equal to the customers local exchange service and expanded local calling scope charges for a regular billing period with respect to such delayed, defective or interrupted local exchange service. No other liability shall in any way attach to the company in consideration of such delays or interruptions. The company will not be liable for any loss or damage, nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

3. Indemnification - The Customer indemnifies and saves harmless the company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence or removal of the company's equipment, facilities and associated wiring on the Customer's premises and further, the Customer indemnifies and saves harmless the company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the company or the use thereof by the Customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the company, and apparatus, equipment, and systems provided by the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the services or facilities provided by the company.
4. The services furnished by the Company, in addition to the limitations set forth proceeding, also are subject to the following limitation. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the company, either:
  - (a) caused by Customer-provided equipment, **including batteries** (AT) (except where a contributing cause is the malfunctioning of a company-provided connecting arrangement, in which event the liability of the company shall not exceed an amount equal to a proportional amount of the company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or
  - (b) not prevented by Customer-provided equipment.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

5. Defacement of Premises - No liability shall attach to the company by reason of any defacement or damage to the Customer's premises resulting from the existence of the company's equipment, facilities and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of the negligence of the company or its employees.
6. Errors - The company's liability for damages arising from its errors or omissions in the compilation or printing of its directories or for error or omission on intercept service or in accepting listings as presented by customers or prospective customers shall be limited to the amount of actual impairment of the Customer's service, and in no event shall it exceed an amount equal to the Customer's local exchange service and expanded calling scope charges during the period covered by the directory in connection with which the error or omission occurs. Such liability shall be limited to errors or omissions directly caused by Cox. Cox shall not be liable for errors or omissions in Directory Listings caused by either Incumbent Local Exchange Carriers ("ILECs") or by third parties that receive information provided by such ILEC in updating directory databases and publishing directories.
7. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies, insurrections, riots, wars, unavailability of rights-of-way or materials, or strikes, lockouts, or work stoppages.
8. **The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, including service interruption due to power outages and failures of batteries, facilities or services which are interconnected with Company services.**

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

9. With respect to Emergency Number 911 Service: (CT)
- (a) Cox shall not be liable to the Customer, or to any other person, for any damages arising out of its errors, interruptions, defects, failures or malfunctions of 911 and/or E911 Service, including damages arising from errors or defects of associated equipment and data processing systems, except that the Customer shall be entitled to an allowance for interruptions as specified in this Service Guide.
- (b) The Customer agrees to release, indemnify and hold Cox harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, of for any loss, damage or destruction of any property, whether owned by the Customer or others.
- (c) **If the Customer does not purchase a battery for the eMTA or does not monitor the status of the battery and replace it when it no longer holds a charge, service, including 911 service, will not function during a household power outage. Even if customer has a battery for the eMTA, if customer only has a phone that requires electricity to operate (e.g. a cordless phone), access to 911 service will not be available during a household power outage.** (AT)
- (d) The 911 Customer also agrees to release, indemnify and hold Cox harmless for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, conditions, occasion or use of 911 service features and the equipment associated with it, or by an services furnished by Cox, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service, and which arise out of the negligence or other wrongful act of Cox, the 911 Customer, its users, agencies or municipalities, or the employees or agents of anyone of them. (CT)

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

- (e) 911 service is provided solely for the benefit of the 911 Customer. The provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any company obligation toward, or any right of action on behalf of, any third person or other legal entity.
- (f) For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while commercial power is available and during outages for the period when battery is in operation.
- (g) **For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will not be available if there is a power outage and Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, conditions, forced government evacuations, and fuel shortages.**

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**LOCAL EXCHANGE SERVICE**

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

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

**2.1.4 Liability of the Company, cont'd.**

**9.** With respect to Emergency Number 911 Service:

**(h).** Emergency Locator Service

(CT)

Business Customer acknowledges and understands that the E911 database will provide accurate information to first responders and others who access the database only if the Customer assures that the information is accurate at every moment of time. Company shall have no liability for any delay, incorrect response, or any injury that Customer or any person suffers as a result of any inaccuracy in the E911 database caused by Customer's actions or failure to act. The Customer must advise the Company of E911 move, add, change, or delete information in writing within twenty-four (24) hours of the effective date of the change. Company makes no warranties, express or implied, regarding the accuracy of E911 information provided by the Customer.

It is Customer's responsibility to conduct initial and regular testing of the ability to dial 9-1-1 over Cox Business services and ensure that: 1) Customer Premises Equipment ("CPE") is compatible with Cox Business's services; 2) the PSAP is able to identify the Customer's address when a 911 call is placed from Customer's location; and, if Customer is using a PS-ALI service to provide enhanced PS/ALI functions (as described below), that 3) the PSAP is able to identify the specific location within Customer's address from where the 911 call is placed. (See Section 5, Testing 9-1-1 Call Processing for PBX Systems;\_\_NENA Technical Information Document No. 03-502, "Trunking for Private Switch 9-1-1 Service," available at [www.nena.org](http://www.nena.org).)

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

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**LOCAL EXCHANGE SERVICE**

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

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

**2.1.4 Liability of the Company, cont'd.**

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

**(h).** Emergency Locator Service, cont'd.

(CT)

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.

10. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
11. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
12. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
13. The Company does not guarantee or make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

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2.1.4 Liability of the Company, cont'd.

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

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

(CT)

2.1.4 Liability of the Company, cont'd.

(AT)

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 non-published telephone number, as described in Section 3.4.5.3, Non-Published Listings, following, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
17. When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.1.5 Notification of Service-Affecting Activities**

The Company may provide the Customer reasonable notification of service activities that occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. However, emergency or unplanned service-affecting conditions, such as an 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.

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**LOCAL EXCHANGE SERVICE**

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**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.



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**LOCAL EXCHANGE SERVICE**

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

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

**2.1.7 Non-routine Installation**

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

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

**2.1.8 Ownership of Facilities**

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

**2.2 Prohibited Uses**

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

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

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**LOCAL EXCHANGE SERVICE**

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**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 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**

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**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, cont'd.:

6. providing a safe place to work and complying with all laws and regulations (CT)  
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;
7. complying with all laws and regulations applicable to, and obtaining all consents, (CT)  
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;
8. not creating or allowing to be placed or maintained any liens or other encumbrances (CT)  
on the Company's equipment or facilities;
9. making Company facilities and equipment available periodically for maintenance (CT)  
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.
10. allowing the Company, or its agent, access to the property, with no notice, to (CT)  
remove Company facilities and/or equipment when customer has discontinued  
service.
11. providing the Company with written notification of any change in name, ownership (CT)  
or control.

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**LOCAL EXCHANGE SERVICE**

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**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, cont'd.:

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

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**LOCAL EXCHANGE SERVICE**

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**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.

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

The F.C.C. requires that Customers set up and use a Private Identification Number ("PIN") when communicating with the Company to obtain certain information about, or to make certain changes to, their telephone account. Use of this PIN may be waived when communicating with an account representative dedicated to a Business Customer's account. Cox Telephone Service is subject to the Cox privacy policy posted on the Company's website at <https://www.cox.com/aboutus/policies/annual-privacy-notice.html> .

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**LOCAL EXCHANGE SERVICE**

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**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 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.

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**LOCAL EXCHANGE SERVICE**

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**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.
3. The Customer is responsible for ensuring that the Customer-Provided Equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement.
4. The Customer is responsible for ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI so that emergency responders have the ability to locate the station in emergency situations.

**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.

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**LOCAL EXCHANGE SERVICE**

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**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.



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**LOCAL EXCHANGE SERVICE**

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**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 90 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

1. Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

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**LOCAL EXCHANGE SERVICE**

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**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.<sup>11</sup> 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.

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<sup>11</sup>Pending the conclusion of any challenge to a jurisdiction's right to impose a gross receipts tax, the Company may elect to impose and collect a surcharge covering such taxes, unless otherwise constrained by court order or direction, or it may elect not to impose and collect the surcharge. If it has collected a surcharge and the challenged tax is found to have been invalid and unenforceable, the Company will credit or refund such amounts to affected Customers, if the funds collected were retained by the Company or if they were delivered over to the taxing jurisdiction and returned to the Company.

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**LOCAL EXCHANGE SERVICE**

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**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 **Customer** receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.
3. For new **C**ustomers or existing **C**ustomers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. For Customers provisioned under a term agreement and service is terminated prior to the expiration of the term commitment, Early Termination Charges will apply. Early Termination Charges are due and payable effective as of the termination date.
5. Amounts not paid within 15 days after the date of invoice are considered past due. If the Company does not receive the entire amount billed by the due date, a late payment charge of 2% may be assessed on a balance not previously assessed.
6. When a Customer makes a payment to the Company in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid, a \$30.00 returned item fee may be applied to the Customer's account.

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**LOCAL EXCHANGE SERVICE**

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**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 90 days of receipt of the bill.

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

**2.5.4 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 one month's charges for the service or facility. The Advance Payment will be credited to the Customer's initial bill, and may be required in addition to a deposit.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.5 Deposits**

1. The Company may at the time of application for service or at any time thereafter on five (5) days written notice may require a security deposit. The deposit requested will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

Two (2) month's projected average billing for a service or facility.

2. A applicant shall be required to pay a deposit if:
  - (a) The Company establishes that the subscriber has unsatisfactory credit rating, or has an insufficient prior credit history upon which a credit rating could be based; or
  - (b) The Customer has outstanding, with any utility, an undisputed and unpaid service account within the last five (5) years; or
  - (c) The Customer has, in an unauthorized or illegal manner, interfered with or used the service of a telephone company within the past five (5) years; or
  - (d) The Customer fails to pay an undisputed bill before the delinquency date for three (3) consecutive billing periods.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.5. Deposits, cont'd.**

3. The Company shall permit payment of any required residential deposit in equal installments over a period of at least two months and, if the initial or additional deposit required is over fifty dollars (\$50), over a period of at least four months: except that, in lieu of permitting such installment payments, the telephone company may continue to provide local service while restricting access to the toll network until the required deposit is paid if such restriction does not interfere with the ability to make emergency calls. If such residential deposit is greater than one hundred dollars, a substantial portion of which is related to toll usage, and the subscriber wishes to pay the deposit in more than four installments the telephone company shall make such arrangements if the central office can be wired to restrict access to the toll network at a reasonable cost, and the subscriber agrees to pay as part of the installment payments the charges for restricting access during the period of payments. Such charge shall be as provided in rules, regulations or Service Guides filed with and approved by the Commission.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.5 Deposits, cont'd.**

4. Interest on cash deposits shall be paid by Cox at no less than the rate established annually by the Kansas Corporation Commission.
5. If a refund of the deposit is made within thirty (30) days of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than thirty (30) 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.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.5 Deposits, cont'd.**

6. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.
7. In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.
8. The amount of the deposit shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the Customer within thirty (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.
9. If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund the Customer's deposit in excess of the unpaid bills for service furnished. A transfer of service from one (1) premise to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit may be required unless otherwise permitted by these rules.
10. Cox shall automatically refund 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.



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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.5 Deposits, cont'd.**

11. Cox may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit.
12. The deposit made by the end-user with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.
13. A Company shall maintain a record of all deposits received from subscribers, showing the name of each subscriber, the address of the premises for which the deposit is maintained, the date and amount of deposit, and the date and amount of interest paid.
14. Whenever a security deposit or installment payment is accepted, the Company will issue to the subscriber a non-assignable receipt containing the following minimum information:
  - (1) Name of subscriber
  - (2) Place of deposit
  - (3) Date of deposit
  - (4) Amount of deposit
  - (5) Telephone company name and address, signature, and title of the telephone company employee receiving deposit.
  - (6) Current annual interest rate earned on deposit as determined by the Commission in accordance with K.S.A. 1982 supp. 12-822 as amended thereto.
  - (7) Statement of the terms and conditions governing the use, retention and return of deposits, to include a statement that deposits taken from residential subscribers who made non-delinquent payments of undisputed bills for telephone service for a period of twelve (12) consecutive months shall be either credited with interest to their telephone bills or, if requested, refunded.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service**

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

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

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**LOCAL EXCHANGE SERVICE**

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

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd.**

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

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd**

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

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd**

18. A notice of suspension or disconnection will contain the following information:
  - (a) The words "NOTICE OF SUSPENSION" or "NOTICE OF DISCONNECTION" in print type larger than the print type of the notice text.
  - (b) The name and address and the telephone number of the Customer.
  - (c) statement of the reason for the proposed suspension or disconnection of service.
  - (d) The date on or after which service will be suspended or disconnected unless appropriate action is taken.
  - (e) The telephone number in bold print of Cox where the Customer may make an inquiry.
  - (f) The approved charges for restoral or reconnection.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd.**

19. The following additional information will be in the notice unless said information can be obtained in the telephone directory and the notice refers the Customer to the location in the directory where the information can be obtained:
  - (a) A statement of how a Customer may avoid the suspension or disconnection of service, including a statement that the Customer must notify Cox on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of Cox.
  - (b) A statement that informs the Customer where payments may be made or how to obtain a listing of authorized payment agencies.

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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd.**

20. After the cause for suspension or disconnection has been cured, Cox will connect, restore or reconnect service as soon as possible.
21. Upon the Company's discontinuance of service to the Customer under Section 2.5.6, all applicable charges, including Early Termination Charges shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Service Guide.
22. Telephone Calls with Intent to Annoy:
  - A. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
  - B. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
  - C. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.



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**LOCAL EXCHANGE SERVICE**

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

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

**2.5.6 Discontinuance of Service, cont'd**

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

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**LOCAL EXCHANGE SERVICE**

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

**2.6 Allowances for Interruptions of Service**

**2.6.1 Credit for Interruptions:**

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

- a. Automatically, if the service interruption lasts for more than forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount; and
- b. Upon subscriber oral or written request, if the service interruption lasts twenty-four (24) to forty-eight (48) hours after being reported to the company and the adjustment or refund exceeds \$1.00 in amount.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified herein for Local Line or Cox Connect Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

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**LOCAL EXCHANGE SERVICE**

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**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 Guided rates and charges for the alternative service used.

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**LOCAL EXCHANGE SERVICE**

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

**2.7 Termination and Auto Renewal of Contract Services**

**2.7.1 Cancellation of Application for Service**

1. When the Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
2. Where, prior to cancellation by the Customer, the Company incurs any costs 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.

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**LOCAL EXCHANGE SERVICE**

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

**2.7 Termination and Automatic Renewal of Contract Services, cont'd.**

**2.7.2 Termination of Service by the Customer**

If a Customer cancels a Service Order or terminates service prior to the expiration of the term commitment for any reason whatsoever, Customer agrees to pay the Company the following Early Termination Charges, which shall become due and payable as of the effective date of the termination and payable within the period set forth in Section 2.5.2. The Early Termination Charge or Fee includes all costs, fees and expenses incurred in connection with the following:

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.

**2.7.3 Termination of Service by the Company**

1. Violation of any regulation contained in this Service Guide by the Customer may be sufficient cause for termination of the Customer's service.
2. The Company may refuse to furnish or continue to furnish, if such service would be used or is used for a purpose other than that for which it is provisioned e.g., fraudulent use, or if its use interferes with or impairs, or would interfere with or impair, any other service rendered by the Company.
3. When the service is terminated by the Company due to violations of the regulations by the Customer, the charges itemized in Section 2.7.2 above apply.

**2.7.4 Automatic Renewal of Contract Services**

Upon expiration of the Customer's selected initial term, the Customer's Service Agreement shall automatically renew for one (1) year terms unless the Customer or Cox provides the other with written or verbal termination notice at least thirty (30) days prior to the expiration of the then existing term agreement.

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**LOCAL EXCHANGE SERVICE**

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

**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.

**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 required to be given 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 a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first
- 2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.10 Toll Service

- 2.10.1. If a Customer in any single month, accrues toll charges in excess of twice the average monthly toll charges of the Company's Customers in the same class of service (residential or business) or twice the actual monthly average of the individual Customer's charges, whichever is greater, the Company will review the Customer's previous billing, payment and credit history. If the Customer's account is deemed to be a credit risk, as described in Section 2.5.5.2, the Company will attempt to contact the Customer to make inquiries concerning the abnormal usage and may require a security and/or payment of charges on the account to continue toll service. If the Customer does not respond, the Company may suspend toll service.
- 2.10.2. A Customer who has had toll restriction placed on their account will not be able to dial or complete inter/intraLATA toll calls.

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.**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions**

**3.1 Local Exchange Service**

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

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

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**3.1.1 General Regulations**

1. Service Areas: Where facilities are available and operating conditions permit, the applicable Service Area is defined as the exchange areas served by Southwestern Bell Telephone Company (SWBT) and The United Telephone Companies of Kansas, d/b/a CenturyLink.
2. Local Calling Area: The Company concurs in the exchange and local calling area designation specified in both the Southwestern Bell's Kansas Local Exchange Service Guide and The United Telephone Companies of Kansas Local Exchange Service Guide (d/b/a CenturyLink), including non-optional extended areas, if any.

Additionally, the Local Calling Area is extended to include outbound calls from a Cox Customer to a Metro Plus customer that is located adjacent to the metropolitan exchange area.



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LOCAL EXCHANGE SERVICE

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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 facilities exist and operating conditions permit.

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(a) **FEATURE DESCRIPTIONS**

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

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

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

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

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

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1.(a) **FEATURE DESCRIPTIONS**, 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 block the delivery, on a per call basis, of the caller's identifying information, his or her name and telephone number (TN) from caller ID display devices. (Exceptions to call number block are E911 and Toll Free Service.)

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

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

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1(a) FEATURE DESCRIPTIONS, cont'd.

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

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

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

**Hunting Groups:**

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

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

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.2 Local Exchange Service, cont'd.

3.1.2.1(a) FEATURE DESCRIPTIONS, cont'd.

**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 the terminating telephone number. All toll calls will be carried over the Cox network. Charges for additional talk paths will apply per path for non-Cox telephone 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 are forwarded to another number instead of being completed at the Customer's telephone number. All other calls are completed as usual.

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

**Speed Calling – 8 & 30:** Allows a Customer to preprogram up to 8, or up to 30 telephone numbers, and then access these numbers with the simple touch of one digit or two digits on the telephone set.

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.3 Local Exchange Service, cont'd.

3.1.2.1(a) FEATURE DESCRIPTIONS, cont'd.

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

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

(AT)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1(b) Reserved

(MT/CT)

(MT)

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

(RT)

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 3.1.2.3.(a) and 3.1.2.3.(b) respectively.

(a) Non-Recurring Charge	<u>Res.</u> ( \$ )	<u>Bus.</u> ( \$ )	
Line Connection Charge <sup>♦</sup>			
-Professional, each line	<b>\$100.00</b>	\$50.00	(CR)
-Self-Install	<b>\$0.00</b>		(CR)
if Tech is dispatched <sup>†</sup>	<b>\$100.00</b>		(CR)
-Express-Install (switch-only)	\$20.00		
Account Changes - Billing Record (per billing record change)	\$3.00	\$25.00	
Line Restoral Charge <sup>Ψ</sup> (per line)	\$20.00	\$35.00	
Feature Change Charge	N/A		

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

<sup>†</sup> Full or reduced Line Connection (Activation) Charge may apply in addition to or in lieu of Self-Install Connection Charge if Cox Technician is dispatched to Customer's premise as a result of failed Self-Install attempt that is determined to be customer related.

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**2. Local Line Rates and Charges, cont'd.**

**Cox Voice Preferred**

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

1. One flat-rated Residential Access Line with Simultaneous Ring and High Definition Voice (HD Voice),
2. Unlimited Cox Long Distance call plan for both intra- and inter-LATA toll services,
3. Preferred Feature Pack includes: Caller ID Per Call Blocking, Call Return, 3-Way Calling, Anonymous Call Rejection, Call Forwarding, Call Waiting, Call Waiting ID, Caller ID with Calling Name, Selective Call Forwarding, Selective Call Rejection, Speed Dial 8 and Speed Dial 30, and
4. Voicemail.

**Terms and Conditions**

1. The applicable monthly recurring charge for Cox Voice Preferred will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
2. The unlimited toll calls under this package may be directly dialed from the line designated by the Customer to any place within Kansas, the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
3. The unlimited intralATA and interlATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
4. International toll calls to landlines in Mexico are included in this package.

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



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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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

Cox Voice Preferred, cont'd.

Terms and Conditions, cont'd.

5. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical Residential voice use include but are not limited to: non-voice services, use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Cox Unlimited plan. This is a flat rate call plan; call detail is not available with this plan. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This plan is available to Customers on a per-line basis. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party conference calls or multiparty chat lines, directory assistance, per-use feature calling, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges apply.

Rates and Charges

Monthly Recurring Charge: **\$20.00<sup>‡</sup>**

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(AT/NR)

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.2(c) Local Line Rates and Charges, cont'd.

	Residential Custom Calling Features	Monthly Rate*	Per Use <sup>θ</sup>	NRC <sup>♦</sup>	
	Call Trace - per use	N/A	8.00	N/C	
	Caller ID per Line Blocking	N/C	N/C	N/C	

(AT)

(RT)

\* The MRC for Calling Features and Packages may be waived for the initial month of service.

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

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

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.

(c) Business Custom Calling Features (per line equipped)	Monthly Rate <sup>φ</sup>	Per Use <sup>θ</sup>	NRC ♦
Anonymous Call Rejection*	2.00		25.00
Busy Line Redial*	4.50	.75	25.00
Call Forwarding*	4.50		25.00
Call Forwarding Busy*	3.00		25.00
Call Forwarding No Answer*	3.00		25.00
Call Forwarding Busy – No Answer	4.50		25.00
Call Forwarding of Call Waiting	3.00		25.00
Call Forwarding - Remote Access*	2.75		25.00
Call Number Block (per call block)	N/C		25.00
Call Number Block (per line block)	N/C		25.00
Call Return*	4.50	.75	25.00
Call Transfer	4.50		25.00
Call Trace - per trace	N/A	8.00	25.00
Call Waiting*	5.75		25.00
Call Waiting ID*	10.75		25.00
Caller ID*	7.00		25.00
Distinctive Ringing (per number)	4.50		25.00
Hunting, Circular (per number)	1.75		25.00
Hunting, Directory (per number)	1.00		25.00
Long Distance Alert*	4.50		25.00
Priority Ringing*	4.50		25.00
Remote Call Forwarding (initial path)	19.00		35.00
RCF subsequent paths (per path)	9.50		N/C
Ring Down Service	3.00		25.00
Selective Call Acceptance*	3.00		25.00
Selective Call Forwarding*	4.50		25.00
Selective Call Rejection*	4.50		25.00
Speed Calling – 30*	4.50		25.00
Three-Way Calling*	4.50	.95	25.00
Business ID Package <sup>ψ</sup>	19.95		N/C
Solution Package <sup>ψ</sup>	24.95		N/C

\* Denotes features included in the Solutions Package.

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

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

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line Rates and Charges, cont'd.

3. Service Appointment Charge (CT)

A Service Appointment Charge will be assessed on Residential Customers when a Cox technician or a Cox agent visits a premises for the purpose of inside wire work requested by the Customer or Customer's representative. (CT)  
Except for Cox Service Protection Plan (CSPP) subscribers, the charge defined (CT)  
below applies to Customers whenever a Customer Premises visit is required at the Customer's request for regulated service or for educational visit to instruct the Customer on use of the service.

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 trouble is located on the Customer's side of the network demarcation point.

Service Appointment Charge¥	Per-Visit \$75.00	(CT/CR)
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¥ Other charges apply for inside wire repair and maintenance.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 161, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3.1 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 162, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

---

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3.1 Cox Connect, cont'd.

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

2. Monthly Recurring Charges

	Month to <u>Month</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years+</u>
Cox Connect Flat Rate Service Per trunk <sup>φ</sup>	\$30.15	\$26.99	\$25.50	23.99

(MT/CT)

(MT)

(MT) Material relocated to Page 163, Obsolete Services Section.

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<sup>φ</sup> Volume discounts may apply.

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Issue Date: December 19, 2019

Effective Date: December 19, 2019

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 164, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 165, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3.2 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 166, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.3(a) Reserved**

(MT/CT)

(MT)

(MT) Material moved to Page 167, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3. Reserved**

(CT)

(RT)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 168, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 169, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 170, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 171, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 172, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 173, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 174, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 175, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 176, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 177, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 178, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 179, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 180, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 181, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4.4 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 182, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 183, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 184, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 185, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT) Material relocated to Page 186, Obsolete Services Section.

(MT)

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**4. Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 187, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**Reserved for future use.**

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

**Reserved for future use.**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 188, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 189, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 190, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 191, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 192, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 193, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.1.5 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 194, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

(MT)

(MT)

(MT) Material relocated to Obsolete Services, Page 151.

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

(MT/CT)

(MT)

(MT) Material relocated to Page 195, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

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**SECTION 3 - Service Descriptions, cont'd.**

**3.2 Directory Assistance**

A Customer may obtain Directory Assistance with Call Completion in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Additionally, the Customer may request movie and theater information as well as telephone numbers

3.2.1 Each call to Directory Assistance with Call Completion will be charged as follows:

Residential Per Call Charge                      \$2.49

Business Per Call Charge                      **\$2.49** (CR)

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

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

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

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

3.2.3 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 includes sent-paid calls from the Customers' local exchange service and calls billed to the Customers' Company calling card. Third number billing of DA calls to the disabled Customers' local exchange service are not exempt.

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LOCAL EXCHANGE SERVICE

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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.

(RT)  
(RT)

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

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

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

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LOCAL EXCHANGE SERVICE

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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)	\$4.00	
Third Number Billing (Customer Dialed)	\$4.00	
<b>Credit</b> Card (Operator Dialed)	\$4.00	(CP)
<b>Credit</b> Card (Customer Dialed)	N/C	(CP)
Collect Calling (Operator Dialed)	\$4.00	
Collect Calling (Customer Dialed)	\$4.00	
Person-to-Person (Operator Dialed)	\$5.00	
Person-to-Person (Customer Dialed)	\$5.00	
Station-to-Station (Operator Dialed)	\$3.00	
General Assistance	N/C	

**3.3.2 Reserved:**

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**LOCAL EXCHANGE SERVICE**

---

**SECTION 3 - Service Descriptions, cont'd.**

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

**3.3.2 Reserved**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.4 Directory Listings**

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

- 3.4.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.
- 3.4.2 Directory listings must be in the name of a person who lives at a residence and must be a legally authorized or adopted name. Listings may reflect full first/given name or initials of that name. For example, John Smith may be listed as John or J. Smith.
- 3.4.3 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, obscenities in the name, or any listing which in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
- 3.4.4 To ensure that listings are placed in the appropriate section of the directory, each Residential listing must be designated "Residential" and each commercial listing must be designated "Business" or "Government". In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.



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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

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

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

1. **Primary Listing:** A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
2. **Additional Listings:** In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.6.
3. **Nonpublished Listings:** Listings that are not printed in directories nor available from Directory Assistance.

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

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.6 (cont'd)

3. **Non-Directory Listed:** A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nonlisted Listings are specified in Section 3.4.6. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.
5. **Premium Listing:** A premium listing includes the following directory listings: Alternate, Alpha, Cross Reference, Foreign, Informational, and Temporary.

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.7 Directory Listings Rates

	<u>Res.</u>		<u>Bus.</u>	
	<u>Monthly</u>	<u>NRC</u>	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A	N/C	N/A
Additional Listing	\$1.00	\$5.00	\$1.75	\$19.00
Non-Published ♦	\$3.99	\$5.00	\$3.75	\$19.00
Non-Directory Listed	\$1.40	\$5.00	\$2.50	\$19.00
Premium Listing	\$1.00	\$5.00	\$1.75	\$19.00
Change Listing	N/A	<b>\$3.00</b> (CR)	N/A	\$19.00
Change Number	N/A	<b>\$25.00</b> (CR)	N/A	\$25.00

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

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Issue Date: January 22, 2014

Effective Date: January 22, 2014

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.5 Emergency Services (Enhanced 911)**

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

**3.6 Reserved**

**3.7 Reserved**

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

**3.8 Employee Discounts**

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

**3.9 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 196, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.9 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 197, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.9 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 198, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.9 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 199, Obsolete Services Section.



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**LOCAL EXCHANGE SERVICE**

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**SECTION 4 - Promotional Offerings and Service Guarantees**

**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 limited as to the duration, the date and times of the offerings and the locations where the offerings are made. The Company will advise the KCC of the terms and conditions of all promotions.

**4.2 Service Guarantees**

Satisfaction Guarantee

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

On-Time Guarantee

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

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LOCAL EXCHANGE SERVICE

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SECTION 5 - Special Service Arrangements

5.1 Special Service Arrangements

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

Pricing elements included in an ICB contract are available to any similarly situated Customer for a period of 30 days after the execution of the ICB contract. After the expiration of the 30 days, pricing will be developed on a case-by-case basis.

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

**DS-3, Digital Service level 3:** Equivalent of 28 DS 1 channels, and operating at 44.736 Mbps, also called T-3.

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

**WAN, Wide Area Network:** This network uses links provided by Cox facilities and/or other local telephone companies to connect disperse sites within the state.

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LOCAL EXCHANGE SERVICE

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**SECTION 6 - Residential Assistance Offerings and KUSF Recovery Charge**

**6.1 Lifeline Assistance Program**

(AT/CT)

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

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

**6.1.1 Eligibility Requirements**

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

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

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

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

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

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

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

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

(AT)

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LOCAL EXCHANGE SERVICE

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**SECTION 6 - Residential Assistance Offerings and KUSF Recovery Charge**

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

(AT/CT)

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

Pursuant to Kansas Corporation Commission Order Granting High-Cost ETC Designation, dated May 20, 2021 in Docket No. 21-COXT-245-ETC, Lifeline service is only available to customers residing in the following census block groups:

201730080003
201730095092
201730100053

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

(AT)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 - Residential Assistance Offerings and KUSF Recovery Charge**

**6.2    Reserved**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 – Residential Assistance Offerings and KUSF Recovery Charge**

**6.3** Recovery of Kansas Universal Service Fund Contributions from Customers.

The Company will assess a fee to support universal service in Kansas. The fee will be determined each year by the KUSF Administrator.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 - Residential Assistance Offerings and USF Recovery Charge**

**Reserved for future use.**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 6 - Residential Assistance Offerings and USF Recovery Charge**

**Reserved for future use.**



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LOCAL EXCHANGE SERVICE

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**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.

(RT)

**7.1.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>
Business, per line or trunk	N/C	\$10.00
Residence, per line	N/C	\$1.60

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LOCAL EXCHANGE SERVICE

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**SECTION 7 - Miscellaneous Service Offerings**

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

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

**7.2.1 Terms and Conditions**

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- The full service rate will apply, if service is restored within 30 days after the date beginning the suspension of service.
- If the service is suspended for a period of 31 days or longer, the reduced rate as set forth in the following Section 7.2.2 will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below.
- Customers may suspend service for a minimum of 30 days to a maximum of 9 months. Customers may go on seasonal status twice per calendar year with a minimum of 30 days between occurrences. After nine consecutive months, or after a total of nine months within a calendar year, services are subject to return to full billing as subscribed to prior to the seasonal saver suspension of service.
- Customers on Seasonal Service are unable to reach emergency services by dialing 911.

**7.2.2 Rates and Charges**

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.3 Reserved**

(MT/CT)

(MT)

(MT) Material relocated to Page 200, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**Reserved for future use.**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved

(MT/CT)

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

(MT)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.5    Reserved**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.5 Reserved**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.5    Reserved**



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LOCAL EXCHANGE SERVICE

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**SECTION 7 - Miscellaneous Service Offerings**

**7.6 N-1-1 Service**

**1. Cox Telephone - 2-1-1 Service (211)**

(RT)

**1.1 GENERAL**

211 allows end users to reach the 211 service provider by dialing an abbreviated telephone number, two-one-one (2-1-1). 211 is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number (RTN) and then uses the RTN to complete the call over the Public Switched Telephone Network (PSTN) to a call center designated by the 211 service provider.

(RT)

(RT)

211 is an optional service that may be purchased only by information and referral providers as ordered in the FCC's Third Report and Order in CC Docket No. 92-105 (Released July 31, 2001). 211 is offered subject to availability of facilities and will be provided on a first-come, first-served basis.

(RT)

(RT)

**1.2 TERMS AND CONDITIONS**

- A. The Company and the service provider will negotiate the due date(s) for 211. The service provider must provide a copy of its letter notifying the Kansas Corporation Commission of its intention to serve its proposed service area(s) prior to the establishment of the due date(s). A minimum service period of one month applies to this service.
- B. Typically there can be only one 211 service provider for each central office serving area (the "211 service area"). This assures that 211 calls from an End User located within a 211 service area can be routed to a unique 211 call center. Normally, the Company will route calls based on the serving central office. The Company will default route calls to one of the service provider's RTNs if the Company is unable to route based on the serving central office or originating NPA-NXX.
- C. When establishing a call center, the service provider is responsible for informing all local exchange service providers operating within the 211 service area of the establishment of such a call center.
- D. Only calls originating within an operational 211 service area will be routed to a call center. End users dialing 211 outside operational 211 service areas will receive a recorded message that the call cannot be completed as dialed.
- E. 211 Service is provided solely for the benefit of the service provider; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity.

(RT)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 N-1-1 Service

1. Cox Telephone - 2-1-1 Service (211), cont'd.

(RT)

1.2 TERMS AND CONDITIONS, cont'd.

F. The 211 service provider may designate only one Routing Telephone Number (RTN) per 211 service area but may designate different RTNs for different 211 service areas as described below. The RTN must be a toll-free 800 telephone number for central offices outside of the 211 call center's local service area.

- If the service provider utilizes more than one 211 RTN, it must designate the specific stand-alone, host or remote central office(s) to be served by each RTN.
- Normally only one RTN can serve a central office serving area.
- 211 calls are not permitted where local calling is restricted (e.g., prisons).

The Company will route 211 calls originating from End Users on its local exchange network.

G. The rules and regulations specified in this Service Guide apply to 211. The Company will make every effort to route 211 calls to the appropriate calling center; however, it will not be held responsible for routing mistakes and errors.

(RT)

1.3 APPLICATION OF RATES AND CHARGES

Monthly rates and nonrecurring charges apply for 211. These rates and charges are specified herein, following. In addition, the rates and charges for toll-free 800 Service (provided by the Company or another service provider) may apply.

(RT)

Description	Nonrecurring <u>Charge</u>	Monthly <u>Recurring Charge</u>
211		
- per System*		\$35
- per Central Office	\$890.00	
211 Table Changes		
- per Customer Requested Change(s) per System	\$238.00	

(RT)

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\* A System is a group of switches serving a geographic area as defined by the Company.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.6 N-1-1 Service**

**2. TRAVEL AND TRANSPORTATION INFORMATION SERVICE - 511** (RT)

**2.1 GENERAL**

511 Travel and Transportation Information Service (511) allows End Users to reach the 511 service provider dialing an abbreviated telephone number, five-one-one (5-1-1). 511 is an intelligent routing service that determines the central office serving the calling party, converts the 511 dialed digits to a Routing Telephone Number (RTN) and then uses the RTN to complete the call over the Public Switched Telephone Network (PSTN) to a call center designated by the 511 service provider. (RT)

511 is an optional service that may be purchased only by the Kansas Department of Transportation. 511 is offered subject to the availability of facilities. (RT)

**2.2 TERMS AND CONDITIONS**

- A. The Company and the service provider will negotiate the due date(s) for 511. The service provider must provide proof of its authorization to serve its proposed service area(s) prior to the establishment of the due date(s). A minimum service period of one month applies to this service. (RT)
- B. Typically there can be only one 511 service provider for each central office serving area (the "511 service area"). This assures that 511 calls from an End User located within a 511 service area can be routed to a unique 511 call center. Normally the Company will route calls based on the serving central office. The Company will default route calls to one of the service provider's RTNs if the Company is unable to route based on the serving central office or originating NPA-NXX.
- C. When establishing a call center, the service provider is responsible for informing all local exchange service providers operating within the 511 service area of the establishment of such a call center.
- D. Only calls originating within an operational 511 service area will be routed to a call center. End Users dialing 511 outside operational 511 service areas will receive a recorded message that the call cannot be completed as dialed.
- E. 511 Service is provided solely for the benefit of the service provider; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.6 N-1-1 Service

2. TRAVEL AND TRANSPORTATION INFORMATION SERVICE CDT - 511

2.2 TERMS AND CONDITIONS, cont'd.

F. The 511 service provider may designate only one Routing Telephone Number (RTN) per 511 service area but may designate different RTNs for different 511 service areas as described below. The RTN must be a toll-free 800 telephone number.

- If the service provider utilizes more than one 511 RTN, it must designate the specific stand-alone, host or remote central office(s) to be served by each RTN.
- Normally only one RTN can serve a central office serving area.
- 511 calls are not permitted where local calling is restricted (e.g., prisons). (RT)

The Company will route 511 calls originating from End Users on its local exchange network.

G. The rules and regulations specified in Section 2 of this Service Guide apply to 511. (RT)  
The Company will make every effort to route 511 calls to the appropriate calling center; however, it will not be held responsible for routing mistakes and errors.

1.3 APPLICATION OF RATES AND CHARGES

Monthly rates and nonrecurring charges apply for 511. These rates and charges are specified herein, following. In addition, the rates and charges for toll-free 800 Service (provided by the Company or another service provider) may apply. (RT)

Description	Nonrecurring <u>Charge</u>	Monthly <u>Recurring Charge</u>	(RT)
511			
- per LATA		\$35	
- per Central Office	\$950.00		
511 Table Changes			
- per Customer Requested Change(s) per Request	\$224.00		

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.7 Cox Business Unlimited LD Call Plan**

General

The Cox Business Services Unlimited Call Plan will be offered to Business Customers where facilities exist and operating conditions permit. The Cox Unlimited Call Plan may be provisioned on up to 10 Business Lines. The Plan is provisioned with the following services:

- Up to 10 flat-rated Business Access Lines (lines are priced separately);
- Unlimited intraLATA toll minutes;
- Unlimited interLATA toll minutes.

Terms and Conditions

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

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.7 Cox Business Unlimited LD Call Plan, cont'd.

5. The Company may monitor the Customer's toll usage subject to this Plan. If the Customer uses the toll minutes under this Plan for outbound telemarketing, call centers or non-voice services, including but not limited to, data services or any other service listed below, the Customer will be presumed to be in violation of the usage restrictions of this Plan. It shall be the responsibility of the Customer to demonstrate to the Company that the usage is not in violation of the usage restrictions specified herein. Usage restrictions apply and may not be used in conjunction with the following:
- a. Auto dialers or Power dialers
  - b. Long distance Internet access
  - c. Call Center applications including but not limited to auto dialers
  - d. Resale of unlimited minutes
  - e. PBX trunks
  - f. Ground start line or trunks
  - g. ISDN services
  - h. Foreign exchange services
  - i. Public telephone services
  - j. Public access smart-pay phones
  - k. Analog to digital conversion digital PBX services
  - l. WATS services
  - m. PBX/PABX/EABX services
  - n. Non-square electronic key telephone systems
  - o. Predictive calling/dialing systems
  - p. Automatic outbound dialing systems
  - q. Any type of automatic call distribution system, or
  - r. The functional equivalent of any system listed above
6. If the Company determines that a Customer has failed to demonstrate that the usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to another plan offered under this Service Guide.

Rates and Charges

	Monthly Recurring Charge
Unlimited Call Plan	\$20.00

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Reserved

(MT/CT)

(MT)

(MT) Material relocated to Page 201, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.9 Reserved

(MT/CT)

(MT)

(MT) Material relocated to Page 202, Obsolete Services Section.



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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.10 Reserved

(MT/CT)

(MT)

(MT) Material relocated to Page 203, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.10 Reserved**

(MT/CT)

(MT)

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

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.11 Reserved

(MT/CT  
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(MT)

(MT) Material relocated to Page 155, Obsolete Services section.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.12 24 Month Service Agreement

**A. Description**

Under this promotion, new and existing Residential Customers in Cox's Kansas Service Area, who agree to a 24 Month Service Agreement and meet the eligibility criteria set forth below, will receive a price lock guarantee for the twenty-four month term of the agreement.

**B. Eligibility**

To be eligible, Customer must be a new or existing Residential Customer of Cox or its affiliate in good standing (no outstanding balance over 30 days) and subscribe to a 24-month term commitment ("Subscription Term") for at least one line of Residential flat rate service and select Cox as the provider for local toll and long distance telephone service for this line.

**C. Terms and Conditions**

1. If during the Subscription Term (i) Customer disconnects any of the services described in B above, or (ii) Customer's Service is disconnected for non-payment, fraud or violation of applicable Service Guides or terms and conditions, Customer will be billed, and Customer shall pay, an early termination fee ("ETF") of \$240.00. The ETF will be reduced by \$10.00 for each full month of the Subscription Term that the Customer completes. For example, if Customer terminates telephone service during month 18 of the Subscription Term, Customer shall pay Cox a \$70 ETF [\$240.00 minus \$170 (\$10.00 x 17 full months)]. If Services are suspended, restricted, or cancelled, charges will accrue through the date that Cox fully processes the suspension, restriction or cancellation. (CT)
2. Customer may cancel their Subscription Term and service under this promotion within 30 days of the installation date of all eligible services ("Cancel Date") without incurring an ETF. To do so, Customer must notify Cox by calling Cox's Customer Care Center no later than the Cancel Date.
3. Except as noted in 2 above, Customer must pay to Cox all outstanding charges for Services, including payment of any bills that remain due after the date of cancellation (including, any ETF).
4. Customer's 24-month term commitment will begin on the date all eligible services, as defined in B above, are installed.
5. At the end of Customer's Subscription Term, pricing for telephone services will revert to the Service Guide pricing in effect at that time. (CT)
6. Except as otherwise prohibited by law, the Customer agrees to arbitrate any dispute. Notwithstanding the arbitration agreement, the Customer may bring appropriate claims to the small claims court, if the claims fall within the small claims court's jurisdiction, or before the Federal Communications Commission or a state public utilities commission.
7. This offer may not be combined with any other discount offer under this Service Guide.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.13 Reserved

(MT/AT)

(MT) Material relocated to Page 152.

(MT)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.14 Reserved**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.15 Reserved

(MT/CT)

(MT) Material moved to Page 208, Obsolete Services Section.

(MT)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**



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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.16 Reserved

(MT/CT)

(MT)

(MT) Material moved to Page 209, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

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**SECTION 7 - Miscellaneous Service Offerings**

**7.17 Cox Telephone Thirty-Day Free Upgrade Program**

(CT)

**Description:**

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

(CT)

(CT)

**Additional Rules:**

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

**1.18 Online CDT Preferred Discount**

**Description:**

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

**Additional Rules:**

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

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LOCAL EXCHANGE SERVICE

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**SECTION 7 - Miscellaneous Service Offerings**

**7.19 New Home Discount Program**

**Description:**

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

**Eligibility:**

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

**Additional Rules:**

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

**7.19a Third Party Sales Offer**

**Description:**

In Cox's Kansas service area, this program may be offered to Residential Customers, who newly subscribe to **telephone service**. Eligible Customers will receive a waiver of Cox **telephone** monthly recurring charge (MRC) for two months.

(CT)  
(CT)

**Eligibility:**

This promotion will be offered to Cox Kansas Residential Customers, who newly subscribe to Cox **telephone service**. This offer is available through Third Party Sales channel only.

(CT)

**Additional Rules:**

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

(CT)  
(RT)

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.20 Reserved

(MT/CT)

(MT)

(MT) Material moved to Page 210, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

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SECTION 7 - Miscellaneous Service Offerings

7.20 Reserved

(MT/CT)

(MT)

(MT) Material moved to Page 211, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 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.



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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 Emergency Locator Service**

**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.

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LOCAL EXCHANGE SERVICE

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 Emergency Locator Service**

**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.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 Emergency Locator Service**

**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.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 Emergency Locator Service**

**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.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.21 Emergency Locator Service**

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

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

**3 Rates and Charges**

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

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

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

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.22 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 Service Guide section 2.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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

**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.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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

**5. Applicable Cox Service Profiles, cont'd.**

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

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

**1. Specific Customer Information and Records**

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



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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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

**2. Qualification Process**

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 7 - Miscellaneous Service Offerings**

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

**8. Rate Applications, cont'd.**

In subscribing to the TSP System service, the Customer recognizes this condition, grants the Company the right to quote charges after the restoration or installation is completed and agrees to pay the charges.

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

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LOCAL EXCHANGE SERVICE

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**SECTION 8 - Obsolete Services**

- 8.0** 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 a Grandfathered service will result in the complete disconnection of the Grandfathered service at the time of the addition, disconnection, move or change. Exceptions to this rule are requests for miscellaneous record order changes, i.e., bill address change, bill name change, miscellaneous corrections, etc.

**8.1 Connection-90(sm) Package<sup>#£</sup>**

The Cox Connection 90 Package is a residential bundled package of local and long distance telephone services. The package includes two local access line, the Solutions feature package on the primary line, 90 minutes of long distance service that is shared across all Cox provided access lines, and the U.S. Saving Plan on both lines. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the Cox Connection 90 Package:

1. One (1) Primary Local Access Line with the Solutions feature package,
2. An additional Non-Primary Local Access Line, and
3. U.S. Savings Plan, seven cents per minute long-distance calling plan on both Connection-90 Local Access Lines. However, the first 90 minutes of long distance charges are shared across all Cox provided access lines and are included with the Connection-90 Plan (no carryover of unused minutes from month to month). All toll calls placed on the additional access line will be billed at seven (7) cents per minute.

Monthly Recurring Charge: \$46.95

Non-Recurring Charge (per package)<sup>H</sup>

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<sup>£</sup> As of February 1, 2007, the Connection Package will no longer be available.

<sup>H</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply per package for initial service establishment, additional lines and transfers of service. Non-Recurring Charges will be waived for Customers upgrading to Connection-60, Connection-90 and Connection-200 Packages on existing Local Access Lines.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.2 Cox Connection 200(sm) Package<sup>£</sup>

**General**

The Cox Connection 200 Package is a residential bundled package of local and long distance telephone services. The package includes a local access line, the Solutions feature package, 200 minutes of long distance service that is shared across all Cox provided access lines, and 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 200 Package:

1. A local access lines,
2. The Solutions Feature Package,
3. 200 minutes of long distance service, and
4. The U.S. Saving Plan's monthly recurring charge is waived.

**Rates and Charges**

Monthly Recurring Charge \$42.95

Non-Recurring Charge<sup>H</sup>

8.3 **Custom Calling Features**

<b>Business Custom Calling Features (per line equipped)</b>	<b>Monthly Rate<sup>Ø</sup></b>	<b>Per Use<sup>Ø</sup></b>	<b><u>NRC</u></b>
Speed Calling – 8	4.50		◆ <u>25.00</u>

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<sup>£</sup> As of February 1, 2007, the Connection Package will no longer be available.

<sup>H</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply per package for initial service establishment, additional lines and transfers of service. Non-Recurring Charges will be waived for Customers upgrading to Connection-60, Connection-90 and Connection-200 Packages on existing Local Access Lines.

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

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

◆ Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

**8.3 Local Line Rates**

<b>(b.1)</b>	<b>Monthly Recurring Charges</b>	<b><u>Residential</u></b>
	Local Line – Flat Rate Line Charge	
	Standard Rate	\$15.95
	Add'l lines	\$15.95
	Combination Svc.	\$14.36
	2 <sup>ND</sup> line	\$11.96 <sup>♦</sup>
	Add'l lines	\$14.36

(MT) Material formerly found on page 139.

♦ Cox will grandfather the rate to subscribers of this service as of 3/15/07. The remaining services and service rates will continue to be offered as publicized on page 67, Section 3.1.2.2(b.1).

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Issue Date: July 1, 2013

Effective Date: July 1, 2013

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

**8.4 Price Lock Guarantee (PLG) and \$5 Monthly Discount with a 12 Month Service Agreement**

**A. Description**

Under this promotion, new and existing Residential Customers in Cox's Kansas Service Area, who agree to a 12 Month Service Agreement and meet the eligibility criteria set forth below, will receive a price lock guarantee for the twenty-four month term of the agreement and \$5 discount off the Cox High Speed Data Monthly Recurring Charge (MRC).

**B. Eligibility**

To be eligible, Customer must be a new or existing Residential Customer of Cox or its affiliate in good standing (no outstanding balance over 30 days) and subscribe to a 12-month term commitment ("Subscription Term") for at least one line of Residential flat rate service and select Cox as the provider for local toll and long distance telephone service for this line and subscribe to the Cox Affiliated Company's video and high-speed Internet services.

**C. Terms and Conditions**

1. If during the Subscription Term (i) Customer disconnects any of the services described in B above, or (ii) Customer's Service is disconnected for non-payment, fraud or violation of applicable Service Guides or terms and conditions, Customer will be billed, and Customer shall pay, an early termination fee ("ETF") of \$84.00. The ETF will be reduced by \$7.00 for each full month of the Subscription Term that the Customer completes. For example, if Customer terminates CDT Service during month 8 of the Subscription Term, Customer shall pay Cox a \$35 ETF [\$84.00 minus \$49 (\$7.00 x 7 full months)]. If Services are suspended, restricted, or cancelled, charges will accrue through the date that Cox fully processes the suspension, restriction or cancellation.
2. Customer may cancel their Subscription Term and service under this promotion within 30 days of the installation date of all eligible services ("Cancel Date") without incurring an ETF. To do so, Customer must notify Cox by calling Cox's Customer Care Center no later than the Cancel Date.
3. Except as noted in 2 above, Customer must pay to Cox all outstanding charges for Services, including payment of any bills that remain due after the date of cancellation (including, any ETF).
4. Customer's 12-month term commitment will begin on the date all eligible services, as defined in B above, are installed.
5. At the end of Customer's Subscription Term, pricing for CDT Services will revert to the Service Guide pricing in effect at that time.
6. Except as otherwise prohibited by law, the Customer agrees to arbitrate any dispute. Notwithstanding the arbitration agreement, the Customer may bring appropriate claims to the small claims court, if the claims fall within the small claims court's jurisdiction, or before the Federal Communications Commission or a state public utilities commission.
7. This offer may not be combined with any other discount offer under this Service Guide.

## LOCAL EXCHANGE SERVICE

### SECTION 8 - Obsolete Services

#### 8.5 FEATURE PACKAGES

##### Residential Feature Packages

**Solution Package**<sup>†</sup>: Provides a Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, Priority Ringing, Long Distance Alert, and Call Waiting ID. This feature package requires specialized Customer Premises Equipment.

**Active Lifestyle Package**<sup>†</sup>: Provides a Residential Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 8, Busy Line Redial.

**Control Plus Package**<sup>†</sup>: Provides a Residential Customer with the following features: Call Waiting ID, Call Return, Priority Ringing, and Long Distance Alert.

<b>Residential Custom Calling Features</b>	<b>Monthly Rate</b>	<b>Per Use<sup>0</sup></b>	<b>NRC</b>
Call Forwarding Busy*♥	1.00		5.00
Call Forwarding No Answer*♥	1.00		5.00
Call Return*♥	4.25		5.00
Call Trace - per use	N/A	8.00	N/C
Call Waiting ID*♥	11.00		5.00
Caller ID*	8.50		5.00
Long Distance Alert*♥	2.75		5.00
Priority Ringing*♥	4.25		5.00
Privacy Control	3.75		5.00
Privacy Control w/ a feature package <sup>Δ</sup>	3.00		5.00
Remote Call Forwarding	16.00		5.00
Speed Calling - 8*♥	2.90		5.00
Three-Way Calling*	4.25		5.00
Control Plus Package	10.95		N/C
Solutions Package	16.95		N/C

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<sup>0</sup> Per Use charges will not exceed the charges for seven uses per billing period.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.5 **FEATURE PACKAGES, cont'd.**

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

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8.6 **Connection Packages**

**Connection-60(sm) Package**<sup>#£</sup>

The Cox Connection 60 Package is a residential bundled package of local and long distance telephone services. The package includes a local access line, the Solutions feature package, 60 minutes of long distance service that is shared across all Cox provided access lines, and 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:

- 1 One (1) Local Access Line,
- 2 Solutions feature package, and
- 3 U.S. Savings Plan, seven cents per minute long distance calling plan, where the first 60 minutes are bundled with the Connection 60 Package (no carryover of unused minutes from month to month).

Monthly Recurring Charge: \$34.95

Non-Recurring Charge<sup>H</sup>

(MT) Material relocated from Page 65.

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<sup>#</sup> Service is limited to one (1) Connection Package per account.

<sup>£</sup> As of February 1, 2006, this Connection Package will not be available to new Customers; and as of February 1, 2007, the Connection Package will no longer be available.

<sup>H</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply for initial service establishment, additional lines and transfers of service. Non-Recurring Charges will be waived for Customers upgrading to Connection-60 Packages on existing Local Access Lines.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.6 Connection Packages, cond't.

**Cox Connection 100<sup>(sm)</sup> Package**

**General**

Where facilities exist and operating conditions permit, the Cox Connection-100<sup>(sm)</sup> Package will be offered to Residential Customers. The Cox Connection-100<sup>(sm)</sup> Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Solutions Feature Package, 100 minutes of direct dial intrastate and interstate long distance service (additional minutes are billed under the Simple Five Savings Plan) 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 Solutions Feature Package,
- 100 residential minutes of direct dial intrastate and interstate long distance service (no carryover of unused minutes),
- Simply Five Savings Plan (waive MRC) upon expiration of the 100 minutes included in the Cox Connection-100<sup>(sm)</sup> Package, and
- Voice Mail.

**Terms and Conditions**

1. The Cox Unlimited Connection<sup>(sm)</sup> Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
2. Cox Unlimited Connection<sup>(sm)</sup> Package does not permit the Customer to place business calls.
3. International toll calls are not included with this package.

**Rates and Charges**

Monthly Recurring Charge \$38.95

Non-Recurring Charge<sup>H</sup>

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<sup>H</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply. Non-Recurring Charges will be waived for Customers upgrading to Connection-100 Packages on existing Local Access Lines.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.6 Connection Packages, cond't.

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

**General**

Where facilities exist and operating conditions permit, the Cox Unlimited Connection<sup>(sm)</sup> Package will be offered to Residential Customers. The Cox Unlimited Connection<sup>(sm)</sup> Package is a bundled package of local and long distance telephone services. The package includes a local access line, the Solutions package, unlimited residential minutes of direct dial intrastate and interstate long distance service and Voice Mail. An eligibility condition of the package requires that the Customer select Cox long distance for both PIC and LPIC elections. The following services are included in the package:

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

**Terms and Conditions**

1. The Cox Unlimited Connection<sup>(sm)</sup> Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
2. Cox Unlimited Connection<sup>(sm)</sup> Package does not permit the Customer to place business calls.
3. International toll calls are not included with this package.
4. The Cox Unlimited Plan (the "Plan") is for direct-dialed domestic residential voice usage only. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may offer Customer an alternative plan or suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical residential voice use include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Plan. Call detail is not available with this Plan. Customers must subscribe to Cox Long Distance and to the Company's local exchange service. This Plan is available to Customers on a per-line basis up to a maximum of four telephone lines. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party chat lines or multi-party conference calls, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges, including the Universal Service Fund, apply

**Rates and Charges**

Monthly Recurring Charge	\$48.95
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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.7 Reserved

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**LOCAL EXCHANGE SERVICE**

**SECTION 8 - Obsolete Services**

**8.8 Cox Connect PRI SERVICE**

(MT)

**5. Rates and Charges**

**1. Standalone Service**

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

**2. Bundled Services**

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

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

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(MT) Material relocated from Page 108.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

**8.9 Price Lock Guarantee (PLG) and \$100 Cash Back with a 24 Month Service Agreement**

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**A. Description**

Under this promotion, new and existing Residential Customers in Cox's Kansas Service Area, who agree to a 24 Month Service Agreement and meet the eligibility criteria set forth below, will receive a price lock guarantee for the twenty-four month term of the agreement and \$100 Cash Back in the form of a check.

**B. Eligibility**

To be eligible, Customer must be a new or existing Residential Customer of Cox or its affiliate in good standing (no outstanding balance over 30 days) and subscribe to a 24-month term commitment ("Subscription Term") for at least one line of Residential flat rate service and select Cox as the provider for local toll and long distance telephone service for this line and subscribe to the Cox Affiliated Company's video and high-speed Internet services.

**C. Terms and Conditions**

1. If during the Subscription Term (i) Customer disconnects any of the services described in B above, or (ii) Customer's Service is disconnected for non-payment, fraud or violation of applicable Service Guides or terms and conditions, Customer will be billed, and Customer shall pay, an early termination fee ("ETF") of \$120.00. The ETF will be reduced by \$5.00 for each full month of the Subscription Term that the Customer completes. For example, if Customer terminates CDT Service during month 18 of the Subscription Term, Customer shall pay Cox a \$35 ETF [\$120.00 minus \$85 (\$5.00 x 17 full months)]. If Services are suspended, restricted, or cancelled, charges will accrue through the date that Cox fully processes the suspension, restriction or cancellation.
2. Customer may cancel their Subscription Term and service under this promotion within 30 days of the installation date of all eligible services ("Cancel Date") without incurring an ETF. To do so, Customer must notify Cox by calling Cox's Customer Care Center no later than the Cancel Date.
3. Except as noted in 2 above, Customer must pay to Cox all outstanding charges for Services, including payment of any bills that remain due after the date of cancellation (including, any ETF).
4. Customer's 24-month term commitment will begin on the date all eligible services, as defined in B above, are installed.
5. At the end of Customer's Subscription Term, pricing for CDT Services will revert to the Service Guide pricing in effect at that time.
6. Except as otherwise prohibited by law, the Customer agrees to arbitrate any dispute. Notwithstanding the arbitration agreement, the Customer may bring appropriate claims to the small claims court, if the claims fall within the small claims court's jurisdiction, or before the Federal Communications Commission or a state public utilities commission.
7. This offer may not be combined with any other discount offer under this Service Guide.

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(MT) Material relocated from Page 139.12.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.10 Local Exchange Service, cont'd.

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8.10.1 FEATURE PACKAGES

Residential Feature Packages

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.

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Cord-Cutter Service (Limited Basic Service)

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Cox additionally offers existing Residential Customers, who request service disconnection citing their use of wireless telephone service only, a Measured Rate service. The Cord-Cutter Service includes a basic line with 30 minutes of local calling for **\$9.99** per month. Additional local minutes over the 30 minutes monthly allowance will be charged at \$0.50 per minute and will be capped at \$30.00 per month which includes the **\$9.99** per month line charge.

The following restrictions apply to this offer:

- (1) Available only on the Primary Line;
- (2) Customer must select Cox for PIC and LPIC;
- (3) Customers may not subscribe to domestic or international calling plans other than the default plan;
- (4) Customers may select one of the following features at current Service Guideed rate: Caller ID, Voice mail, or Three-Way Calling;
- (5) The service does not qualify for bundle discounts; and
- (6) The offer is not available to Customers receiving a discounted service

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(MT) Material relocated from Page 65.

(MT1) Material relocated from Page 67.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.10 Local Exchange Service, cont'd.

8.10.1 Local Line Rates and Charges, cont'd.

	<b>Residential Custom Calling Features</b>	<b>Monthly Rate*</b>	<b>Per Use<sup>θ</sup></b>	<b>NRC<sup>♦</sup></b>	
	Anonymous Call Rejection	0.99		5.00	
	Busy Line Redial	N/A	.95		
	Call Forwarding	4.25		5.00	
	Call Number Block (per call block)	N/C		N/C	
	Call Number Block (per line block)	N/C		5.00	
	Call Return	N/A	2.00		
	Call Waiting	6.50		5.00	
	Selective Call Acceptance	1.75		5.00	
	Selective Call Forwarding	4.25		5.00	
	Selective Call Rejection	4.25		5.00	
	Three-Way Calling	5.99	.95		
	Essential Feature Pak	12.99		N/C	
	Premier Feature Pak	15.99		N/C	

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\* The MRC for Calling Features and Packages may be waived for the initial month of service.

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

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

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Issue Date: January 8, 2019

Effective Date: January 8, 2019

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

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Services

8.11 Cox Nationwide 1,000 Minute Call Plan:

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A. General:

Where facilities exist and operating conditions permit, the Cox Nationwide 1,000 Minute Call Plan offers Residential Customers in Company's service area a 1,000 minute pack of intrastate and interstate direct-dialed toll minutes subject to the conditions below.

B. Eligibility:

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

1. One flat-rated Residential Access Line,
2. Solutions Package,
3. Cox Long Distance for both the intra- and inter-LATA toll services, and
4. Voice Mail.

C. Terms and Conditions:

- 1 The applicable monthly recurring charge for the Cox Nationwide 1,000 Minute Call Plan will be billed in advance in accordance with this Service Guide as applicable to the payment of recurring charges for local exchange service.
- 2 A Customer will automatically enroll in the Cox Simply Five Call Plan for any minutes in excess of the 1,000 minute threshold. Minutes under Simply Five will be billed at 5 cents per minute and partial minutes will be rounded up to the next whole minute.
- 3 The toll calls under this plan are direct-dialed from the customer's designated line to any destination within the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, and American Samoa.
- 4 The intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply to operator-assisted, collect calls, calls billed to a third party or credit cards, calls to directory assistance, or calls made through per-use feature activation.
- 5 For additional rates, terms, and conditions specific to interstate interLATA toll usage, refer to the Customer Services Agreement at <http://www.cox.com/telephone/customerservicesagreement.asp>.

D. Rates and Charges:

	Monthly Recurring Charge
Cox Nationwide 1,000 Minute Call Plan	\$18.73

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(MT) Material relocated from Page 139.10.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.12 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.

Monthly Recurring Rate♦: **\$25.00**

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♦ Non-Recurring Charges will apply for activation of CDT Essential Package as specified in Section 3.1.2.2(a) of the Service Guide. Monthly Recurring Charges may be waived for the first month of service in competitive situations.

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Issue Date: January 7, 2021

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.14 Business Feature Packages

**Business ID Package**<sup>♦</sup>: 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**<sup>♦</sup>: 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.

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(MT) Material relocated from Page 65.

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♦ 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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Issue Date: December 19, 2019

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

**LOCAL EXCHANGE SERVICE**

**SECTION 8 - Obsolete Services**

**8.15 Local Exchange Service**

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

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

Cox Connect Business Flat Rate Service Per Line <sup>φ</sup>	Month to Month	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>4 Years</u>	<u>5 Years</u>
Wichita	<b>\$37.15<sup>♦</sup></b>	<b>\$33.99</b>	<b>\$32.50</b>	<b>\$30.99</b>	<b>\$30.50</b>	<b>\$29.50</b>
Outside Wichita	<b>\$35.60</b>	<b>\$32.60</b>	<b>\$31.25</b>	<b>\$29.75</b>	<b>\$29.30</b>	<b>\$28.40</b>

Cox Connect Home Office Flat Rate Service Per Line	Month to Month	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years</u>	<u>4 Years</u>	<u>5 Years</u>
Wichita	\$32.15			\$28.99	\$27.50	\$25.99
\$25.50	\$24.50					
Outside Wichita	\$30.60	\$27.60	\$26.25	\$24.75	\$24.30	\$23.40

**Cox Connect Measured Rate**

Per Line	<b>\$22.08</b>	N/A
Rate Per Minute	\$0.10	N/A

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

(MT) Material relocated from Page 67.1.

<sup>φ</sup> A one-dollar discount will be applied to all lines for Business Customers that have more than twelve business lines.

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

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Effective Date: December 19, 2019

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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3.1.3 Cox Connect Trunk(s)

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

1. **Cox Connect-Basic**

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

(a) **One-Way Outbound**

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

(b) **One-Way Inbound or Two-Way**

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

**Features:** The following standard features are available:

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

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

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

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(MT) Material relocated from Page 71.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

3.1.3.1 Cox Connect, cont'd.

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

1. Non-Recurring Charges

Connection Charges (per trunk)▲	\$50.00
Account Changes (Per Billing Record Change)	\$25.00
PIC-2 Change Per line - initial set-up	N/A
After initial set-up*	\$5.00
Restoral Charge <sup>4</sup> (per trunk)	<b>\$30.00</b>

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

(MT) Material relocated from Page 72.

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

<sup>4</sup> Applies for trunk restoral after temporary interruption of service initiated by the Company. If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, Connection Charges will apply.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

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

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

**2. Monthly Recurring Charges**

	Month to <u>Month</u>	<u>1 Year</u>	<u>2 Years</u>	<u>3 Years+</u>
Cox Connect Flat Rate Service Per trunk <sup>φ</sup>	\$30.15	\$26.99	\$25.50	23.99

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(MT) Material relocated from Page 73.

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<sup>φ</sup> Volume discounts may apply.

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

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

**2. Direct Inward Dialing (DID)**

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

A Customer who orders DID will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.2.(a) and 3.1.3.2.(b).

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(MT) Material relocated from Page 74.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

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

**2. Direct Inward Dialing (DID), cont'd.**

**(a) Non-Recurring Charges**

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

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(MT) Material relocated from Page 75.

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

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

(MT)

3.1.3.2 Cox Connect - Direct Inward Dialing (DID), cont'd.

(b) Monthly Recurring Charges

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

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

(MT)

(MT) Material relocated from Page 76.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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3.1.3(a) Cox Connect-1.5 Network Service

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

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

(i) One-Way Outbound

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

(ii) One-Way Inbound or Two-Way

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

(b) Rates and Charges♦

1. Standalone Service

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

2. Bundled Services

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

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

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(MT) Material relocated from Page 77.

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

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**4. 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
- Businesses that want PBX functionality and wish to conserve capital.

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(MT) Material relocated from Page 79.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

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**4. COX CONNECT CENTREX (cont'd)**

**2. APPLICATION (cont'd)**

Meridian Business Sets and single line sets are connected directly to the DMS-500. There is no connecting point on the Customer premises with a limited number of trunks running back to the DMS-500 as with a PBX environment; therefore, every Centrex terminal must be connected to a line card in 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.

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(MT) Material relocated from Page 80.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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.

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(MT) Material relocated from Page 81.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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.

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(MT) Material relocated from Page 82.

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= use of this feature requires a digital phone.

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8.15 Local Exchange Service, cont'd.

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4.4 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.

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=use of this feature requires a digital phone.

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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.

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(MT) Material relocated from Page 84.

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= use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4.4 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*

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(MT) Material relocated from Page 85.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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.

<b>Busy Lamp Field/Direct Station Selection</b>	<b>Key Short Hunt</b>
<b>Directed Call Park</b>	<b>Multiple Appearance DN</b>
<b>Executive Busy Override</b>	<b>Series Completion</b>
<b>Intercom</b>	<b>Station Camp-On</b>

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.

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(MT) Material relocated from Page 86.

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<sup>=</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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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(MT) Material relocated from Page 87.

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<sup>=</sup> use of this feature requires a digital phone.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 COX CONNECT CENTREX (cont'd)

C. CALL CENTER CENTREX PACKAGE

Call Center Centrex package provides business call center features or operator banks. ***Along with all of the features of Basic Centrex and most of the features of Attendant Centrex\****, this package has additional features that make call center employee's jobs easier.

\* excludes Executive Busy Override (EBO) and Intercom (ICM)

The additional features that are included 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.

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= use of this feature requires a digital phone.



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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

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4.4 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.

<b>Account Codes</b>	<b>Intercom<sup>H</sup></b>
<b>Authorization Codes</b>	<b>Malicious Call Hold<sup>H</sup></b>
<b>Automatic Call Distribution</b>	<b>Multiple Appearance DN<sup>H</sup></b>
<b>Automatic Line</b>	<b>Multiline Hunting<sup>H</sup></b>
<b>Call Center Mgmt Information Sys</b>	<b>Ring Again</b>
<b>Call Forward Remote Access</b>	<b>Series Completion<sup>H</sup></b>
<b>Direct Inward System Access</b>	<b>Single Line Queuing<sup>H</sup></b>
<b>Directory Number Hunt</b>	<b>Speed Calling<sup>H</sup></b>
<b>Directed Call Park<sup>H</sup></b>	<b>Station Message Detail Recording</b>
<b>Executive Busy Override<sup>H</sup></b>	<b>Station Camp-On<sup>H</sup></b>
<b>Executive Message Waiting</b>	<b>Uniform Call Distribution<sup>H</sup></b>

**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.

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(MT) Material relocated from Page 89.

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<sup>H</sup> See preceding Section 4. B & C for feature description.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4.4 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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(MT) Material relocated from Page 90.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4.4 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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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4.4 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.

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(MT) Material relocated from Page 92.

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= use of this feature requires a digital phone.

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4.4 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.

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(MT) Material relocated from Page 93.

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**SECTION 8 - Obsolete Services**

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

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**4. 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.** Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this Service Guide.
- D.** Temporary suspension of service is not applicable with this service.
- E.** When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the customer.
- F.** 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.

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4. COX CONNECT CENTREX (cont'd)

5. REGULATIONS (cont'd)

- G. 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:

Total Unrestricted Lines	PBX Trunk Equivalency
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

(MT) Material relocated from Page 95.



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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

**4. COX CONNECT CENTREX (cont'd)**

**5. REGULATIONS (cont'd)**

- H.** 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 current 12-month service period plan.

- I.** 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.
- J.** 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.
- K.** Early Termination Charges will apply for centrex service if discontinued or transferred to another address before the expiration of the initial contract period. Additionally, Early 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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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4. COX CONNECT CENTREX (cont'd)

6. RATES AND CHARGES

A. Flat Rate Pricing<sup>φ</sup>

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.

Basic Centrex	One Time Charges	Monthly Recurring Charges			
	Install per line	1 Year	2 Year	3 Year	5 Year
	NCO	NCO	NCO	NCO	NCO

Attendant Centrex	One Time Charges	Monthly Recurring Charges			
	Install per line	1 Year	2 Year	3 Year	5 Year
	NCO	NCO	NCO	NCO	NCO

Call Center Centrex	One Time Charges	Monthly Recurring Charges			
	Install per line			3 Year	5 Year
	NCO			NCO	NCO

A la Carte Features	Monthly Recurring Charges			
	1 Year	2 Year	3 Year	5 Year
	NCO	NCO	NCO	NCO

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<sup>φ</sup> (NCO) Not Currently Offered.

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

4. COX CONNECT CENTREX (cont'd)

6. RATES AND CHARGES (cont'd)

B. Other Required Charges<sup>φ</sup>

<b>One-Time Initial Customer Setup Charge</b>	NCO	per customer group
<b>Miscellaneous Move/Add/Changes Charge</b>	NCO	per change per station
<b>Centrex Mgmt. Software Setup Charge</b>	NCO	per customer group
<b>SMDR Record Retrieval Setup Charge</b>	NCO	per customer group
<b>SMDR Record Retrieval Monthly Charge</b>	NCO	MRC per customer group
<b>Meridian Business Set surcharge</b>	NCO	per month per MBS
<b>Abbreviated Dialing*</b>	NCO	monthly recurring
<i>* Abbreviated dialing at no charge after 25 lines.</i>		

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<sup>φ</sup> (NCO) Not Currently Offered.

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

3.1.5 Cox Connect PRI Service

GENERAL

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

1. Explanation of Terms

Circuit Switching

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

ISDN Primary Rate Interface (PRI)

Cox Connect PRI is an alternative for individual local exchange access loop services such as Direct Inward Dialing (DID) and business trunks. It can also be used as loop transport for circuit-switched data applications. Cox Connect PRI is provisioned on the 1.544 megabit per second (mbps) bandwidth and uses the Integrated Services Digital Network (SDN) architecture to provide the Customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. In addition, Cox Connect PRI provides the Customer with the service capabilities and features described in the following.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

3.1.5 Cox Connect 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 Cox Connect PRI Interface Arrangement.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

**3.1.5 Cox Connect PRI SERVICE**

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

Primary Rate Interface (PRI) Arrangement

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

B Channel

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

D Channel

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

PRI Trunk Group

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

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

**3.1.5 Cox Connect 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.

Customers subscribing to Cox Connect PRI must comply with ISDN Primary Rate Interface specifications as designated by the Company.

**2. Service Capabilities**

Cox Connect PRI provides the capability to:

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

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

**3.1.5 Cox Connect PRI SERVICE**

**3. Conditions**

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

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the Customer's responsibility to power and obtain such equipment.
- c. Cox Connect PRI service does not preclude the Customer from originating or receiving circuit-switched voice calls from inside or outside either his/her serving central office or his/her Local Exchange Area. Where facilities are available, the Customer will be able to originate and receive circuit-switched data calls outside of his/her serving central office.
- 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 Cox Connect PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-channels to be controlled by a single D channel.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

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

**3.1.5 Cox Connect PRI SERVICE**

**4. Features**

Features available with Cox Connect 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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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

3.1.5 Cox Connect PRI SERVICE

5. Rates and Charges

1. Application of Rates

1. The Trunk dialtone is included in the Cox Connect PRI Service rates and charges.
2. The Trunk Usage rate (Flat) specified in the Local Exchange Services Service Guide apply, as appropriate, to each trunk provisioned on the Cox Connect PRI Service using the circuit-switched voice arrangement.
3. Existing Service Guide rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. Service Guideed DID trunk connection charges apply for each DID trunk provisioned on the Cox Connect PRI Interface Arrangement.
4. Individual Additional Telephone Numbers may be ordered from this Service Guide without incurring DID trunk connection charges.
5. Trunk hunting is included in the Cox Connect PRI Service rates and charges.
6. **Pricing will be based on a case by case basis. It will be non-discriminatory and offered to all similarly situated Customers.**

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.15 Local Exchange Service, cont'd.

3.1.6 Cox Connect I-net.

1. General

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

2. Service

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

4. Rates and Charges (per PRI):

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

(MT) Material relocated from Page 109.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 8 - Obsolete Services**

**8.16 Number Referral Service**

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.16 Number Referral Service cont'd

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.

3.9.1 Rates and Charges

1. Residence Service

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

<u>Primary Number</u>	
-----------------------	--

- |                        |     |
|------------------------|-----|
| • first 3 month period | N/C |
|------------------------|-----|

<u>Additional Numbers</u>	
---------------------------	--

- |                        |     |
|------------------------|-----|
| • first 3 month period | N/C |
|------------------------|-----|

2. Business Service

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

<u>Primary Number</u>	
-----------------------	--

- |   |     |
|---|-----|
| • first month   | N/C |
| • each month up to 12 months or new directory issue date, whichever is longer | N/C |

<u>Additional Numbers</u>	
---------------------------	--

- |                                     |         |
|-------------------------------------|---------|
| • first and additional months, each | \$10.00 |
|-------------------------------------|---------|

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SECTION 8 - Obsolete Services

8.16 Number Referral Service, cont'd

3.9.1 Rates and Charges

Centrex and Direct Inward Dial Service

Sequential Referral Service	<u>Charge</u>
-----------------------------	---------------

Primary Number

- |   |     |
|---|-----|
| • first month   | N/C |
| • each month up to 12 months or new directory issue date, whichever is longer | N/C |

Additional Numbers

- |   |         |
|---|---------|
| • first and additional month, each sequential number referred | \$10.00 |
|---|---------|

Non-Sequential Referral Service

Primary Number

- |   |     |
|---|-----|
| • first month   | N/C |
| • each month up to 12 months or new directory issue date, whichever is longer | N/C |

Additional Numbers

- |   |         |
|---|---------|
| • first and each additional month each non-sequential number referred | \$10.00 |
|---|---------|

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.16 Number Referral Service, cont'd

3.9.2. 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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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.17 Cox OneDial<sup>sm</sup> Service

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1 General

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

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

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

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

	<u>NRC</u>	<u>MRC</u>
1. <u>Lined-Based Service</u>	\$15.00	\$4.00
One Pilot Number (PN), Four Member Numbers (MN) may be assigned, Compatible with Long Distance Alert, Call Waiting, and Caller ID, MN Selective List Editing (SLE), Secure Personal Identification Number (PIN), and Interactive Cox OneDial <sup>sm</sup> System.		
2. <u>Non-Line Based Service</u>	<u>NRC</u> \$15.00	<u>MRC</u> \$5.00
One Pilot Number (PN) Four Member Numbers (MN) may be assigned, Compatible with Long Distance Alert MN Selective List Editing (SLE), Secure Personal Identification Number (PIN), and Interactive Cox OneDial <sup>sm</sup> System.		

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(MT) Material relocated from Page 133.

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SECTION 8 - Obsolete Services

8.18 Cox Basic Business Bundle

1. GENERAL

The Cox Basic Business Bundle (CBBB) offers Business Customers a bundled package term plan of one, two, three or five year commitment. The package combines telephone services and the Cox-Affiliated Company's service for high-speed Internet access. The services provided with this package are:

- Up to 20 flat-rate business access lines,
- Business ID Feature Package,
- Customer must choose Cox LD service,
- The Cox Affiliated Company's High Speed Internet service,
- Optional Hunting – Circular or Sequential.

2. Regulations<sup>=</sup>

1. Business Access Lines

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

2. Business ID Feature Package

The Cox Basic Business Bundle includes the companies Business ID Package that provides call management features as described in this Service Guide and are provided per line per customer request. The CBBB allows for and includes up to 20 Business ID Feature Packages. Feature Packages for lines 21 and up will be at Service Guide pricing.

3. Hunting

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

(MT) Material relocated from Page 139.6.

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Services

8.18 Cox Basic Business Bundle, cont'd.

4. Long Distance

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

3. Rates and Charges

The table below defines the telephony charges associated with the CBBB offering in the State of Kansas.

Business Access Lines	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>	<u>4 Year Term</u>	<u>5 Year Term</u>
1 Primary Line	\$33.00	\$32.00	\$31.00	\$31.00	\$30.00
2-20 Additional Lines	\$23.00	\$22.00	\$21.00	\$21.00	\$20.00
Installation Charge <sup>=</sup> Per Line	\$50.00	\$25.00	\$0.00	\$0.00	\$0.00

(MT) Material relocated from Page 139.7.

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

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SECTION 8 - Obsolete Services

8.19 Cox Small Business Bundle

1. GENERAL

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

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

2. Regulations<sup>=</sup>

1. Business Access Lines

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

2. Business ID Feature Package

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

(MT) Material relocated from Page 139.8.

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

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**SECTION 8 - Obsolete Services**

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

3 Long Distance

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

**3 Rates and Charges**

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

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.20 Local Exchange Service

3.1.2.1(b) FEATURE PACKAGES

Residential Feature Packages

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.20 Local Exchange Service, cont'd.

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

Residential and Business Customers are offered Flat Rate Service. Business Customers may select Measured Rate Service for a low-cost standby/emergency service. The term "flat rate service" denotes residential or business service where, for a stated monthly rate, unlimited calling is allowed to all other local exchange service lines in the local calling area in which it is furnished. The term "Measured Rate Service" denotes business service for which charges are made according to a measured amount of usage. Rates include a monthly access line charge and usage charges (per minute or portion thereof) on local calls. Residential Local Line Flat Rate Service includes a Residential Primary Line provisioned with Cox Long Distance for intra- and inter-LATA service.

**(b.1) Monthly Recurring Charges**

**Residential<sup>♦</sup>**

Local Line – Flat Rate Line Charge  
Standard Rate

**\$20.00**

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

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SECTION 8 - Obsolete Services

8.21 Residential Bundled Services Package

1. General

The Bundled Services Package offers certain discounted or free services for eligible Residential Customers who subscribe to following services provided by Cox or a Cox-Affiliated Company: local and long distance telephone service, cable TV, and high speed internet access.

2. Regulations=

Customers that subscribe to the specific services detailed below will be eligible to receive certain discounted or free services as defined in Section 3, following. The Customer must subscribe to the following services:

- Residential Local Access Line,
- Intrastate and interstate long distance service,
- Cox-Affiliated Company's cable television service, and
- Cox-Affiliated Company's high-speed internet access service.

Eligibility requires no term commitments to receive the discounts and/or free services offered under the Bundled Services Package, however, the Customer must continue the subscription to the services listed above and maintain the account in good standing.

3. Rates, Charges and Discounts

All telephony services offered under this package will be billed at the standard Service Guided rate, except for the discounts detailed below. Once eligibility is established, the Customer will be entitled to one of two free services every month the customer maintains the level of service defined above. The two offers are: (1) one-hundred twenty (120) free minutes of intrastate and/or interstate long distance service shared across all Cox provided access lines or (2) a premium pay channel from the Cox-Affiliated Company. Additionally, the Line Connection Charge associated with the first line will be waived for the initial establishment of service for Customers that subscribe to the Bundled Services Package.

Additionally, Customers, who select the 120 Free Minute option, will be automatically enrolled in Cox's U.S. Savings Plan. The \$3.95 monthly recurring charge will be waived and the Customer will be assessed 7 cents per minute for intrastate and interstate long distance after the initial 120-minute period.

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.21 Cox Voice Packages

1. Starter

General

Where facilities exist and operating conditions permit, Cox Voice Starter will be offered to Residential Customers. Cox Voice Starter includes a local access line.

Terms and Conditions

Cox Voice Starter's Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service. This plan is available on a per line basis and can be provisioned on multiple lines on the account. The Monthly Recurring Charge for the package will apply on a per line basis.

Rates and Charges<sup>♦</sup>

Monthly Recurring Charges  
Cox Voice Starter Package **\$20.00**

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<sup>♦</sup> Non-Recurring Charges will apply for activation of Cox Voice Starter Package as specified in Section 3.1.2.2(a) of the Service Guide. Monthly Recurring Charges may be waived for the first month of service in competitive situations.

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.22 Retention Program

**Description:**

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

**Eligibility:**

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

**Additional Rules:**

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

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.23 Residential Bundled Services Packages

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1. Cox Voice Economy

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

**Monthly Recurring Rate: \$18.40**

2. Cox Voice Premier

Where facilities exist and operating conditions permit, the Cox Voice 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,  
Unlimited Cox Long Distance for both intra- and inter-
2. 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.

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LOCAL EXCHANGE SERVICE

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SECTION 8 - Obsolete Services

8.23 Residential Bundled Services Packages, cont'd.

2. Cox Voice Premier Package, cont'd.

4. International toll calls to landlines in Mexico are included with this package.
5. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may offer the Customer an alternative plan or suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical Residential voice use include but are not limited to: non-voice services, use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Cox Unlimited plan. This is a flat rate call plan; call detail is not available with this plan. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This plan is available to Customers on a per-line basis 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.

**Rates and Charges**

Monthly Recurring Charge♦: **\$30.00**

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♦ Non-Recurring Charges will apply for activation of Cox Voice Premier Package as specified in Section 3.1.2.2(a) of the Service Guide. Monthly Recurring Charges may be waived for the first month of service in competitive situations.

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