
Competitive Telecommunications Services Guide

**Terms, Conditions and Schedule of Charges
Applying to Non-Tariff Services
Within the State of Ohio**

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Competitive Telecommunications Services Guide

CHECK SHEET

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

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Competitive Telecommunications Services Guide

1 - Introduction

- 1.1** All Competitive, non-tariff services offered by Cox Ohio Telcom, LLC, d/b/a Cox Communications and listed in this Services Guide shall comply with commission rules, orders and standards as prescribed by state or federal law as further described herein.
- 1.2** Customer Rights and Responsibilities may be found in the Appendix to 4901:1-6 of the Ohio Administrative Code. (T)
- 1.3** Terms and Conditions of the services provided in this Service Guide are as specified herein. (T)
- 1.4** Any problem or complaint should be made to Cox personnel as follows: Residential Customers should contact 216-535-3500 or toll free at 866-737-7857 and Business Customers should dial 216-535-3344 or toll free at 866-272-5777. If you have a problem or complaint that is not satisfied after you have called Cox, customers may call the PUCO toll free at 1-800-686-7826 or for TDD/TTY 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays or visit www.puco.ohio.gov. (D)
- 1.5** This Services Guide is available for consumer inspection at the address listed below during normal business hours. Company tariffs are also available for the same purpose. The applicable requirements of the Ohio Administrative Code and the Ohio Revised Code apply to the operations of the Company. The Company will comply with the Commission's policies and requirements for persons with communications disabilities and privacy and number disclosure requirements covered in subject cases. Any changes in terms or conditions and/or operations of the Company will generate an obligation of the Company to provide notice of such changes in accordance with the Commission's rules. (T)

Competitive Telecommunications Services Guide

1 - Introduction

1.6 Service Areas/Local Calling Area

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Where facilities are available, Cox exchanges are defined by the following areas which are equivalent to similarly named Ohio Bell and Alltel.

Cox Ohio Exchanges

Berea	Independence	Trinity
Brecksville	North Royalton	Victory
Cleveland	Olmsted Falls	

Cox Exchange	Exchanges Included in Calling Area
Berea	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Elyria, Gates Mills, Hinckley, Hillcrest, Independence, Montrose, North Eaton, North Royalton, Northfield, Olmsted Falls, Richfield, Russell, Twinsburg, Strongsville, Terrace, Trinity, Victory, Wickliffe, Willoughby
Brecksville	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Gates Mills, Hillcrest, Hinckley, Independence, Northfield, Richfield, Russell, Twinsburg, Montrose, North Royalton, Olmsted Falls, Strongsville, Terrace, Trinity, Victory, Wickliffe, Willoughby
Cleveland	Aurora, Avon Lake, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Burton, Chagrin Falls, Chesterland, Cleveland, Columbia Station, East Claridon, Elyria, Gates Mills, Grafton, Hillcrest, Hinckley, Independence, Leroy, Montrose, Montville, Newbury, North Eaton, North Royalton, Northfield, Olmsted Falls, Perry, Richfield, Russell, Strongsville, Terrace, Trinity, Twinsburg, Valley City, Victory, Wickliffe, Willoughby
Independence	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Gates Mills, Hillcrest, Hinckley, Independence, Montrose, North Royalton, Northfield, Olmsted Falls, Richfield, Russell, Strongsville, Terrace, Trinity, Twinsburg, Victory, Wickliffe, Willoughby
North Royalton	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Elyria, Gates Mills, Hillcrest, Hinckley, Independence, Montrose, North Eaton, Northfield, North Royalton, Olmsted Falls, Richfield, Russell, Strongsville, Terrace, Trinity, Twinsburg, Victory, Wickliffe, Willoughby

Competitive Telecommunications Services Guide

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1.6 Service Areas/Local Calling Area, cont'd.

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Olmsted Falls	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Elyria, Gates Mills, Hillcrest, Hinckley, Independence, Montrose, North Eaton, North Royalton, Northfield, Olmsted Falls, Richfield, Russell, Strongsville, Terrace, Trinity, Twinsburg, Victory, Wickliffe, Willoughby
Trinity	Aurora, Avon Lake, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chargin Falls, Chesterland, Cleveland, Columbia Station, Elyria, Gates Mills, Hillcrest, Hinckley, Independence, Montrose, North Eaton, North Royalton, Northfield, Olmsted Falls, Richfield, Russell, Strongsville, Terrace, Trinity, Twinsburg, Victory, Wickliffe, Willoughby
Victory	Aurora, Bainbridge, Bedford, Berea, Brecksville, Brunswick, Chagrin Falls, Chesterland, Cleveland, Columbia Station, Elyria, Gates Mills, Hillcrest, Hinckley, Independence, Montrose, North Eaton, North Royalton, Northfield, Olmsted Falls, Richfield, Russell, Strongsville, Terrace, Twinsburg, Victory, Trinity, Wickliffe, Willoughby

Competitive Telecommunications Services Guide

1 - Introduction

1.7 Definitions

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Certain terms used generally throughout this Services Guide are defined below:

Access Code - Denotes a uniform code assigned by the Company to an individual Customer. The code has the form 10XXX, 10XXXXX, 950-0XXX, or 950-1XXX.

Access Minutes - Denotes that usage of exchange facilities in intrastate service for the purpose of calculating chargeable usage.

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Authorized User - Denotes an individual, partnership, association or corporation (other than the Customer) who is authorized by the Customer to be connected to the service of the Customer and on whose premises a station of the dedicated communications service must be located.

Call - A Customer attempt for which the complete address code is provided to the service end office.

Central Office - A local Company switching system where exchange service customer station loops are terminated for purposes of interconnection to each other and to trunks.

Channel - A communications path between two or more points of termination. A path for electrical transmission between two or more points.

Channel Mileage - Provides for the transmission facilities between the Company hub office associated with two Customer designated premises, or between a two Company hubs.

Channel Mileage Termination - Provides for the termination of transmission facilities between the Company hub office associated with two customer designated premises or between two Company hubs.

Commission - The Public Utility Commission of Ohio ("Commission") or ("PUCO").

Company - Cox Ohio Telcom, L.L.C.

Customer - Any person, firm, partnership, corporation or other legal entity that subscribes to service under the terms and conditions of this tariff and is responsible for the payment of charges.

Competitive Telecommunications Services Guide

1 - Introduction

1.7 Definitions, cont'd.

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Customer Designated Premises (CDP) - The premises specified by the Customer for termination of Access Services.

Dedicated Communications Service - Is that of furnishing the requisite facilities including channels and network terminating equipment, to enable the Customer and authorized users to communicate between specified locations for continuous use.

Facility - Denotes any cables, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the service offered under this tariff.

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

Interface - The point at which facilities or services of one type are connected with facilities or services of another type.

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.

Point of Termination - The point of demarcation within a Customer-designated premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and Customer-provided facilities as defined in Part 68 of the Federal Communications Commission's Rules and Regulations.

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

Public Utilities Commission or Commission - The Public Utilities Commission of Ohio ("PUCO" or "Commission")

Competitive Telecommunications Services Guide

Section 2 - General Terms and Conditions

2.1 Payment Arrangements

2.1.1 Billing and Collection of Charges

The Company will comply with the Commission's **Telecommunications Procedures and Standards** with regards to subscriber billing as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland. (C)
(C)

2.1.2 Disputed Bills

The Company will comply with the Commission's **Telecommunications Procedures and Standards** with regards to discontinuance of service as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland. (C)
(C)

2.1.3 Advance Payments

The Company will comply with the Commission's **Telecommunications Procedures and Standards** with regards to discontinuance of service as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland. (C)
(C)

2.1.4 Deposits

The Company will comply with the Commission's **Telecommunications Procedures and Standards** with regards to deposits as set forth in O.A.C.4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland. (C)
(C)

2.1.5 Discontinuance of Service

The Company will comply with the Commission's **Telecommunications Procedures and Standards** with regards to discontinuance of service as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland. (C)
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Competitive Telecommunications Services Guide

Section 2 - General Terms and Conditions

2.2 Allowances for Interruptions of Service

2.2.1 Credit Allowances for Interruptions of Service

The Company will comply with the Commission's Telecommunications Procedures and Standards with regards to credit allowances for interruption of service as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland.

2.2.2 Temporary Suspension for Repairs and Maintenance

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system.

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2.3 Cancellation of Service

The Company will comply with the Commission's Telecommunications Procedures and Standards with cancellation of service as set forth in O.A.C. 4901:1-6. However, Customers can view related material in the Competitive Telecommunications Service Guide which is posted on Cox Communication's website at www.cox.com/cleveland.

2.3.1 Changes in Service

If the Customer makes or requests material changes in service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

Business Customers who switch class-of-service from Business to Residential, will be issued a new telephone number when the service is transferred to a Residential class-of-service. Additionally, call intercept will not be deployed to inform the caller of the new Residential service telephone number.

Competitive Telecommunications Services Guide

Section 2 - General Terms and Conditions

2.4 Obligations of the Customer

2.4.1 General

The Customer shall be responsible for:

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1. the payment of all applicable charges pursuant to this tariff;
2. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment;
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic or other cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.4.1.3. 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;
5. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
6. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the right-of-way for which Customer is responsible under Section 2.4.1.4 above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
7. not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and

(N)

Competitive Telecommunications Services Guide

Section 2 - General Terms and Conditions

2.4 Obligations of the Customer, cont'd.

2.4.1 General, cont'd.

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

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8. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.
9. providing the Company with written notification of any change in name, ownership or control, pursuant to the Commission.
10. 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.
11. 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.

2.4.2 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.

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Competitive Telecommunications Services Guide

Section 2 - General Terms and Conditions

2.5 Customer Equipment and Channels

2.5.1 General

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

2.5.2 Station Equipment

1. The Customer is responsible for providing and maintaining any terminal equipment on the Customer's (or authorized user's or joint user's) premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.2.1 preceding is not applicable.
2. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
3. ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement.
4. ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations.

2.6 Other Regulations

Terms and Conditions contained in Section 2 of Cox's Basic Local Exchange Service Tariff, PUCO No. 1, apply to services provided under this Guide and are incorporated herein by reference.

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Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.1 Service Descriptions, Provisioning and Rates

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3.1.1 General

Private Line services are provided between specified customer locations twenty-four hours daily, seven days per week, with a minimum service period of one month (from the date of installation) except as otherwise specified herein.

Private line services are provided between two or more points within the state of Ohio.

Whenever facilities are provided jointly by the Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange service provided by the Company.

Standard pricing is available for all non-custom services. Standard rates are provided in **Section 3.3, Rates and Charges**, following. The rates contained in this Section are applied based on the locality of service, type of service and the term plan selected.

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1. Two Point Service

Two Point Service allows two Customer-designated locations to be connected by one Special Access Service, either directly or through a hub. The service terminated at both locations must be the same speed and the same capacity.

2. On-Net v. Off-Net

- a. On-Net Services are those, which connect two locations, which are both directly served by the Company's network. Pricing and regulations pertaining to On-Net Services are described in this tariff.
- b. Off-Net Services are those where one or more locations to be connected are not served directly by the Company's network. Off-Net Service must be provisioned, in part, by another service provider. In the instances where the Company is able to provide Off-Net Services, the performance parameters and pricing of the Off-Net Services will be passed through to the Customer.
- c. All rates included in **Section 3.3** are for On-Net arrangements. Off-Net service charges will be developed on an Individual Case Basis.

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Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.1 Service Descriptions, Provisioning and Rates

(D)

3.1.2 Description of Application of Rates

1. Types of Rates and Charges

This Section contains the specific regulations governing the rates and charges that apply for Special Access Service.

There are three types of rates and charges that apply to Special Access Service. These are monthly recurring rates, usages rates and non-recurring charges. These rates and charges are applied differently to the various rate elements as set forth in the following:

Nonrecurring Charges

Nonrecurring charges are one-time charges that apply for a specific work activity (i.e., installation or change to an existing service.) Nonrecurring charges are applicable for installation of services, installation of features and for certain service rearrangements. In addition, an Access Order Charge may be applicable as specified in the Price List, following.

Recurring Charges

Recurring Charges are monthly charges applied on a city-specific basis. Recurring charges apply to Two Point Service.

Recurring charges for Two Point Service will vary based on the locality of service, capacity of service, the distance of service and the term plan selected. Two Point Service recurring charges are applied on a circuit basis and reflect complete end-to-end charges.

a. Channel Termination

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The Channel Termination rate category provides for the communications path between a customer designated premises and the serving wire center of that premises.

b. Channel Mileage

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The Channel Mileage rate category provides for the end office equipment and transmission channel between the serving wire center associated with the two customer premises.

Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.1 Service Descriptions, Provisioning and Rates

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3.1.2 Description of Application of Rates, cont'd.

1. Types of Rates and Charges, cont'd.

Recurring Charges, cont'd

c. Optional Features and Functions

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Optional Features and Functions may be added to a private line service to improve its quality or utility to meet the Customer's specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics which may be obtained.

2. Termination Liability

Unless otherwise specified in individually negotiated contracts, the termination liability for services purchased under a Term Agreement will be equal to the lesser of either:

- 20% of the balance of the total billing payable during the life of the term, or
- the difference between the monthly rate for selected term plan and the monthly rate for the longest term plan that Customer could have satisfied prior to early discontinuance of service.

3.1.3 Service Descriptions

1. DS1 Service

DS1 Service is a dedicated, high capacity, full duplex channel with a line speed of 1.544 Mbps isochronous serial data having signal format of either Alternate Mark Inversion (AMI) or Bipolar 8 Zero Substitution (B8ZS) and either Superframe (D4) or Extended Superframe formats. DS1 Service has the equivalent capacity of 24 Voice Grade services or 24 DS0 services. AMI can support 24 56Kpbs channels and B8ZS can support 24 64Kbps channels.

2. Custom Services

Private Line Services not described above or requests for non-standard configurations and specialized service options will be handled on an Individual Case Basis as set forth in Section 3.1.4, Special Construction, following.

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Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.1 Service Descriptions, Provisioning and Rates

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3.1.4 Special Construction

Special construction or arrangement of facilities may be undertaken by the Company on a reasonable efforts basis at the request of the Customer, and upon a determination by the Company that such charges should apply in that particular instance. Special Construction cases/rates are on an Individual Case Basis. Special Construction is undertaken:

- where facilities are not presently available,
- where the service is of a type other than that which the Company would normally utilize in the furnishing of its service;
- where the service is requested over a route other than that which the Company would normally utilize in the furnishing of its services;
- where the service is in a quantity greater than that which the Company would normally provide;
- where service is requested on an expedited basis;
- where service is requested on a temporary basis until permanent facilities are available;
- where the service requested involves abnormal costs; or
- where service is requested in advance of the Company's normal construction schedule.

Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.1 Service Descriptions, Provisioning and Rates

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3.1.5 Time and Material Service

1. This service provides for the Labor and Material charges associated with installation, maintenance, testing and repair deemed to be associated with equipment and facilities not provided by the Company or deemed to be non-standard or non-routine.
2. The Company shall have no responsibility for the maintenance and repair of any kind with respect to equipment and facilities not provided by the Company. The Company will charge the Customer Time and Material Charges for any maintenance visits with respect to service problems, which are determined to arise from equipment or facilities not provided by Company. (T)
3. When a Customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the Customer shall be responsible for payment of labor charges for the period of time from when the Company personnel were dispatched to the Customer's premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time. (T)
4. If the Customer, after being informed that the trouble is not in Company facilities, wishes to have the maintenance work performed by Company, and the Company agrees to perform the work, the Time and Material Charges will apply and will be developed on an individual case basis. (T)
5. At the Customer's request, and upon agreement by the Company, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases Time and Material Charges 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 (may need to specify how the additional charges will be calculated). (T)

Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.2 Customer Specific Contracts

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3.2.1 General

1. The Company may provide any of the services offered under this tariff, or combinations of services, to Customers on a contractual basis. The terms and conditions of each contract offering are subject to the agreement of both the Customer and Company. Such contract offerings will be filed with the Public Utilities Commission of Ohio and will be made available to similarly situated Customers in substantially similar circumstances. Rates in other Sections of this tariff do not apply to Customers who agree to contract arrangements, with respect to services within the scope of the contract.
2. Services provided under contract are not eligible for any promotional offerings, which may be offered by the Company from time to time.
3. Contracts in this Section are available to any other similarly situated Customer that places an order for such contract service within 90 days of the effective date of such contract service.

(M) Material moved to Original Page 16.1.

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Competitive Telecommunications Services Guide

Section 3 - Private Line Services

3.3 Rates and Charges

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Rates and charges for services reflected in this Section are contained in Section 6, Price list, following.

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3.3.1 High Capacity Service

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	<u>Monthly Recurring Charges</u>	<u>Nonrecurring Charges</u>
1. <u>Channel Termination</u>		
Per Point of Termination		
- DS1 (1.544 Mbps)	\$135.79	ICB
- DS3 (44.736 Mbps)		
1 st Channel Termination	\$1800.00	ICB
2 nd Channel Termination	\$1661.00	ICB
3 rd Channel Termination	\$1637.00	ICB

2. Channel Mileage

	<u>Monthly Rates</u>	
	<u>Fixed</u>	<u>Per Mile</u>
<u>DS1 (1.544 Mbps)</u>		
Mileage Bands		
0	None	None
>0 to 4	\$100.00	\$9.42
>4 to 8	\$100.00	\$9.42
>8 to 25	\$100.00	\$9.42
>25	\$100.00	\$9.42
<u>DS3 (44.736 Mbps)</u>		
Mileage Bands		
0	None	None
>0 to 4	\$703.48	\$80.00
>4 to 8	\$703.48	\$80.00
>8 to 25	\$703.48	\$80.00
>25	\$703.48	\$80.00

3. Multiplexing

Per DS3 to DS1, per month	\$385.00
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(M) Material previously appeared on 1st Revised Page 16.

(M1) Material previously appeared on Original Page 38.

Competitive Telecommunications Services Guide

Section 4 – Local Exchange Service

4.1 Local Line

4.1.1 Residential

Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number. Rates provided in this tariff are for Single Line customers only. Rates and terms for multi-line customers may be found in Cox’s Competitive Telecommunications Service Guide located on Cox’s website <http://www.cox.com/policy/#OnlinePrivacyPolicy>.

1. Local Line Rates and Charges-Residential

a. Non-Recurring Charges

The Company’s service is subject to nonrecurring service charges that apply to Customer requests for connecting, moving or changing service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Tariff.

Description	Nonrecurring Charges	
	Maximum	Current
Line Installation Charge – Professional Install	\$100.00	\$75.00
Line Connection – Self Installation	\$50.00	\$20.00
	\$80.00	\$55.00
Line Disconnect	N/C	N/C
Account Changes - Billing Record -per billing record change	\$11.50	\$9.95
Electronic Reconnect (due to soft disconnect), per line ^{1,2}	\$25.00	\$20.00
Telephony Reconnect Charge	\$60.00	\$50.00
Service Change Charges		
- TN Change Charge	\$32.00	\$29.99
- Feature Change Charge	\$11.50	\$9.99
PIC Change Charge	N/A	\$5.00

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¹ Applies per line when Customer has been disconnected at the switch for nonpayment but has not been permanently disconnected at the premises.

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

Competitive Telecommunications Services Guide

Section 4 – Local Exchange Service

4.1 Local Line

4.1.1 Residential

1. Local Line Rates and Charges-Residential, cont'd.

b. Monthly Recurring Charges

Residential Customers are offered Flat Rate Service. The term "flat rate service" denotes residential service where, for a stated monthly rate, unlimited calling is allowed to all other local exchange service lines in the local calling area in which it is furnished.

i. Residential Flat Rate Service (Cox Voice^[1] Starter)

	MAX	CURRENT
Local Line – Flat Rate Line Charge		
- Standard Rate, 1 st line	23.99	19.99
- Standard Rate, Add'l lines	23.99	19.99

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ii. Reserved

^[1] CDT/Cox Digital Telephone rebranded as Cox Voice.

Competitive Telecommunications Services Guide

Section 4 – Local Exchange Service

4.1 Local Line

4.1.2 Business Local Line

2. Local Line Rates and Charges-Business

a. Non-Recurring Charges

	Current
Line Connection Charge ¹	\$39.99
Line Move/Add/Change	\$19.95
Account Changes, per billing record change	\$9.95
PIC Change Charge (Intra-Inter/LATA)	\$5.00
Line Restoral Charge, per line ²	\$20.00

b. Monthly Recurring Charges

Business Customers may select either Flat Rate or Message Rate Service. The term "Flat Rate" denotes 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 "Message Rate Service" denotes business service for which charges are recorded on a per call (message) usage.

	Month- to Month	Term Rates			
		1-Year	2-Year	3-Year	5-Year
Flat Rate Business Line	\$33.95³	\$32.00	\$31.00	\$28.50	\$26.00
Message Rate Business Line	\$10.15³	N/A	N/A	N/A	N/A

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¹ The initial Connection Charge for commercial service may be waived in competitive situations. Other charges may apply for inside wire repair* and/or additional jack installation*.

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

³ A monthly Telecom Relay Surcharge of \$0.03 per line will be assessed in addition to the Local Flat Rate and Message Rate Monthly Business line charges.

* Unregulated under this Guide.

Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Line

4.1.3 Custom Calling Features

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

1. Feature Descriptions

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

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

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

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

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

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

Call Forwarding on Call Waiting: Provides the 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.)

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

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Line

4.1.3 Custom Calling Features

1. Feature Descriptions

Call Return: Provides the customer an announcement of the last phone number that called them. This feature is available on a per-use basis or as part of the Control Plus and Solutions Feature Packages.

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

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

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.

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.

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.

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Line

4.1.3 Custom Calling Features

1. Feature Descriptions

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.

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.

2. Feature Packages

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

Business ID Package: Provides a business Customer with the following features: Caller ID, Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30, Busy Line Redial.

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

Business Solutions Package: Provides the Business Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 30 Numbers, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, and Call Waiting ID.

(M) Material moved to Obsolete Services Section, page 47.

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^[1] CDT/Cox Digital Telephone rebranded as Cox Voice.

Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Line

4.1.3 Custom Calling Features

3. Rates and Charges

Rates and charges for services described in this Section are contained in Section 6, Price List, following.

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(M) Material moved to Obsolete Services Section, page 48.

Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Line

4.1.3 Custom Calling Features

3. Rates and Charges

b. Business

A la Carte Features	Monthly Fixed Rate (\$)	Per Use Charge(s) (\$)
900/976 Call Block	N/C	
Anonymous Call Rejection	6.50	
Busy Line Redial	6.50	
Call Forwarding	6.50	
Call Forwarding - Busy	6.50	
Call Forwarding - No Answer	6.50	
Call Forwarding on Call Waiting	6.50	
Call Number Block, per call block, per line	N/C	
Call Return	6.00	
Call Transfer	6.50	
Distinctive Ringing	5.50	
Local DA Blocking	N/C	
Priority Ring	5.00	
Remote Access to Call Forwarding	2.00	
Remote Call Forwarding, per path	20.45	
Selective Call Acceptance	6.50	
Selective Call Forwarding	2.00	
Selective Call Rejection	6.50	
Speed Calling - 30	6.10	
Three-Way Calling	6.50	
Toll Free Blocking	N/C	
Feature Packages		
Business ID Package	16.95	
Solutions Package	20.00	
Business Value Package	9.95	
	Nonrecurring Charges	
Calling Feature Change	9.95	
Calling Feature Installation	4.00	

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(M) Material previously appeared on Original Page 41.

Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Exchange Service, cont'd.

4.1.2 Cox Connect PRI Service

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

Integrated Services Digital Network

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

Network Interfaces

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

Optional Service Features Package

The Optional Service Features Package incorporates the features Calling Line Identification and Call-by-Call Service Selection. These features are included in the monthly charge as defined in subSection 3.1.7.5, following.

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Exchange Service, cont'd.

4.1.2 Cox Connect PRI Service, cont'd.

1. Explanation of Terms, cont'd.

Primary Rate Access Facility

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

Primary Rate Interface (PRI) Arrangement

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

B Channel

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

D Channel

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

PRI Trunk Group

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

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

Circuit Switching

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 Telephone Company.

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Exchange Service, cont'd.

4.1.2 Cox Connect PRI Service, cont'd.

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2. Service Capabilities

Cox Connect PRI provides the capability to:

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

3. Conditions

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

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- 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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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Exchange Service, cont'd.

4.1.2 Cox Connect PRI Service, cont'd.

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4. Features

Standard 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.

5. Rates and Charges

a. Application of Rates

- i. The Trunk dial tone is included in the Cox Connect PRI Service rates and charges.
- ii. The Measured Trunk Usage rate specified in the Local Exchange Services tariff apply, as appropriate, to each trunk provisioned on the Cox Connect PRI Service using the circuit-switched voice arrangement.
- iii. Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. DID trunk connections are included upon request and provisioned on the Cox Connect PRI Interface Arrangement.
- iv. Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.
- v. Trunk hunting is included in the Cox Connect PRI Service rates and charges.
- vi. Rates and charges for ISDN-PRI in quantities greater than ten (10) may be provided on an Individual Case Basis.

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.1 Local Exchange Service, cont'd.

4.1.2 Cox Connect PRI Service, cont'd.

5. Rates and Charges

b. Rates and Charges

	Month-to-Month	1-YR	2-YR	3-YR	5-YR
Monthly Recurring Charge, per PRI	\$750	\$620	\$560	\$500	\$425
Installation, per PRI	\$1,000	\$800	\$700	\$600	\$400
Reconfiguration Charge	\$300	\$300	\$300	\$300	\$300

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.2 Directory Assistance

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

1. Customers with multiple-line residence service shall be allowed two additional calls per month or four additional Directory Assistance listings (whichever is used first) per line. Call allowances are not applicable to business class of service.
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. Charges for Directory Assistance (DA) are not applicable to calls placed from Customers whose physical, visual, mental or reading disabilities prevent them from using the telephone or the directory. The method of exempting those disabled Customers shall be via the completion of an exemption form supplied by the Company and the Company's acceptance of that form. The exemption for disabled Customers includes sent-paid calls from the Customers' local exchange service. Third number billing of DA calls to the disabled Customers' local exchange service are not exempt.
4. Charges for Directory Assistance Service are not applicable to calls placed from Hospitals.
5. Rates and Charges

Residential, per call:	\$2.49
Business, per call:	\$2.49

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.3 Operator Assistance

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

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

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

Credit Cards: Provides the Customer with the capability to place a call using a **credit** card with the assistance of a **Cox** operator.

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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.

4.3.1 Operator Assisted Surcharges

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

Per Minute-of-Use Charge:	\$0.35
Per Call Charges:	
General Assistance	N/C
Collect Call	\$4.00
Credit Card, Operator Assisted	2.00
Person-to-Person	\$5.00
Station-to-Station	\$3.00
Third Number Billed	\$4.00

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.4 Directory Listings

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

4.4.1 Regulations

1. Directory listings must be in the name of a person who lives at a residence and must be a legally authorized or adopted name. Listings may reflect full **first/given** name or initials of that name. For example, John Smith may be listing as John or J. Smith. (T)
2. 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. 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.
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 "Government" or "Business". 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 may be placed in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.
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.
6. Directory listings are provided in connection with each Customer service as specified herein.
 - A. 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.
 - B. 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 3.4.2.
 - C. Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance.

Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.4 Directory Listings, cont'd.

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4.4.1 Regulations, cont'd.

- D. 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 3.4.2. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.
- E. 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 3.4.2. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.
- F. Premium Listing: A premium listing includes the following directory listings: Alternate, Alpha, Cross Reference, Foreign, Informational, and Temporary.

4.4.2 Directory Listings Rates

	Monthly Charge	Nonrecurring Charges	
		Initial	Subsequent
Primary Listing	N/C	N/C	N/C
Additional Listing	\$2.00	N/C	\$9.99
Name/Number Only	N/C	N/C	N/C
Non-Directory Listed	\$2.20	N/C	\$9.99
Non-Published	\$2.20	N/C	\$9.99
Directory Listing Change Charge	N/A	\$10.00	\$9.99
Directory Number Change Charge	N/A	N/C	\$29.99

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Competitive Telecommunications Services Guide

Section 4 - Local Exchange Services

4.5 Emergency Services (Enhanced 911)

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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).

4.6 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.

4.6.1 Rates and Charges

1. Residential Service

Basic Referral Service	Residential	Business
Primary Number		
- one 3-month period	N/C	N/C
- thereafter (business only)	N/A	15.00
Additional Number(s)		
- one 3-month period	N/C	15.00
- thereafter (business only)	N/A	15.00

2. Exceptions

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

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

(N)

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.1 Description of Service

5.1.1 Class of Calls

1. Station-to-Station

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

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

2. Operator Services

a. Operator Station

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

3. Person-to-Person

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

5.2 Timing of Messages

Unless otherwise indicated, all residential calls are timed in one-minute increments. ***Business calls are timed in 6-second increments and are rounded up to the next higher increment. Direct-dialed Intrastate calls will be billed for a minimum of 18-seconds.***

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For station to station calls, call timing begins when a connection is established between the calling and called stations.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.2 Timing of Messages, cont'd.

For person to person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified, or an agreed upon alternate.

Call timing ends when the called station "hangs up," thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network, or by the Company operator.

Time Periods Defined

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

5.3 Rates

1. Direct Dialed Calls

	Residential¹	Business²
Per Minute	\$0.18	\$0.15
Per-call Message Rate Surcharge	N/A	\$0.0125

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Additional charges may apply as stated in Section 4.3.1, Operator Assisted Surcharges.

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

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² Bill increments and minimum billed usage reflected in 5.2 preceding.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.4 Optional Calling Plans

5.4.1 Residential Calling Plans

1. Simply Five Savings Plan¹

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This optional calling plan will provide Cox Residential Customers a competitively priced alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes direct-dialed calls that originate and terminate within the state and interstate calls, which include all 50 states, the District of Columbia, American Samoa, Puerto Rico, U.S. Virgin Islands, Guam and CMNI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate calls with a monthly recurring charge (MRC) of \$4.**99**.

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¹ The MRC will be waived for Customers who subscribe to: (1) Control Plus or Solutions Feature Packages, and/or (2) both cable* and/or high-speed internet access offered by the Cox Affiliated Company. This does not include International or Directory Assistance Calls.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.4 Optional Calling Plans

5.4.1 Residential Calling Plans

3. Reserved

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(M) Material moved to Obsolete Services Section, page 51.1.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.4 Optional Calling Plans

5.4.1 Residential Calling Plans

6. Reserved

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(M) Material moved to Obsolete Services Section, page 51.2.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Services

5.4 Optional Calling Plans

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5.4.1 Residential Calling Plans

6. Reserved

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(M) Material moved to Obsolete Services Section, page 51.3.

Competitive Telecommunications Services Guide

Section 5 -IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs

a. CBS Minute Pack 100

This optional long distance call plan offers a Cox Business Customer a block of 100 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 100 minutes is shared among a Business Customer’s access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 100-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$7.50	\$0.075
2 Year	\$7.20	\$0.075
3 Year	\$7.00	\$0.07
4 Year	\$6.90	\$0.069
5 Year	\$6.80	\$0.068

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b. CBS Minute Pack 250

This optional long distance call plan offers a Cox Business Customer a block of 250 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 250 minutes is shared among a Business Customer’s access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 250-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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

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Competitive Telecommunications Services Guide

Section 5 -IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs

c. CBS Minute Pack 500

This optional long distance call plan offers a Cox Business Customer a block of 500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$26.00	\$0.052
2 Year	\$25.00	\$0.05
3 Year	\$23.00	\$0.046
4 Year	\$22.50	\$0.045
5 Year	\$22.00	\$0.044

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d. CBS Minute Pack 1000

This optional long distance call plan offers a Cox Business Customer a block of 1000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 1000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 1000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

e. CBS Minute Pack 2500

This optional long distance call plan offers a Cox Business Customer a block of 2500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 2500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 2500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$105.00	\$0.0436
2 Year	\$105.00	\$0.042
3 Year	\$100.00	\$0.04
4 Year	\$97.50	\$0.039
5 Year	\$95.00	\$0.038

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f. CBS Minute Pack 5000

This optional long distance call plan offers a Cox Business Customer a block of 5000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 5000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 5000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$200.00	\$0.04
2 Year	\$195.00	\$0.039
3 Year	\$190.00	\$0.038
4 Year	\$185.00	\$0.037
5 Year	\$180.00	\$0.036

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

g. CBS Minute Pack 7500

This optional long distance call plan offers a Cox Business Customer a block of 7500 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 7500 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 7500-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$280.00	\$0.0373
2 Year	\$275.00	\$0.0367
3 Year	\$270.00	\$0.0360
4 Year	\$260.00	\$0.0347
5 Year	\$255.00	\$0.0340

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h. CBS Minute Pack 10,000

This optional long distance call plan offers a Cox Business Customer a block of 10,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 10,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 10,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

i. CBS Minute Pack 20,000

This optional long distance call plan offers a Cox Business Customer a block of 20,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 20,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 20,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$600.00	\$0.0300
2 Year	\$575.00	\$0.0288
3 Year	\$525.00	\$0.0263
4 Year	\$520.00	\$0.026
5 Year	\$500.00	\$0.025

j. CBS Minute Pack 40,000

This optional long distance call plan offers a Cox Business Customer a block of 40,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 40,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 40,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$1150.00	\$0.0288
2 Year	\$1075.00	\$0.0269
3 Year	\$1000.00	\$0.0250
4 Year	\$960.00	\$0.024
5 Year	\$920.00	\$0.023

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

k. CBS Minute Pack 50,000

This optional long distance call plan provides Cox Business Customers a block of 50,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 50,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 50,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$1400.00	\$0.0280
2 Year	\$1300.00	\$0.0260
3 Year	\$1200.00	\$0.0240
4 Year	\$1200.00	\$0.024
5 Year	\$1150.00	\$0.023

l. CBS Minute Pack 75,000

This optional long distance call plan provides Cox Business Customers a block of 75,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 75,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 75,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

m. CBS Minute Pack 100,000

This optional long distance call plan offers a Cox Business Customer a block of 100,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 100,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 100,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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

n. CBS Minute Pack 125,000

This optional long distance call plan provides Cox Business Customers a block of 125,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 125,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 125,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

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Term Options	MRC	Overage
1 Year	\$3000.00	\$0.0240
2 Year	\$2875.00	\$0.0230
3 Year	\$2750.00	\$0.0220
4 Year	\$2750.00	\$0.0220
5 Year	\$2625.00	\$0.0210

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

1. Minute Packs, cont'd.

o. CBS Minute Pack 150,000

This optional long distance call plan provides Cox Business Customers a block of 150,000 minutes of direct dialed intrastate and interstate long distance and toll free service with the option of one-year through five-year term commitments. The block of 150,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 150,000-minute block will be assessed as detailed below in six second increments and rounded up to the nearest six-second increment. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	Overage
1 Year	\$3450.00	\$0.0230
2 Year	\$3300.00	\$0.0220
3 Year	\$3150.00	\$0.0210
4 Year	\$3150.00	\$0.0210
5 Year	\$3000.00	\$0.0200

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

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Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

5. Cox Business Unlimited Call Plan

General

The Cox Business Unlimited **Call Plan (the "Plan")** will be offered to Business Customers where facilities exist and operating conditions permit. **The Plan** is provisioned under the following conditions:

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- Available to eligible Business Customers ordering Business Lines or Centrex Package, who subscribe to five (5) or fewer Company lines (voice grade or voice grade equivalent) when the service is initiated (lines are priced separately);
- Unlimited intrastate outbound toll minutes;
- Unlimited interstate outbound toll minutes'
- Calls are measured in 6-second increments and rounded up to the next 6-second increment.

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Terms and Conditions

- a. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Business Line or Centrex Package subscribed to under **the Plan**.
- b. The Customer may subscribe **up** to a maximum of five (5) unlimited calling lines. **All lines in a common hunt group must be provisioned with the Plan.**
- c. **The Plan's Monthly Recurring Charge will be billed in advance.**
- d. The unlimited **intrastate and interstate outbound** toll minutes included in **the Plan**:
 1. shall apply exclusively to direct-dialed calls made from the line subject to **the Plan**;
 2. have no cash value for refund purposes;
 3. are no transferrable or assignable;
 4. shall not be applied to calls outside the United States and its territories; and
 5. shall not apply toward operator-assisted, collect calls, toll free (inbound) calls, calls billed to a third-party or credit cards, or calls to directory assistance.

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(M) Material previously appeared on 1st revised page 31.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Optional Calling Plans, cont'd.

5.4.2 Business Calling Plans

5. Cox Business Unlimited Calling Plan, cont'd

Terms and Conditions, cont'd.

e. The Company may monitor the Customer's toll usage subject to the Plan. If the Customer uses the minutes under the 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 be presumed to be in violation of the usage restrictions of the Plan. It shall be the responsibility of the Customer to demonstrate to the Company that the usage us not in violation of the usage restrictions specified herein. Usage restrictions apply and Plan may not be used in conjunction with the following.

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

f. If the Company determines that a Customer failed to demonstrate that the usage does not violate the usage restrictions, the Company may immediately move the Customer's toll service to another plan offered by the Company and the Customer is no longer eligible to subscribe to the Plan.

Monthly Recurring Charge: \$20.00*

*this charge does not include Cox Business Line or Centrex rates.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.4 Optional Calling Plans

5.4.2 Business Calling Plans

5. Cox Business Unlimited Calling Plan, cont'd

(M) Material moved to 2nd revised page 31

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Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

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5.5.1 Service Description

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Toll-Free Service is an inbound service originating on feature group facilities, which terminate on a Business Line. This service enables the Customer to receive toll-free calls at their place of business.

1. The Company reserves the right to require an applicant for Toll-Free Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that the Customer submit a new traffic forecast quarterly after service is initiated.
2. The Company's Toll-Free Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish the Company's Toll-Free Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company.
3. The Customer must obtain an adequate number of access lines for Company Toll-Free Services to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (1) total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish Company Toll-Free Service to any Customer that fails to comply with these conditions.
4. If the Customer requests assignment of a specific Toll-Free Service telephone number, the Company may require the Customer to submit a number reservation agreement form to the Company. At no time may a Customer have more than ten (10) numbers reserved. Any reservation shall be for no more than fifteen (15) days and shall be subject to a reservation fee which will be credited to Customer's unpaid balance after the Company's Toll-Free Service has been in actual and substantial use for a consecutive sixty (60) day period.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

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5.5.1 Service Description

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

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

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

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5.5.1 Service Description

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7. Subject to execution of a Resp. Org. Service Agreement between the Company and the Customer, the Company Resp. Org. will perform the function of Resp. Org. for all Company Toll-Free Service orders unless the Customer requests another Resp. Org. The Company's Resp. Org. functions include 1) search for and reservation of toll-free numbers in the SMS/800; 2) creating and maintaining the toll-free number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting.
 - a. Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, the Company will, at the Customer's request, subscribe to Toll-Free Directory Listing for the toll-free number(s) assigned to the Customer. A charge for Toll-Free Directory Listings will apply as set forth in this Tariff. In the event that a Customer transfers its toll-free service to another Resp. Org., the Company shall cease to subscribe to Toll-Free Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll-Free Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding Toll-Free Directory Listing charges, including any unexpired portion of any minimum period applicable to such services, and the Company shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll-Free Directory Listing responsibility.
 - b. Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a Company Toll-Free Service Customer uses Vertical Features obtained by Company from Local Exchange Company tariffs, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.
 - c. In the event that a Customer cancels its Company Toll-Free Service, the Customer may elect to retain the Company as its Resp. Org. Where the Company serves as Resp. Org. for a non-Company Toll-Free Service Customer, a charge for Resp. Org. Service will apply as set forth in this Tariff.
 - d. In the event that a Customer cancels its Company Resp. Org. or Toll-Free Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any services obtained by or on behalf of the Customer by Company.

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

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5.5.1 Service Description

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

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

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

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

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

5.5.2 Toll Free Service Termination

Customers who terminate service prior to the end of the service term as selected by Customer will be liable for a cancellation charge which shall be calculated as follows: Cox shall re-rate Customer's usage for services provided up to the date of termination by charging Customer the difference between the monthly rate for the service term selected by Customer and the rate for service applicable to the longest term plan for service the Customer could have satisfied prior to discontinuance and multiplying this difference by the number of minutes of service actually provided to Customer. All per-minute charges for each month shall be at the per-minute charge based on rate associated with Customer's highest MOU for the month. Cox bills in six-second increments and rounds up to the nearest six-second increment. **Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds.** If this Call Plan is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage as provided in this Section or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, which ever is greater.

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(C)

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

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

Competitive Telecommunications Services Guide

Section 5 - IntraLata Toll Service, cont'd.

5.5 Toll Free Service

5.5.3 Rates and Charges

1. Basic Service

a. Toll-Free Monthly Recurring and Usage Charges

The Toll-Free Number Charge applies to Basic Toll-Free Service. Domestic calls originating within the United States are billed in 6-second increments with a 6-second minimum. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. **Direct-dialed Intrastate calls are billed in 6-second increments and rounded up to the next higher increment with a minimum of 18-seconds.**

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Change Charge, per change:	\$4.50
Per-Minute Charge	\$0.15
Per Number Charge per month	\$5.00 ¹

b. Toll-Free Directory Listing Service

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

Non-Recurring Charge, per number	\$35.00
Expedite Request, per request	\$50.00
Record Change Charge, per change	\$35.00
Monthly Recurring Charge, per number	\$14.50

¹ Maximum of \$25.00 per month.

Competitive Telecommunications Services Guide

Section 6 – Special Service Arrangements

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6.1 Special Service Arrangements

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

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(M) Material moved to Original Page 16.1

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Competitive Telecommunications Services Guide

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.

7.1.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>	
Residence, per line	\$9.99	\$1.60	(I)
Business, per line or trunk	\$25.00	\$2.00	

7.2 Temporary Suspension of Service - Customer Initiated (Seasonal Saver)

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- Service may not be placed on Seasonal Service more than twice in a calendar year, with a minimum of 30-days of regular billing in between.
- Temporary Suspension of service is available to a Customer up to twice in a calendar year with a maximum period not to exceed 9 months in the same calendar year. After 9 months of Seasonal Service, or a total of 9 months within a calendar year, services are subject to return to full billing as subscribed to prior to the implementation of Seasonal Service.
- The full service rate will apply, if service is restored within 15 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 Section 7.2.2, below, will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below. The non-recurring charge will only apply for the suspension of service.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.2 Temporary Suspension of Service - Customer Initiated (Seasonal Saver)

7.2.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>
Residential Request, per line	\$10.00	\$9.99 ¹

7.3 Bundled Services

7.3.1 Residential Bundled Services

- 1. Reserved for future use.**

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¹ As a competitive measure Customers expressing a desire to disconnect services may be offered a Seasonal Saver MRC of \$5.99

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.3 Bundled Services, cont'd.

7.3.1 Residential Bundled Services, cont'd.

2. Cox Voice^[1] Premier Package

Where facilities exist and operating conditions permit, the Cox Voice¹ Premier Package offers Residential Customers in Company's service area with unlimited intrastate and interstate direct-dialed toll calling subject to the conditions below. The Cox Voice¹ Premier Package includes:

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long Distance¹ for both the intra- and inter-LATA toll services on that same line; and the Premier Feature Pack; and
- iii. Basic Voice Mail

Terms and Conditions

- a. The applicable monthly recurring charge for the Cox Voice¹ Premier Package will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- b. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection 2 above.
- c. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection 2 above to any place within Florida, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.
- d. The unlimited intraLATA and interLATA toll minutes included in this package (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.

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(M) Material moved to Obsolete Service Section, page 51.4.

^[1] CDT/Cox Digital Telephone rebranded as Cox Voice.

¹ Call detail will not be provided on bill. A nonrecurring charge as set forth in 3.1.A.2 for Central Florida and 3.1.B.2 for Gulf Coast, preceding, applies for requests for call detail.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.3 Bundled Services, cont'd.

7.3.1 Residential Bundled Services, cont'd.

2. Cox Voice^[1] Premier Package

- e. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- f. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).
- g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.
- h. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Division of Public Utilities and Carriers.

4. Rates and Charges

Monthly Recurring Charge: \$29.99

3. Cox Voice¹Economy Package

Cox also offers to existing Residential Customers currently subscribing to Cox Voice¹ service who express a desire to disconnect phone service, a package known as Cox Voice¹ Economy. CDT Economy is offered to Customers as a retention only service for Residential Service that includes a Residential Primary Line provisioned with Caller ID and Cox Long Distance for intra- and inter-LATA service.

Monthly Recurring Rate: \$18.39

(M) Material moved to page 51.5.

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[1] CDT/Cox Digital Telephone rebranded as Cox Voice.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

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7.4.1 Liability of the Company

1. With respect to Emergency Number 911 Service

As set forth in Section 7 of this Tariff, Cox offers Business Customers an Emergency Locator Service. In addition to provision set forth in 2.1.4.8 of the Cox Ohio Local Exchange Service Tariff No. 1, as it applies to E911 service, Cox Business Customers who order this service acknowledge and understand that the E911 database will provide accurate information to first responders and others who access the database only if the Customer assures that the information is accurate at every moment of time. Company shall have no liability for any delay, incorrect response, or any injury that Customer or any person suffers as a result of any inaccuracy in the E911 database caused by Customer's actions or failure to act. The Customer must advise the Company of E911 move, add, change, or delete information in writing within twenty-four (24) hours of the effective date of the change. Company makes no warranties, express or implied, regarding the accuracy of E911 information provided by the Customer.

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

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

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

(N)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

7.4.2 General

Emergency Locator Service is available to Cox Business Customers based on the following provisions. At the request of the Business 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.

7.4.3 Eligibility Requirements

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

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

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

7.4.3 Eligibility Requirements

6. Customer shall provide Company with a signed and properly authorized copy of a Letter of Agency (LOA) in favor of Company in the form requested by Company. (T)
7. In addition to any other fees charged by Company, Customer is responsible for any costs of any tasks related to setting up data exchange and obtaining user IDs and passwords for regional E911 databases. Customer must obtain any approval needed for Company to submit PBX records on its behalf to regional E911- database provider(s), including any approval that may be required by any government agency. (T)
8. 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. (T)
9. 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. (T)
10. 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. (T)
11. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time: (T)
 - Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version) (T)
 - Internet access (T)
 - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher (T)
 - Currently Apple/MAC browsers are not supported
12. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice. (T)
13. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token for Customer's use in meeting its responsibilities hereunder. (T)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

7.4.3 Eligibility Requirements

14. Customer will provide Company with a spreadsheet containing the telephone numbers, names, and site-specific PBX information for initially loading the records into the PS/ALI database. A PS/ALI Initial Load File ("ILF") form will be provided to the Customer to provide Company with the required ILF fields and format information for the initial build of telephone number records into Company's system. Company will validate that the numbers submitted by the customer are owned by the Company but is not otherwise required to manipulate and/or change any of the data provided in the ILF on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information via the ILF form. The Customer may submit the first ILF data form to the Company without additional charge. Customer will incur additional charges for any subsequent ILFs required. (T)
15. Company will attempt to correct only MSAG errors, that is, "701" errors (house number out of range in MSAG) and "709" errors (street not found in MSAG). MSAG related errors that Company is unable to correct will be forwarded to Customer for correction. All other error types detected either by validation against Company databases or against other host ALI databases, will also be returned to Customer for correction. This includes errors that occur during the Initial Load File build and errors occurring after the initial load. Error records will be returned 'as is' to Customer. (T)
16. 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. (T)
17. 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. (T)
18. Telephone numbers that are transported outside of Company's defined operational jurisdictions, either on a temporary or permanent basis, may not be routed to the proper PSAP and customer will assume any and all risk associated with this condition. (T)
19. 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. (T)
20. 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)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

7.4.3 Eligibility Requirements

21. Company will provide training to Customer at a mutually agreed-upon date and time. This training will include training on the use of the web-based services. Company will provide one training class, for a maximum of two (2) hours, via a telephone conference call to a maximum of two (2) attendees. Company will provide a maximum of two (2) copies of training course materials to attendees of the training conference call described herein. (T)
22. If Customer decides to discontinue dial tone service with Company or any other LEC providing services to the Customer, then Customer shall immediately notify the assigned Company data analyst in writing that a designated telephone number range will discontinue dial tone services stating the identification of the LECs including Company associated with those numbers. Such notification must be received by Company forty five (45) days in advance. It is the Customer's responsibility to communicate with Company and any other affected LECs regarding the discontinuation and within twenty (20) days of providing the notice set forth above, Customer must either delete all records through the normal SOI update process or instruct Company to unlock all such records. After all records are deleted or unlocked, Company may deny Customer account access. After thirty (30) days, the account access will be denied regardless of option chosen. (T)
23. For Customer requests that are beyond the scope of the deliverables outlined in this tariff, Customer may submit a change request ("Change Request") form to Company and Company at its option may accept the requested change and/or propose additional charges to Customer for same. (T)
24. 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. (T)
25. 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: (T)
- a. a completed order form as required by the Company,
 - b. its authorization for NENA IDs and permission for insertion into ALI databases,
 - c. identification of Customer's PS/ALI program manager,
 - d. a completed and accurate ILF form,
 - e. a signed authorized executed letter of agency as described above,
 - f. a designated point of contact,
 - g. evidence sufficient to Company that the Customer has obtained authorization from any and all LEC dial tone providers to insert and modify ALI records for the specified telephone number ranges,
 - h. and complete and accurate information about its PBX equipment sufficient to establish that the equipment has the capability to forward ANI information to the selective router in accordance with LEC and local requirements.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 7 - Miscellaneous Service Offerings

7.4 Cox Business Emergency Location Service

7.4.3 Eligibility Requirements

26. Company may request from time to time additional information from Customer and Customer shall promptly and within any time period stated respond to any such request. (T)

27. At any time and from time to time, Company may assign or delegate some or all of its rights and responsibilities hereunder to any qualified provider of PS/ALI services or support and Customer agrees to cooperate fully with any agent, assignee or delegate of Company in furtherance of Company's provision of PS/ALI services. (T)

7.4.4 Rates and Charges

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

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

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

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

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

(N)

7.5.1 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:

- a. National Communications System (NCS) Manual 3-1-1
- b. Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service user Manual"
- c. National Communications System (NCS) handbook 3-1-2
- d. 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.

7.5.2 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)

(N)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

(N)

7.5.3 Service Level Priorities

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

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

7.5.4 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.

(N)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

(N)

7.5.5 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.

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.

(N)

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

7.5.6 Specific Customer Information and Records

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

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

7.5.7 Rate Applications

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

Rates for Priority Provisioning, Priority Restoration, are applied on a "per circuit" basis for special access services and on a "per line or trunk" basis for Switched Access Service. Priority Provisioning and Priority Restoration rates are applied as a one-time activation charge for each Cox TSP circuit, line and/or trunk service request. When an Access Service is ordered with both Priority Provisioning and Priority Restoration, the non-recurring charge for Priority Restoration applies for both the provisioning and the restoration.

The Administration and Maintenance charges are applied per line or trunk and per circuit for Special Access Service. Each loop or loop segment of a Special Access multi-point service will be treated as a separate circuit with charge applied on a per loop basis.

The Priority Level Change charge is applicable when the TSP System order activity is changing priority levels. It applies each time the level is changed to a higher or lower level or when moving to an "E" category.

(N)

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

(N)

7.5.7 Rate Applications, cont'd.

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.

7.5.8 Rates

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

	Non-Recurring Charges	Monthly Recurring Charges
Priority Provisioning Installation, per line, trunk or circuit	\$65.00	N/A
Priority Restoration Level Implementation, per line trunk circuit	\$65.00	N/A
Priority Level Change, per line, trunk, or circuit	\$65.00	N/A
Administration and Maintenance of Priority Restoration, per line, trunk, or circuit	N/A	\$4.00
Labor, construction, special equipment, additional facilities, and other resources related to the delivery of service under TSP conditions.	ICB	ICB

(N)

Competitive Telecommunications Services Guide

Section 8 - 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.

Unless otherwise specified, applicable taxes, fees, and surcharges apply and are not included in the prices indicated for the following offer(s). One-time directory listing set-up fee is not included. Cox may at any time modify or withdraw its promotional offers.

Current Promotional Offerings:

1. Area of Promotion: Existing non-CDT residential subscribers who add Cox Digital Telephone Essential or Cox Digital Telephone Premier service. (D) (N)

Offer: \$14.99 per month for twelve months.

Charges Waived: None

Period: November 2, 2015 through February 28, 2016

2. Area of Promotion: Existing non-CDT residential customers that add Cox Digital Telephone Essential or Cox Digital Telephone Premier service. (N)

Offer: Eligible to receive CDT Essential or CDT Premier service for \$9.99 per month for twelve months. Standard rates will begin in month 13.

Charges Waived: Free Professional Installation

Period: November 2, 2015 through February 28, 2016 (N)

Competitive Telecommunications Services Guide

Section 8 - Promotional Offerings

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Section 8 - Promotional Offerings

(D)

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(D)

Competitive Telecommunications Services Guide

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.1 Calling Features

1. Descriptions

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-use basis or as part of the Control Plus and Solutions Feature Packages.

Call Forwarding - Busy: Automatically forwards all incoming calls to a Customer-defined alternate number when the Customer's line is off hook. For Residential Customers, this feature is only available with the CDT Premier Feature Package.

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. For Residential Customers, this feature is only available with the CDT Premier Feature Package.

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

Call 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.

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.

- (M) Material previously appeared on 1st Revised Page 17.1 and effective August 15, 2011 is grandfathered to current customers.
(M1) Material previously appeared on 3rd Revised Page 18 and effective August 15, 2011 is grandfathered to current customers.

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Competitive Telecommunications Services Guide

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.1 Custom Calling Features

1. Feature Descriptions

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.

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.

2. Feature Packages - Descriptions

Control Plus Package: Provides a Residential Customer with the following five (5) features: Call Waiting, Call Waiting ID, Call Return, Caller ID, and Priority Ringing. This feature package requires specialized Customer Premises Equipment.

Residential Solutions Package: Provides the Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8 Numbers(*), Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, and Call Waiting ID.

CDT Essential Feature Pak: Provides a Residential Customer with the following four (4) features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID.

CDT Premier Feature Pak: Provides a Residential Customer with the following thirteen (13) features: Busy Line Redial, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer, Call Return, Call Waiting, Call Waiting ID, Caller ID, Priority Ring, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection and Three-Way Calling.

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(M) Material formerly located on page 19.

Competitive Telecommunications Services Guide

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.1 Custom Calling Features

3. Rates and Charges

Rates and charges for services described in this Section are contained in Section 6, Price List, following.

a. Residential

A la Carte Features (per line equipped, except where indicated on a per use basis)	Monthly Fixed Rate	Per Use
Busy Line Redial		\$1.99 ¹
Call Forwarding Remote Access	\$6.99	
Call Return		\$0.90 ¹
Call Waiting ID	\$15.00	
Caller ID, number only	\$8.50	
Three-Way Calling		\$1.99 ¹
700/900 Blocking	N/C	
Anonymous Call Rejection	0.99	
Block Collect Calls	N/C	
Block 3rd Party Calls	N/C	
Call Forwarding	N/C	
Call Trace, per use	N/C	1.99
Call Waiting	8.50	
Distinctive Ring	6.99	
Ring Fax	6.99	
Feature Packages		
Solution Package	\$15.00	
Control Plus Package	\$10.00	
CDT Essential Feature Pak2	12.99	
CDT Premier Feature Pak3	15.99	
	Nonrecurring Charges	
Call Feature Installation	N/C	
Call Feature Change	\$9.99	

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(M) Material formerly located on page 19.0.1.

¹ Maximum monthly charge on per-use basis is equivalent of 3-uses.

² Available only with the CDT Essential Package

³ Available only with the CDT Premier Package

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

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1. Cox Unlimited Value Plan¹

The Cox Unlimited Value Plan is an optional calling plan which includes a flat-rate Residential local access line, unlimited Residential minutes of domestic interstate long distance service; and unlimited Residential minutes of intrastate long distance service as defined in Cox's Competitive Telecommunications Service Guide. The Customer must select Cox as the carrier of choice for both for both toll and local elections for each Residential Line subscribed to under this plan. This plan is available on up to two (2) phone lines at the rate of \$27.99 per line, per month².

2. Cox Digital Telephone Essential Package I¹

The CDT Essential Package I is an optional offering for Residential Customers that includes a Residential Basic Line and Call Waiting ID. The monthly recurring charge is \$22.99².

3. Cox Digital Telephone Preferred Package¹

The CDT Preferred Package I is an optional offering for Residential Customers that includes a Residential Basic Line, the Solutions Feature Package, Simply 5, and Voice Mail³. The eligibility condition of the Simply Five Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The monthly recurring charge is \$27.99².

4. Cox Digital Telephone Premier Package I¹

a. General

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

b. Eligibility

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

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long Distance⁴ for both the intra- and inter-LATA toll services on that same line; and Cox Solutions Feature Package; and
- iii. Basic Voice Mail

¹ Effective August 15, 2011 this service is grandfathered to existing customers.

² Nonrecurring charges are set forth in section 4.1.1.1.a.

³ Not regulated under this Guide.

⁴ Call detail will not be provided on bill. A nonrecurring charge as set forth in 4.1.1 preceding applies for requests for call detail.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

4. Cox Digital Telephone Premier Package I¹, cont'd.

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c. Terms and Conditions

- i. The applicable monthly recurring charge for the Cox Premier Package I will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection b. above.
- iii. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection b. above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada. 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.
- iv. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- v. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to a plan specified in this tariff Section, and in the Customer Services Agreement.
- vi. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.
- vii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer Section at the Division of Public Utilities and Carriers.

d. Rate

Monthly Recurring Charge: \$29.99
Nonrecurring Charge²:

¹ Effective August 15, 2011 this service is grandfathered to existing customers.

² Nonrecurring charges are set forth in 4.1.1.1.a.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

5. Cox U.S. Savings Plan

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

6. Residential Cord Cutter Service

Cox also offers to existing Residential Customers who currently subscribe to Cox Digital Telephone service who call in to disconnect their phone service citing the desire to use wireless telephone service only, the Residential Cord Cutter Service option. This option includes a basic line with 30 minutes of local dialing 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 \$25.00 per month which includes the \$9.99 per month line charge. The following restrictions apply to this offer: (1) available only on the primary line; (2) customer must select Cox for long distance services; (3) customers are not eligible for domestic or international calling plans that incur a monthly charge; (4) customers have the option of selecting at current standard rates, Voice Mail service; (5) this offer is not eligible for bundle discounts, and (6) this offer is not available to customers already receiving reduced rate service.

6a. Cox Digital Telephone Essential Package

Where facilities exist and operating conditions permit, the Cox Digital Telephone (CDT) Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line, and the CDT Essential Feature Pak which includes the following four (4) features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID. The CDT Essential Package is available on up to two (2) lines at the same Customer location for Residential Customers in Company's service area who subscribe to:

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

Rate

Monthly Recurring Charge: \$24.99
Nonrecurring Charge:

If the Customer requests Toll Restriction then 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 3.1.8 preceding.

(M) Material formerly located on page 40.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

7. Cox Nationwide 1,000-Minute Call Plan

General

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

Eligibility

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

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

Terms and Conditions

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

Rates and Charges

Monthly Recurring charge: \$18.73

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(M) Material formerly located on page 21.2.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

8. Cox Unlimited Long Distance

a. Description:

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

b. Eligibility

Residential Customers who subscribe to:

- i. At least one flat-rated Residential Access Line, and
- ii. Cox Long Distance for both the intra- and inter-LATA toll services on that same line.

c. Terms and Conditions:

- i. The applicable monthly recurring charge for the Cox Unlimited Long Distance call plan will be billed in advance.
- ii. The Cox Unlimited Long Distance call plan cannot be added to a line that already has an unlimited call plan. Additional lines may carry the same Unlimited Long Distance call plan, Cox Standard Long Distance or Simply 5.
- iii. The unlimited toll calls under this plan may be directly dialed from one line designated by the Customer meeting the conditions in Section b above to any place within Ohio, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and Canada.
- iv. The unlimited intraLATA and interLATA toll minutes included in this plan (1) shall apply exclusively to direct-dialed calls made from the line subject to this plan, (2) have no cash value for refund purposes, (3) are not transferable or assignable, and (4) shall not apply toward operator-assisted, collect calls, calls billed to a third party or credit cards, or calls to directory assistance.
- v. Cox Unlimited Long Distance call plan is not intended for placing business calls.

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(M) Material formerly located on page 21.3.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

8. Cox Unlimited Long Distance

c. Terms and Conditions, cont'd.

- i. The Company may monitor the Customer's toll usage subject to this plan to ensure that the Customer's usage is consistent with the applicable restrictions and limitations of Residential Service, i.e., the Customer's usage is consistent with Residential usage. It shall be the responsibility of the Residential Customer to demonstrate to the company that the usage was not in violation of any restrictions.
- ii. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to the schedule and rates specified in this tariff and in the Customer Services Agreement (Cox Long Distance Basic Rates).

b. Rates and Charges¹:

Monthly recurring charge: \$20.00

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(M) Material formerly located on page 21.4.

¹ This rate is for the Cox Unlimited Long Distance call plan. Residential Local Line will also apply as set forth in Section 4.1.1.1.a and 4.1.1.1.b. for customers who order CDT Starter or the CDT Essential Package.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

6b. Cox Digital Telephone Premier Package

a. General

Where facilities exist and operating conditions permit, the Cox Digital Telephone (CDT) Premier Package is an optional offering for Residential Customers that includes a Residential Basic Line, unlimited long distance service, Voice Mail and the Premier Feature Pak. The Premier Feature Pak includes the following thirteen (13) call features: Busy Line Redial, Call Forwarding, Call Forwarding-Busy, Call Forward-No Answer, Call Return, Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selection Call Rejection and Three-Way Calling.

b. Eligibility

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

- i. One flat-rated Residential Access Line; and
- ii. Cox Long Distance Cox Long Distance¹ for both the intra- and inter-LATA toll services on that same line; and the CDT Premier Feature Pak

c. Terms and Conditions

- i. The applicable monthly recurring charge for the Cox Premier Package will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.
- ii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified in subsection b. above.
- iii. The unlimited toll calls under this package may be directly dialed from one line designated by the Customer meeting the conditions in subsection b. above to any place within Rhode Island, any of the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada. 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.

(M) Material moved from page 41.

¹ Call detail will not be provided on bill. A nonrecurring charge as set forth in 4.1.1 preceding applies for requests for call detail.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.1 Residential Services

9.1.2 Call Plans and Packages

6b. Cox Digital Telephone Premier Package

c. Terms and Conditions

- iv. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.
- v. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to a plan specified in this tariff Section, and in the Customer Services Agreement (see Section 7 below for interstate rate plans).
- vi. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.
- vii. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer Section at the Division of Public Utilities and Carriers.

d. Rate

Monthly Recurring Charge: \$29.99
Nonrecurring Charge¹:

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(M) Material moved from page 41.1.

¹ Nonrecurring charges are set forth in 4.1.1.1.a.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.2 Cox Business Services

9. 2.1 Call Plans and Packages

1. Cox Business Nickel Plan

This Business Nickel Call Plan provides Cox Business Customers with a competitively priced alternative to the standard long distance plan. The Call Plan is available to new and existing customers who subscribe to one of the four term call plans (one-, two-, three-, or five-year term commitment) and choose Cox Long Distance for both PIC and LPIC. The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly recurring charge and billed on six-second increments. Direct-dialed Intrastate calls will be billed with a minimum of 18-seconds. Additionally, there is a corresponding interstate call plan that includes state-to-state calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin islands, Guam and CNMI. As an added benefit to this plan, the Customer will receive free LD minutes each month depending on the number of lines associated with the account pursuant to the table below. The benefit is granted per account.

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

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(M) Material previously appeared in 3rd Revised Page 27.

LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.2 Cox Business Services

9. 2.1 Call Plans and Packages

2. Cox Switched LD Solutions III

Cox Switched LD Solutions III is a one-, two-, three- or five-year term long distance direct dialed Business call plan. The call plan is available to new and existing Business Customers that choose Cox Local and Long Distance, both PIC and LPIC. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls will be billed in 6-second increments and rounded up to the next highest increment.

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

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next higher increment with a minimum of 18-seconds at the following per-minute rate based on cumulative MOU’s and term selected:

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

(M) Material previously appeared on 2nd Revised Page 28.

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LOCAL EXCHANGE AND INTEREXCHANGE SERVICES

Section 9 – Obsolete Service Offerings

9.2 Cox Business Services

9. 2.1 Call Plans and Packages

3. Cox Switched LD Enterprise III

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Cox Switched LD Enterprise III is a one-, two-, three- or five-year term direct dialed long distance Business call plan. The call plan is available to new and existing Business Customers that select Cox Local, Cox Long Distance (both PIC and LPIC) and Cox Affiliated Company’s high-speed Internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative minutes of interstate and intrastate usage. Calls are billed in 6-second increments and rounded up to the next highest increment.

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

Direct-dialed Intrastate calls will be billed in 6-second increments and rounded up to the next higher increment with a minimum of 18-seconds at the following per-minute rate based on cumulative MOU’s and term selected:

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

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(M) Material previously appeared on 2nd Revised Page 29.