

**Local Exchange Service**

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**Cox Virginia Telcom, L.L.C.**

**Regulations and Schedule of Intrastate Charges  
Applying to Local Exchange Service Within the  
Commonwealth of Virginia**

## Local Exchange Service

## Check Sheet

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

Page	Revision	Page	Revision	Page	Revision
1	Original	41	Original	81	2 <sup>nd</sup> Revised
<b>2 *</b>	<b>78<sup>th</sup> Revised</b>	42	Original	82	2 <sup>nd</sup> Revised
<b>3 *</b>	<b>52<sup>nd</sup> Revised</b>	43	Original	83	2 <sup>nd</sup> Revised
4	19 <sup>th</sup> Revised	44	Original	84	2 <sup>nd</sup> Revised
5	6 <sup>th</sup> Revised	45	Original	85	2 <sup>nd</sup> Revised
6	1 <sup>st</sup> Revised	46	Original	86	2 <sup>nd</sup> Revised
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31	3 <sup>rd</sup> Revised	70	9 <sup>th</sup> Revised	111	3 <sup>rd</sup> Revised
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37	Original	76	6 <sup>th</sup> Revised	115	4 <sup>th</sup> Revised
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(\* ) Denotes new or revised page.

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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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130	1 <sup>st</sup> Revised	168	1 <sup>st</sup> Revised	212	Original
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150	1 <sup>st</sup> Revised	193	Original	238	Original
151	1 <sup>st</sup> Revised	194	4 <sup>th</sup> Revised	239	Original
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**Explanation of Symbols**

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

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



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**Application of Tariff**

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

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**Local Exchange Service**

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**Section 1 - Definitions**

Certain terms used generally throughout this tariff are defined below.

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

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

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

**Business Telephone Service:** Business telephone service to a business location, or to a residential location listed as a business name or listed in the business section of the local telephone book.

**Cable Service:** The service is defined as a video or high speed data (and internet connection) service offered by a Cox Affiliated Company.

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

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

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

**Call Trace:** Allows a Customer who has been receiving harassing or annoying phone calls to have the number of the caller recorded and kept by the Company. Customer must then file a complaint with appropriate law enforcement agencies.

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

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

**Commission:** Virginia State Corporation Commission.

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

(M) Certain material appearing on this page previously appeared on Original Page No. 11.

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**Local Exchange Service**

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

**Cox:** Cox Virginia Telcom, L.L.C., which is the issuer of this tariff.

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

**Cox Combination Service Option:** Local Exchange Service purchased by a residential customer who also purchases one or more Cable Services.

**Cox Standard Service Option:** Local Exchange Service purchased by a residential customer who does not purchase Cable Service.

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

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

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

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

**Embedded Multimedia Terminal Adapter ("eMTA"):** The equipment provided by Cox to the Customer to enable Cox's provision of voice telephone service. (N)  
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**Exchange Carrier:** Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of local exchange telephone service.

**Ground Start:** A way of signaling on customer trunks in which one side of the 2-wire trunk is momentarily grounded to get dialtone

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

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

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

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

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**Local Exchange Service**

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

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

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

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

**Loop Start:** A way of signaling on customer line in which the line is seized by bridging both wires of the line.

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

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

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

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

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

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

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

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

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

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

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

**Residential Service:** Telephone service to a residential location which is not listed in the business section of the local telephone directory.

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**Local Exchange Service**

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

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

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**Services:** The Company's telecommunications services offered by the Company.

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

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

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

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**Local Exchange Service**

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

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**Local Exchange Service**

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

Reserved For Future Use

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**Local Exchange Service**

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**Section 2 - Regulations****2.1 Undertaking of the Company****2.1.1 Scope**

1. The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the Commonwealth of Virginia under the terms of this tariff.
2. Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.
3. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary poles lines, circuits and equipment and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
4. The regulations covering the connection of equipment, accessories or facilities provided and maintained by the Customer are contained in other sections of this Tariff.

**2.1.2 Shortage of Equipment of Facilities**

1. The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.
2. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.
3. The furnishing of service under this tariff is subject to the availability to the Company of adequate numbering resources and may be subject to the Company's implementation of interconnection arrangements with incumbent local exchange carriers in Virginia.
4. **The Company also reserves the right to manage and replace its facilities as necessary, taking into account technology advances, equipment lifecycle, availability of equipment and replacements, and impending failure of equipment. Replacement of facilities under such circumstances may result in Customers being required, for example, to change from circuit-switched voice services to packet-switched voice services. Where necessary for Cox to manage or replace facilities or at the Customer's premise, Customer must provide access as specified in Section 2.3.1 (Obligations of the Customer – General) of this tariff or face disconnection, providing reasonable written notice has been sent.**

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company****2.1.3 Terms and Conditions**

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

***Business Customers may switch class-of-service from Business to Residential, only at the expiration or termination of a commercial services agreement.*** Customers who switch class-of-service ***prior to either of the forgoing*** 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.

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7. The Customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to Company-provided equipment pursuant to section 2.1.3.10 below.

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.3 Terms and Conditions, cont'd.**

8. Service to certain Customers is provided via an Embedded Multimedia Terminal Adapter ("eMTA"). If service is provided via an eMTA, the Customer will receive an eMTA provided by Cox during installation. The eMTA works on household power and requires a battery to operate during a power outage. The battery will operate up to 24 hours in case of a power outage depending on usage. Services, including access to 9-1-1 services will not be available during outages without a battery or if the battery has been drained. The Customer may order a battery from Cox by calling the Cox customer service number or visiting a Cox retail store after telephone service is installed. ***Services, including access to 9-1-1 services, will also not be available during power outages if Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, wildfire conditions, forced government evacuations and fuel shortages.***

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- a. If the Customer ordered phone service before November 1, 2013, Cox will provide a battery and all replacements at no charge. The Customer is responsible for monitoring the battery and contacting Cox when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.
- b. If the Residential Customer ordered phone service on or after November 1, 2013, Cox will provide a battery upon request at the then-prevailing retail price, plus shipping if applicable. The Customer may obtain batteries from sources other than Cox if available, but the Customer is responsible for ensuring that any battery obtained from another source is compatible with the eMTA. The Customer is responsible for installation of the battery and for monitoring the battery and determining when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.
9. The Customer agrees to return to the Company all Company-provided equipment upon termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.
10. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct, space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the company makes similar facilities under its control available to its customers.
11. Customers making certain account changes will be requested to provide authentication to ensure that no unauthorized person is making such changes. However, if the Customer has a dedicated account representative who knows the Customer, such authentication may not be required.

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**Local Exchange Service**

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

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

**2.1.4 Liability of the Company**

1. The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts or omissions, shall be limited to the extension of allowances for interruption as set forth in Section 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
2. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages (including any such claim or suit arising out of or related to the reservation of any specific number for use with a service), associated with the ordinary installation (including delays thereof) provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.4 Liability of the Company, cont'd.**

3. The Company shall not be liable for any delay or failure of performance or equipment or service interruption due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; terrorism, civil commotion, any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; or other state or natural disaster, hurricanes; storms; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties beyond the direct control of the Company.
4. The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
5. The Company shall not be liable for any damages or losses nor for any impairment or failure of service arising from or in connection with the use of Customer owned facilities or equipment, ***including service interruptions due to power outages and failure of batteries.***
6. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others,, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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**Local Exchange Service**

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

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

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

7. The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
8. Notwithstanding the Customer's obligations as set forth in Section 2.3.1 and 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the Company's service against any claim, loss or damage arising from Customer's use of services furnished under this tariff, including: (1) claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; (2) patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and (3) all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to this tariff.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.4 Liability of the Company, cont'd.**

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

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

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

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

13. The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers.

If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, equipment, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the company may, upon written notice, terminate the Customer's service without liability. (M)

(M) Material previously appeared on 1st Revised Page 23.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.4 Liability of the Company, cont'd.****14. With respect to Emergency Number 911 Service**

- a. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal presence, condition, location or use of any equipment and facilities furnishing this service.
- b. If the Customer does not purchase a battery for the eMTA or does not monitor the status of the battery and replace it when it no longer holds a charge, service, including 911 service, will not function during a household power outage. Even if customer has a battery for the eMTA, if customer only has a phone that requires electricity to operate (e.g. a cordless phone), access to 911 service will not be available during a household power outage.
- c. Neither is the Company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.
- d. For non-eMTA provisioned voice services and for eMTA provisioned voices services, when the Customer purchases and maintains a battery for the eMTA, 911 service is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while household power is available and during outages for the period when the eMTA battery, if applicable, is in operation.
- e. ***For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will not be available if there is a power outage and Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, conditions, forced government evacuations, and fuel shortages.***

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.4 Liability of the Company, cont'd.**

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

**f. Emergency Locator Service**

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

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

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

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.



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**Local Exchange Service**

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

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

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

15. The Company's liability arising from errors or omissions in Directory Listings, other than charged listings, shall be limited to the amount of actual impairment to the Customer's service and in no event shall exceed one-half the amount of the fixed monthly charges applicable to exchange service affected during the period covered by the directory in which the error or omission occurs. In cases of charged Directory Listings, the liability of the Company shall be limited to an amount not exceeding the amount of charges for the charged listings involved during the period covered by the directory in which the error or omission occurs.

(M) Material moved to 1<sup>st</sup> Revised Page 23

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**Local Exchange Service**

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

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

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

16. In conjunction with a nonpublished telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.
17. When a Customer with a nonpublished telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.
19. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.
20. The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the Company or arising out of failure of the Company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as follows:

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**Local Exchange Service**

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

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

**2.1.5 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.

**2.1.6 Provision of Equipment and Facilities**

1. The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
2. The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. Such facilities will be located at the Company's option, however, the Company will attempt to accommodate a Customer's request regarding location of a network interface unit. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

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**Local Exchange Service**

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

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

**2.1.6 Provision of Equipment and Facilities, cont'd.**

3. Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
4. The Company shall not be responsible for the installation, operation or maintenance of any Customer provided telecommunications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
  - (a) the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - (b) the reception of signals by Customer provided equipment; or
  - (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.
5. The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.1 Undertaking of the Company, cont'd.****2.1.7 Non-routine Installation**

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

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

**2.1.8 Ownership of Facilities**

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

**2.2 Prohibited Uses**

- 2.2.1** The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2** The Company will require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and SCC regulations, policies, orders, and decisions.
- 2.2.3** The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.3 Obligations of the Customer, cont'd.****2.3.1 General**

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this tariff;
2. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment;
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. if an eMTA is installed at the customer premises, monitoring the battery in the eMTA and contacting Cox for a replacement when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced;
5. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic or other cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1.3. Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.3 Obligations of the Customer, cont'd.****2.3.1 General, cont'd.**

6. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work; (T)
7. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the right-of-way for which Customer is responsible under Section 2.3.1.4 above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; (T)
8. not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and (T)
9. making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes. (T)
10. providing the Company with written notification of any change in name, ownership or control, pursuant to the Commission. (T)
11. ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (T)
12. ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations. (T)

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**Local Exchange Service**

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

**2.3 Obligations of the Customer, cont'd.**

**2.3.2 Claims**

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

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



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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.4 Customer Equipment and Channels****2.4.1 General**

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

**2.4.2 Station Equipment**

1. The Customer is responsible for providing and maintaining any terminal equipment on the Customer's (or authorized user's or joint user's) premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.
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. (M)
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. (N)
4. ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI, so that emergency responders have the ability to locate the station in emergency situations. (N)

(M) Certain material appearing on this page previously appeared on Original Page 34.

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**Local Exchange Service**

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

**2.4 Customer Equipment and Channels, cont'd.**

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**2.4.3 Interconnection of Facilities**

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

(M) Certain material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 33.

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**Local Exchange Service**

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

**2.4 Customer Equipment and Channels, cont'd.**

**2.4.4 Inspections**

1. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within 10 days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to take such actions and provide such notice, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.5 Payment Arrangements****2.5.1 Payment for Service**

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

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

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**Local Exchange Service**

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

**2.5 Payment Arrangements**

**2.5.1 Payment for Service, cont'd.**

2. A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipts tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

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

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.5 Payment Arrangements, cont'd.****2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Usage charges based on measured or message service will be assessed on the next invoice rendered following the end of the billing period in which the usage occurs or as soon as practical, and will be due and payable within 20 days after the invoice is mailed.
3. For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within 20 days after the mail date of an invoice are considered past due.
5. A \$30.00 charge will be assessed for checks with insufficient funds or non-existing accounts, or for rejection of charges to the Customer's credit card.
6. If any portion of the payment is not received by the Company, or if any portion of the payment is received by the Company in funds not immediately available, by the following month's bill date, then a late payment penalty shall be due the Company. The late payment penalty shall be that portion of the payment not received by the following month's bill date, minus any charges billed as local taxes, multiplied by 1.5 percent.
7. A payment processing fee of \$10.00 will be applied to Residential telephone payments processed over the telephone by a live customer service representative. Payments will not be accepted via facsimile.
8. A payment processing fee of \$5.00 will be applied to Residential telephone accounts when payments are made by customers in the Northern Virginia market area at a Cox Retail Center.
9. A bill reprint fee of \$5.00 will be assessed to Residential telephone accounts when requests are made for a duplicate printed copy of the bill invoice. This charge will not apply when requests are made in connection with a valid bill dispute.

**10. For disconnected bundled-service accounts consisting of regulated and unregulated services, Cox may apply any credit balance on a regulated or unregulated service against any indebtedness on any regulated or unregulated service on the same bundled-service account.**

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

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.5 Payment Arrangements, cont'd.****2.5.3 Disputed Bills**

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If a dispute arises regarding a certain billing charge or charges on the Customer's billing statement and the Customer elects to withhold payment related to the disputed charge(s), the Customer is still obligated to pay all undisputed billing charges detailed on the billing statement. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Virginia State Corporation Commission in accordance with the Commission's rules of procedure.

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

**2.5.4 Advance Payments**

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

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**Local Exchange Service**

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

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

**2.5.5 Deposits**

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



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**Local Exchange Service**

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

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

**2.5.5 Deposits, cont'd.**

- (b) When the Company, at its discretion, verifies that an applicant had previous service with any telecommunications service provider in the State of Virginia for the same type of service within the last two years and the Company also verifies through regional and/or national data exchanges that the applicant's payment record was satisfactory, applicant would obtain service without a deposit. If the applicant had been delinquent in the payment of a telecommunications service provider account on more than two (2) occasions within the past 12 months, presented a dishonored check for payment of a telecommunications service account within the past 12 months or had service disconnected due to nonpayment as reported in the regional and/or national data exchanges within the past 12 months, the Company may require a deposit prior to delivery of telephone service; or
- (c) When the Company, at its discretion, verifies satisfactory credit information derived from a national credit bureau agency(s), the Company will not require a deposit or if applicant provides pertinent information to their credit standing in the form of one of the following:
  - 1.) By providing a written guarantee, acceptable to Cox,
  - 2.) By providing a cosigner or guarantor, acceptable to Cox.
- 3. The amount of the deposit for residential customers shall not exceed an amount equal to two (2) months local exchange charges and/or two (2) months toll charges determined by actual or anticipated usage.
- 4. When a residential customer's deposit exceeds \$40, the customer may arrange to make the payment over three billing periods. However, the Company may allow a residential customer to extend the payments of any required deposit over a longer period of time to avoid undue hardship.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.5 Payment Arrangements, cont'd.****2.5.5 Deposits, cont'd.**

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

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

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

6. If a refund of the deposit is made within ninety (90) days of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than ninety (90) days, payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service. Cox will provide payment of accrued interest for all end-users annually by negotiable instrument or by credit against current billing.
7. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.
8. In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.

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**Local Exchange Service**

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

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

**2.5.5 Deposits, cont'd.**

9. The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the customer within thirty (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.
10. If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) premises to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit may be required unless otherwise permitted by these rules.
11. Cox shall automatically refund the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check, credit card or other negotiable instrument acceptable to the Company that is subsequently dishonored or refused. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsections 5. and 6. of this Section.
12. Cox shall automatically refund the deposit for business service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored. Cox may withhold refund or return of the deposit pending the resolution of a dispute with respect to charges secured by the deposit. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsections 5. and 6. of this section.

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**Local Exchange Service**

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

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

**2.5.5 Deposits, cont'd.**

13. Cox will keep records to show:

- (a) The name, account number, and address of each depositor.
- (b) The amount and date of the deposit.
- (c) Each transaction concerning the deposit.

14. Cox will provide means whereby a Customer may verify a deposit has been paid.

15. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.

16. The deposit made by the end-user with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.

17. If, as a result of a Customer's bankruptcy filing, the Company is required to write off debts owed to it by the Customer, and the Customer requests to continue service, the Company has the right to collect a deposit. If the Company is not listed as a creditor in the bankruptcy, the Company is no longer obligated to continue to provide service. If the Company is listed as a creditor in the Customer's bankruptcy proceeding, the Company will continue to provide service so long as the Customer pays the requested deposit.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.5 Payment Arrangements, cont'd.****2.5.6 Refusal or Discontinuance of Service**

1. Cox may refuse service or terminate existing service to an end-user without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or end-users.
2. Cox may refuse service or terminate existing service to a customer pursuant to the disconnect procedure provided below for any of the following reasons:
  - a. Customer's failure to pay fully such tariffed local exchange services or basic telephone services within the period prescribed by these tariffs and/or nonpayment of a single bill within a multiple-billed account, and where there is no bona fide dispute concerning those services.
  - b. Nonpayment of the total price of a tariffed bundled service of local service and long distance<sup>1</sup> telephone services, including certain fees and surcharges, i.e. TRS, USF and the FCC Access Fee, and there is no bona fide dispute concerning the basic bundle.
  - c. Failure to make a security deposit as set forth in these tariffs.
  - d. Violation of or noncompliance with any provision of law.
  - e. Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
  - f. Interconnection of a device, line, or channel to Cox's facilities or equipment contrary to Cox's terms and conditions of service on file with and approved by the Commission.
  - g. Use in such manner as to interfere with service to other customers.
  - h. Abandonment of the service.
  - i. Impersonation of another with fraudulent intent.
  - j. Use of service or facilities for a call or calls, in a manner reasonably expected to frighten, abuse, torment, or harass another.
  - k. Failure to establish new account after change in control or ownership of the account.
  - l. Any other violation of the Company's regulations.
  - m. Cox may refuse service to an applicant or Customer who has not paid for prior service or has a current past due balance for service rendered by a Cox affiliate.

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<sup>1</sup> Not regulated under this tariff.

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**Local Exchange Service**

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

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

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

3. Cox will provide documentation to the customer upon request, indicating the reason(s) that service is being withheld.
4. Upon a customer's request to terminate local exchange service, Cox will inform such customer of the customer's responsibility to contact the customer's interexchange company (IXC) regarding continuance or termination of such service from the IXC.
5. Cox shall not be required to provide service to an applicant or customer who has not paid for prior telephone service rendered by another telecommunications service provider in the same or different location, and furnished to the same person or legal entity.
6. Cox shall not be required to furnish or continue furnishing service when applied for in the name of another person or legal entity, or a fictitious name or other member of the same household, for the purpose of avoiding payment of an unpaid obligation for telephone service previously furnished.
7. Customers will not be held responsible for the nonpayment of another customer's bill unless the customer superseded the service or was a co-applicant or guarantor for the service or shared the service of the non-paid account.
8. Cox will extend a payment arrangement to an applicant for a prior bill, unless the applicant has not fulfilled prior payment arrangements within the past twelve (12) months.
9. Cox will not refuse service or disconnect existing service by reason of nonpayment for telephone service by a previous occupant at the premises for which service is sought, or by reason of nonpayment of any amount back-billed due to misapplication of rates provided the applicant enters into a deferred payment plan. Cox will not disconnect or suspend service without mailing or delivering a bill to the customer for the amount due to Cox.
10. Residential service cannot be disconnected for failure to pay a bill for a business service.

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**Local Exchange Service**

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

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

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

11. Service may not be withheld from a customer whose name was fraudulently used to obtain service at another location without the customer's permission or knowledge
12. Service will not be discontinued to a current customer in good standing who accepts an additional household member owing a previous bill to Cox, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the household member shared service with the customer at a different or same location.
13. Cox will not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the Commonwealth of Virginia.
14. Cox may require each customer whose service has been suspended for nonpayment of bills, to pay all amounts due for regulated services or execute a deferred payment agreement, if offered before service is restored.
15. If there is an unresolved dispute pending with the Commission concerning a bill and the customer pays the undisputed portion of that bill, disconnection procedures shall be held in abeyance until the dispute is resolved.
16. Service to a customer may be disconnected for any reason which by these tariffs requires notice, other than nonpayment for service or failure to make a security deposit, only upon order of the Commission, upon application and after notice and hearing. For good cause shown, the Commission may order disconnection of service pending hearing, with or without notice to the customer.

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**Local Exchange Service**

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

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

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

17. Telephone Calls with Intent to Annoy:

- a The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
- b The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another with or without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
- c The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.
- d Prior to disconnection of service for calls described in sections A. B. or C. above, the Company will make reasonable effort to persuade the Customer placing such calls to cease all such activity. If such activity persists, the Company may, at its option, disconnect service. Prior to disconnection of service for calls described in part C. above, the Company may, at its option, refuse to transact business with the Customer except by written communication. If the Customer continues to engage in conduct set forth in section C above, the Company may, at its option, immediately discontinue service.
- e For the purpose of this section 2.5.6, telephone calls shall include Customer's usage of facsimile, paging or any other communication devices to access the service provided by the Company.
- f Company may disconnect service to any Customer who violates 47 U.S.C. §227, Restrictions on the Use of Telephone Equipment.



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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.6 Credit for Interruptions:**

- 2.6.1** If service is interrupted by causes other than the acts or omissions or unlawful act of the Customer an allowance at the rate for that portion of the Customers service affected by the interruption shall be made upon request for the time such interruption continues after the fact is reported by the Customer or after detected by the Company if the interruption is for more than 24 hours. The allowance shall be equal to 1/30<sup>th</sup> of the monthly service charges for the first full 24-hour period and for each succeeding 24-hour period or fraction thereof. The maximum credit allowable with respect to Local Exchange Service shall not exceed the amount of Local Exchange Service and expanded calling scope charges during a single billing period. The liability of the Company for damages shall in no event, by reason of any delays, interruptions, omissions, errors, failures or defects in installation or service, exceed an amount equal to the Customer's Local Exchange Service and expanded calling scope charges for a regular billing period with respect to such delayed, defective or interrupted Local Exchange Service. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair to the Company, it will be considered to be impaired, but not interrupted.

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**Local Exchange Service**

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

**2.6 Allowances for Interruptions of Service, cont'd.**

**2.6.2 Limitations on Allowances**

No credit allowance will be made for:

1. interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;
2. interruptions due to the negligence of any person other than the Company including but not limited to the Customer or other common carriers connected to the Company's facilities;
3. interruptions due to the failure or malfunction of non-Company equipment;
4. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
5. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
6. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
7. interruption of service due to circumstances or causes beyond the control of the Company.

**2.6.3 Use of Alternative Service Provided by the Company**

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

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**Local Exchange Service**

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

**2.7 Cancellation of Service**

**2.7.1 Cancellation of Application for Service**

1. Applications for service are non-cancelable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
2. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
3. The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.7 Cancellation of Service, cont'd.****2.7.2 Cancellation of Service by the Customer**

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.5.2, all costs, fees and expenses incurred in connection with:

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

Business Customers shall provide the Company with written notification of its intent to discontinue or terminate service(s) prior to the expiration of the term established for that service. Such written notification shall be received by the Company no later than thirty (30) days prior to the requested termination date.

**2.7.3 Commercial Customer Term Agreements****1. Automatic Renewal of Term Agreements**

Upon expiration of the Customer's selected initial term, the Customer's Service agreement shall automatically renew for one (1) year terms unless the Customer or Cox provides the other with written terminating notice at least sixty (60) days prior to the expiration of the then existing term.

**2.7.4 30-Day Offer Period for ICB Pricing**

Rates, terms and conditions contained in an ICB contract are available to any similarly situation Customer for a period of 30-days after the execution of the ICB contract. After the expiration of the 30-days, all such rates, terms and conditions will be developed on a case-by-case basis.

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(N)

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**Local Exchange Service**

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**Section 2 - Regulations, cont'd.****2.8 Transfer and Assignments**

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

**2.9 Notices and Communications**

- 2.9.1** The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- 2.9.2** The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- 2.9.3** All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service**

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

- the ability to place or receive calls to any calling Station in the local calling area, as defined herein;
- access to enhanced 911 Emergency Service, or 911 Emergency Service, where available;
- 
- access to Operator Services;
- access to Directory Assistance for the local calling area;
- the ability to place or receive calls to 700/800/888 telephone numbers;
- access to Telephone Relay Service;
- privacy protection (e.g. per call blocking);
- touch tone;
- a white pages directory listing.

(M)

(M)

Customers wishing to block pay-per-call numbers (e.g. 900, 700) may request such blocking at no charge.

**Hampton Roads** Message Rate (Cox Message Plan) Service may not be used in conjunction with Flat Rate service in the same trunk group at the same location.

(M) Material moved to Obsolete Services Section, page 243.

**Local Exchange Service****Section 3 - Service Descriptions****3.L Local Calling Areas**

(T)

**3.1.1 Local Exchanges by Market**

(T)

Where facilities are available, Cox exchanges are defined by the following areas which are equivalent to similarly named Verizon Virginia, Inc. and Verizon South, Inc. Exchanges and Zones.

**1. Hampton Roads Exchanges**

(T)

Belle Haven	Mechanicsville	Smithfield
Courtland	Newport News	Suffolk
Crittenden	Norfolk/Virginia Beach	Surry
Franklin	Peninsula	Toano
Great Bridge	Poquoson	Whaleyville
Gloucester	Portsmouth	Varina
Hampton	Princess Anne	Williamsburg
Hayes	Richmond	
Hickory	Saluda	

(D)

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area</b>
Belle Haven	Belle Haven, Eastville, Onancock
Courtland	Boykins, Capron, Crittenden, Chuckatuck, Franklin, Ivor, Holland, Stony Creek, Peninsula, Wakefield, Waverly
Crittenden	Chuckatuck, Franklin, Greatbridge, Hampton, Hickory, Holland, Newport News, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville, Norfolk/Virginia Beach, Windsor
Franklin	Boykins, Capron, Chuckatuck, Courtland, Crittenden, Great Bridge, Hickory, Holland, Ivor, Norfolk/Virginia Beach, Portsmouth, Princess Anne, Smithfield, Suffolk, Wakefield, Whaleyville and Windsor
Great Bridge	Cape Charles, Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville and Windsor
Gloucester	Deltaville, Hampton, Hayes, King & Queen, Mathews Newport News, Peninsula, Poquoson, Saluda, Toano, Williamsburg
Hampton	Cape Charles, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hampton, Hayes, Hickory, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Surry, Toano, Whaleyville, Williamsburg, Windsor
Hayes	Deltaville, Gloucester, Hampton, Mathews, Newport News, Peninsula, Poquoson, Saluda
Hickory	Cape Charles, Chuckatuck, Crittenden, Great Bridge, Franklin, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville, Windsor

(M)

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(M) Certain material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 56.

**Local Exchange Service****Section 3 - Service Descriptions****3.L Local Calling Areas, cont'd.**

(T)

**3.1.1 Local Exchanges by Market**

(T)

**1. Hampton Roads Exchanges**

(T)

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area*</b>
King and Queen	Gloucester, King William, Saluda, Tappahannock, Toano, West Point, Williamsburg
Mechanicsville	Ashland, Bethia, Chester, Dawn, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Providence forge, Richmond, Rockville, Sandston & Varina
Newport News	Cape Charles, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hampton, Hayes, Hickory, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Surry, Toano, Whaleyville, Williamsburg, Windsor
Norfolk/Virginia Beach	Cape Charles, Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville and Windsor
Peninsula	Cape Charles, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hampton, Hayes, Hickory, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Surrey, Toano, Whaleyville, Williamsburg, and Windsor.
Poquoson	Cape Charles, Chuckatuck, Crittenden, Gloucester, Great Bridge, Hampton, Hayes, Hickory, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Surry, Toano, Whaleyville, Williamsburg, Windsor
Portsmouth	Cape Charles, Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Norfolk/Virginia Beach, Newport News, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville and Windsor
Princess Anne	Cape Charles, Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville, and Windsor
Providence Forge (New Kent)	Charles City, Mechanicsville, Old Church, Providence Forge, Richmond, Sandston, Toano, Varina, West Point, Williamsburg
Richmond	Amelia, Ashland, Bethia, Chester, Hanover, Manakin, Mechanicsville, Midlothian, Old Church, Richmond, Rockville, Sandston, Varina,

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(M) Certain material previously appearing on this page has been moved to 3<sup>rd</sup> Revised Page 55.

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(M) Certain material appearing on this page previously appeared on Original Page 57.



**Local Exchange Service****Section 3 - Service Descriptions****3.L Local Calling Areas, cont'd.**

(T)

**3.1.1 Local Exchanges by Market**

(T)

**1. Hampton Roads Exchanges**

(T)

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area*</b>
Smithfield	Crittenden Chuckatuck, Dendron, Franklin, Great Bridge, Hampton, Hickory, Ivor, Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Suffolk, Surry, Toano, Wakefield, Whaleyville Williamsburg and Windsor
Saluda	Deltaville; Farnham; Gloucester; Hayes; Irvington; Kilmarnock; King & Queen; Lively; Tappahannock
Suffolk	Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville and Windsor
Surry	Charles City, Claremont, Dendron, Hampton, Newport News, Peninsula, Poquoson, Smithfield, Toano, Waverly, Williamsburg
Toano	Charles City, Claremont, Gloucester, Hampton, Hayes, King & Queen, Newport News, Peninsula, Poquoson, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg. For business customers, also includes Toano Local Calling Plan described in section 3.1.1.2 of this tariff.
Varina	Amelia, Ashland, Bethia, Charles City, Chester, Enon, Hanover, Highland Springs, Manakin, Mechanicsville, Midlothian, Providence Forge/Quinton, Richmond, Rockville, Sandston Toano and Varina,
West Point	King and Queen, King William, Providence Forge, Richmond, Saluda, Sandston, Toano, West Point, Williamsburg
Whaleyville	Chuckatuck, Crittenden, Franklin, Great Bridge, Hampton, Hickory, Holland, Knotts Island, N.C., Newport News, Norfolk/Virginia Beach, Peninsula, Poquoson, Portsmouth, Princess Anne, Smithfield, Suffolk, Whaleyville and Windsor
Williamsburg	Charles City, Claremont, Gloucester, Hampton, Hayes, King & Queen, Newport News, Peninsula, Poquoson, Providence Forge, Smithfield, Surry, Toano, West Point, Williamsburg

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\*Calls from some areas are local from Cox Customers to all other telephone subscribers of any company, but may be toll calls for non-Cox subscribers calling the Cox Customer.

**a. Toano Local Calling Plan**

(T)

This calling plan (optional for residential subscribers; standard for business) adds the following exchanges to the local calling scope for Toano, as described in section 3.1.1.1 of this tariff: Ashland, Bethia, Chester, Enon, Highland Springs, Manakin, Mechanicsville, Midlothian, Richmond, Rockville, Sandston, Varina.

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(M) Certain material previously appearing on this page has been moved to 2<sup>nd</sup> Revised Page 56.

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(M) Certain material appearing on this page previously appeared on Original Page 58.

**Local Exchange Service****Section 3 - Service Descriptions****3.L Local Calling Areas, cont'd.****3.1.1 Local Exchanges by Market****2. Northern Virginia Exchanges**

Alexandra/Arlington	Fairfax/Vienna	<b>Leesburg</b>
Braddock	Falls Church/McLean	Lorton
Chancellor	Fredericksburg	Manassas
Dale City	Hartwood	Occoquan
Engleside	Herndon	

(N)

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area</b>
Alexandra/ Arlington	Alexandra/Arlington, Berywn MD, Bethesda MD, Bowie-Glen MD, Capitol Heights MD, Clinton MD, Fairfax/Vienna, Falls Church/McLean, Hyattsville MD, Kensington MD, Layhill MD, Marlboro MD, Oxon Hill MD, Rockville MD, Silver Spring MD, Washington DC, Arcola, Braddock, Catoctin, Dulles, Dulles Metro, Engleside, Herndon, Leesburg, Lorton, Lorton Metro
Braddock	Braddock, Dulles, Manassas, Arcola, Dulles Metro, Fairfax/Vienna, Herndon, Dale City, Engleside, Falls Church/McLean, Lorton, Alexandria/Arlington, Leesburg, Lorton Metro, Washington DC
Chancellor	Bowling Green, Brokenburg, Colonial Beach, Chancellor, Culpeper, Fredericksburg, Hartwood, King George, Orange, Port Royal, Spotsylvania, Stafford, Unionville
Dale City	Alexandria/Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax/Vienna, Falls Church/McLean, Haymarket, Herndon, Independent Hill, Lorton, Lorton Metro, Manassas, Nokesville, Occoquan, Stafford, Triangle
Engleside	Alexandria/Arlington, Braddock, Dulles, Dulles Metro, Engleside, Fairfax/Vienna, Falls Church/McLean, Herndon, Lorton, Lorton-Metro, Occoquan, Washington DC
Fairfax/ Vienna	Dulles Metro, Fairfax/Vienna, Falls Church/McLean, Herndon, Alexandria/Arlington, Braddock, Dulles, Engleside, Lorton Metro, Arcola, Lorton, Leesburg, Catoctin, Bethesda, Hyattsville, Kensington, Layhill, Oxon Hill, Rockville, Silver Spring, Berwyn, Capitol Heights, Clinton, Bowie-Glen Dale, Marlboro, Washington DC
Falls Church/ McLean	Alexandria/Arlington, Dulles Metro, Fairfax/Vienna, Falls Church/McLean, Lorton Metro, Engleside, Herndon, Braddock, Dulles, Lorton, Arcola, Leesburg, Catoctin, Bethesda, Hyattsville, Kensington, Oxon Hill, Silver Spring, Berwyn, Capitol Heights, Clinton, Layhill, Rockville, Bowie -Glenn Dale, Marlboro, Washington DC
Fredericksburg	Bowling Green, Brokenburg, Chancellor, Colonial Beach, Fredericksburg, Hartwood, King George, Port Royal, Spotsylvania, Stafford
Hartwood	Calverton, Chancellor, Culpepper, Fredericksburg, Hartwood, Remington, Stafford, Triangle
Herndon	Dulles, Dulles Metro, Fairfax/Vienna, Herndon, Arcola, Braddock, Falls Church/McLean, Alexandria/Arlington, Leesburg, Lorton Metro, Engleside, Lorton, Catoctin, Washington DC
Lorton	Alexandria/Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax/Vienna, Falls Church/McLean, Haymarket, Herndon, Independent Hill, Manassas, Nokesville, Occoquan, Stafford, Triangle, Washington DC

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.L Local Calling Areas, cont'd.****3.1.1 Local Exchanges by Market****2. Northern Virginia Exchanges**

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area</b>	
<b>Leesburg</b>	<b><i>Alexandria/Arlington, Arcola, Bluemont, Braddock, Catoctin, Dulles, Dulles Metro, Fredericksburg, Fairfax/Vienna, Falls Church/McLean, Herndon, Middleburg, Mount Gilead</i></b>	(N)
Manassas	Alexandria/Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax/Vienna, Falls Church/McLean, Haymarket, Herndon, Independent Hill, Lorton, Lorton Metro, Manassas, Nokesville, Occoquan, Stafford, Triangle	(N)
Occoquan	Alexandria/Arlington, Arcola, Braddock, Dale City, Dulles, Dulles Metro, Engleside, Fairfax/Vienna, Falls Church/McLean, Haymarket, Herndon, Independent Hill, Lorton, Lorton Metro, Manassas, Nokesville, Occoquan, Stafford, Triangle	(N)

Extended Area Calling provides for calling on a measured rate usage basis to specified exchange and zones outside of a customer's local exchange local calling area.

<b>Cox Exchange</b>	<b>Exchanges included in Extended Area Calling</b>
Alexandria/ Arlington	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle/Quantico
Braddock	Haymarket, Independent Hill, Nokesville, Occoquan, Triangle/Quantico
Engleside	Dale City, Independent Hill, Triangle/Quantico
Fairfax/ Vienna	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle/Quantico
Falls Church/ McLean	Dale City, Haymarket, Independent Hill, Manassas, Nokesville, Occoquan, Triangle/Quantico
Fredericksburg	Dahlgren, Unionville
Herndon	Haymarket, Manassas, Nokesville
Lorton	Berwyn MD, Bethesda MD, Bowie-Glen Dale MD, Capitol Heights MD, Clinton MD, Hyattsville MD, Kensington MD, Layhill MD, Marlboro MD, Rockville MD, Silver Springs MD, Oxon Hill MD

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.L Local Calling Areas, cont'd.**

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**3.1.1 Local Exchanges by Market**

(T)

**3. Roanoke Exchanges**

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Bent Mountain  
Roanoke  
Salem

<b>Cox Exchange</b>	<b>Exchanges included in Local Calling Area</b>
Bent Mountain	Bent Mountain, Locust Grove, Roanoke, Salem, Shawsville
Roanoke	Bedford, Bent Mountain, Boones, Mill, Buchanan, Burnt Chimney, Christiansburg, Eagle Rock, Fincastle, Montvale, New Castle, Roanoke, Salem, Shawsville, Stone Mountain, Troutville
Salem	Bent Mountain, Blacksburg, Christiansburg, Montvale, New Castle, Roanoke, Salem, Shawsville, Troutville

(T)

a. Roanoke Extended Area Service (EAS)

Extended Area Service provides for calls on a measured-rate basis to exchanges and zones located outside of a Customer's Local Calling Area.

<b>Cox Exchange</b>	<b>Exchanges included in Extended Area Service</b>
Bent Mountain	Alum Ridge, Ballard, Ferrum, Floyd, Rocky Mount, Union Hall & Willis
Roanoke	Alum Ridge, Ballard, Ferrum, Floyd, Locust Grove, Rocky Mount, Union Hall & Willis
Salem	Alum Ridge, Ballard, Ferrum, Floyd, Locust Grove, Rocky Mount, Union Hall & Willis

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(M) Material previously appearing on this page has been moved to 2<sup>nd</sup> Revised Page 62.

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(M) Material appearing on this page previously appeared on Original Page 106.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service****3.1.2 Rates and Charges****1. Definition**

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

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

Feature Change: Applies per line when the customer adds a feature to an existing line after the initial installation of the line. Does not apply for feature removal. Also applies for changing flat rate to message rate and vice versa per line.

Line Connection Charge: Applies for ordering and connecting local exchange service. For residential service, one rate is charged for the first two residential lines installed at the same time at the same premises. Additional residential lines after the first two are each charged an additional Line Connection Charge. Commercial Line Connection Charges are assessed on each access line.

Line Connection Charge-Transfer of Service-Outside: Transfer of **Cox Voice**<sup>1</sup> service by existing Cox phone Customer from one Cox serviceable home location to another. Services must be the same at the new and previous locations and where previous occupant has had **Cox Voice** Services within the last year and no work is needed inside the home. (T)

PIC Change: Applies when the customer changes either the primary interexchange carrier (PIC) or the intraLATA primary interexchange carrier (LPIC) after the initial installation of the line. One PIC change charge applies for each type of carrier change (interLATA (PIC) or intraLATA (LPIC)). (T)

Trouble Location Charge: Applies to Commercial Customers when the Company, in response to a Customer trouble call, makes a premises visit and determines that the trouble on the line resides on the Customer's side of the demarcation point or Network Interface Unit (NIU). If the Customer requests the Company to fix the problem on the line, the Customer would incur additional charges to correct the trouble on the line.

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<sup>1</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

**Local Exchange Service****Section 3 - Service Descriptions****3.1 Local Exchange Service****3.1.2 Rates and Charges, cont'd.****2. Residential Service**

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**a. Non-Recurring Charges**

<b>Service Category</b>	<b>HRD</b>	<b>NoVA<sup>1</sup></b>	<b>ROA<sup>1</sup></b>
Line Connection Charge, per line <sup>2</sup>			
Professional Installation	\$100.00	\$100.00	\$100.00
Self-Installation	\$0.00	\$0.00	\$0.00
Self-Installation Failure (pro install)	\$100.00	\$100.00	\$100.00
Line Connection Charge, Transfer of Service-Outside	\$14.95		
Account Changes, per billing record change	\$9.00	9.00	9.00
Feature Change Charge, per access line	\$9.00	9.00 <sup>3</sup>	9.00 <sup>3</sup>
Electronic Reconnect Charge, per line <sup>4</sup>	\$25.00	25.00	20.00
Service Call Charge, per trip <sup>5</sup>	\$69.99	\$69.99	\$69.99

(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 4<sup>th</sup> Revised Page No. 183.

<sup>1</sup> Cox offers an On-Time Guarantee to its Customers that guarantees if a Cox technician, or agent, does not arrive within the prearranged four-hour service window for an installation or service call, Cox will credit the Customer's account \$20 on the next bill.

<sup>2</sup> Other charges may apply for inside wire repair and/or additional jack installation.

<sup>3</sup> Feature Change Charge will be waived.

<sup>4</sup> If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

<sup>5</sup> This charge includes both location and repair of trouble (if found) and therefore includes an unregulated element. If the Customer chooses not to have Cox make the repair, the Company may, at its discretion and upon request of the Customer, charge only \$48 for just the trouble location.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service****3.1.2 Rates and Charges, cont'd.****2. Reserved**

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**b. Monthly Recurring Charge: Cox Voice Preferred**

(N)

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

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

(N)

(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 4<sup>th</sup> Revised Page No. 183.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, Cont'd****3.1 Local Exchange Service, Cont'd**

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**3.1.2 Rates and Charges, cont'd**

(T)

**2. Residential Service, Cont'd**

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**b. Monthly Recurring Charge: Cox Voice Preferred, Cont'd**

(T)

**Terms and Conditions**

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

**Rates and Charges**Monthly Recurring Charge: **\$20.00<sup>1</sup>**

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<sup>1</sup> Monthly recurring charge includes local access, long distance, and select features.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.2.3 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 197.

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**Local Exchange Service**

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**Section 3 – Service Descriptions**

**3.1 Local Exchange Service**

**3.1.2.3 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 198.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service**

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**3.1.3 Extended Area Service**

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The regulations and rates contained herein are applicable to Extended Area Service (EAS) calls furnished within each exchange or zone as specified in the Roanoke Section preceding.

Measured Rate Usage Charges, per minute of use or fraction thereof:

	<b>Day</b>	<b>Evening</b>	<b>Night/Weekend</b>
Rate/Minute	\$0.05	\$0.05	\$0.05

Time Periods Defined

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

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(M) Material previously appearing on this page has been moved to 2<sup>nd</sup> Revised Page 69.

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(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 117.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service**

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**3.1.4 Custom Calling Features**

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Custom Calling Features are optional central office services furnished to individual line business and residence customers. Custom Calling Features are available where facilities 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 the Customer to program his or her telephone to automatically redial a number which is busy.

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

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

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

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

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

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

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

Call Trace: Allows a Customer who has been receiving harassing or annoying phone calls to have the number of the caller recorded and kept by the Company. Customer must then file a complaint with appropriate law enforcement agencies. This feature is only available on a per use basis.

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

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(M) Material previously appearing on this page was moved to 3<sup>rd</sup> Revised Page 70.

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 64.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service****3.1.4 Custom Calling Features****1. Feature Descriptions**

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

Caller ID Per Use Blocking: Allows the party placing an outgoing call to keep from having his/her number sent on a per call basis.

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

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

Line Number Block: Allows the party placing an outgoing call to have his/her line always blocked from having his/her number sent.

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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.

Remote Call Forwarding: Uses a telephone number and a central office switch to automatically forward all incoming calls dialed to the Remote Call Forward TN via the Cox network. RCF is provided on condition that the Customer subscribes to a sufficient number of RCF paths to adequately handle calls to the RCF number without impairing other services offered by the Company. Charges for additional talk paths will apply per path for RCF numbers.

(M) Certain material previously appearing on this page has been moved to 3<sup>rd</sup> Revised Page 183, Section 9, Obsolete Service Offerings, as effective May 1, 2011 will no longer be available to new customer.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service**

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**3.1.4 Custom Calling Features**

(M)(T)

**1. Feature Descriptions**

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

Repeat Dialing: Allows the Customer to redial the last number dialed, whether the call was completed or not. This feature is available on a per line (monthly) basis or on a per use basis.

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

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

Selective Call 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.

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

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

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 74.

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(M) Material appearing on this page previously appeared on 4<sup>th</sup> Revised Page 66.

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**Local Exchange Service**

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**Section 3 - Service Descriptions****3.1 Local Exchange Service****3.1.4 Custom Calling Features****1. Feature Descriptions**

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

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

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 183.1.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 – Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 – Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.4 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.5 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 202.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.5 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 203.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.5 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.5 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.6 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.6 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services, Section 9.6, page 208.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services, Section 9, page 209.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 210.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 211.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 212.



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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 213.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 214.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 215.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved.**

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(M) Material has been moved to the Obsolete Services Section, page 216.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved.**

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(M) Material has been moved to the Obsolete Services Section, page 217.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.6 Reserved.**

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(M) Material has been moved to the Obsolete Services Section, page 218.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 219.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 220.



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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 221.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 222.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 223.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 224.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 225.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 226.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 227.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 228.



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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 230.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

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

**3.1.7 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 231.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.8 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 232.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.8 Reserved**

(M)

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(M) Material has been moved to the Obsolete Services Section, page 233.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.8 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 234.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.8 Reserved**

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(M) Material has been moved to the Obsolete Services Section, page 235.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

**3.1 Local Exchange Service**

**3.1.8 Reserved**

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

Reserved for Future Use

(M) Material previously appearing on this page has been moved to 4<sup>th</sup> Revised Page 65.

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**Local Exchange Service**

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**Section 3 - Service Descriptions**

Reserved for Future Use

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.2 Directory Assistance****3.2.1 Basic - Roanoke**

Roanoke Customer's may obtain Directory Assistance for the entire continental United States by calling the Cox Directory Assistance operator. Each call to Directory Assistance will be charged as follows:

(D)  
(D/T)

	<u>Residential</u>	<u>Business</u>
Roanoke, per call: <sup>1</sup>	\$2.49	\$2.49

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

**3.2.2 Directory Assistance with Call Completion – Hampton Roads and Northern Virginia**

Hampton Roads and Northern Virginia Customers may obtain Directory Assistance with Call Completion for the entire continental United States by calling the Cox Directory Assistance operator. Each call will be charged as indicated below. Any associated long distance calls will be carried and billed by Cox Long Distance as reflected in Cox's intrastate toll tariff<sup>2</sup>.

(D)  
(D/T)

	<u>Residential</u>	<u>Business</u>
Hampton Roads, per call <sup>1</sup>	\$2.49	\$2.49
Northern Virginia, per call <sup>1</sup>	\$2.49	\$2.49

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service. However, Call Completion may only be provided with the second number.

**3.2.3 Credits**

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.

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<sup>1</sup> Charges for DA calls will be waived for certified Customers who cannot use the telephone directory due to a visual or physical impairment

<sup>2</sup> Not regulated under this Tariff.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.3 Operator Assistance**

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

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

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

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

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

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

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

**3.3.1 Operator Assisted Surcharges for local service:**

The following surcharges will be applied for calls other than payphone calls on a per local call basis:

Alternate Billed	\$1.65
Person-to-Person	\$3.25

The following charge will be applied for operator-assisted local calls from a payphone using Cox local exchange service:

<b>Credit</b> Card	\$0.60
Alternate Billed	\$1.65
Person-to-Person	\$3.25

Local Usage Charge for end users for alternately billed calls from pay telephones.

Per Local Call	\$0.35
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(M) Material previously appeared on 2nd Revised Page 114.2.

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**Local Exchange Service**

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

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(M) Material previously appearing on this page has been move to 3rd Revised Page 114.1

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**Local Exchange Service**

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

Reserved for Future Use

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 73.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.4 Directory Listings**

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

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

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

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

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

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.4 Directory Listings, cont'd.**

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

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

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

Primary Listing, Name and Number Only: Upon Customer request, the Primary Listing may be modified to display only the Customer's name and number, the address will be omitted from the printed directory and the Directory Assistance database.

- 2. Additional Listings:** In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.4.6.

Additional Listing, Name and Number Only: Upon Customer request, the Additional Listing may be modified to display only the Customer's name and telephone number, the address will be omitted from the printed directory and the Directory Assistance database.

- 3. Non-Published Listings:** Listings that are not printed in directories nor available from Directory Assistance.

A Non-Published Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing, even in emergency situations, 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 2.1.4.16. Rates for Non-Published Listings are as specified in Section 3.4.6.

- 4. Non-Directory Listed:** A non-directory listed number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such Listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Rates for Nonlisted Listings are specified in Section 3.4.6.

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(M) Material previously appearing on this page has been moved to 5<sup>th</sup> Revised Page 66.

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(M) Material appearing on this page previously appeared on Original Pages 182 and 183.



**Local Exchange Service****Section 3 - Service Descriptions, cont'd.****3.4 Directory Listings, cont'd.****3.4.6 Directory Listings Rates****1. Hampton Roads**

	<b>Residential</b>		<b>Business</b>	
	<b>Monthly</b>	<b>NRC</b>	<b>Monthly</b>	<b>NRC</b>
Primary Listing	N/C	N/C	N/C	N/C
Primary Listing, Name and Number Only	N/C	N/C	N/C	N/C
Additional Listing	\$1.12	\$10.80	\$1.40	\$18.50
Additional Listing or Foreign Listing	N/A	N/A	\$1.40	\$18.50
Name and Number Only	\$1.12	\$10.80	\$1.40	\$18.50
Non-Published <sup>1</sup>	\$2.29	\$10.80	\$1.70	\$18.50
Non-Directory Listed <sup>1</sup>	\$1.06	\$10.80	\$1.05	\$18.50
Change Listing	N/A	\$10.80	N/A	\$18.50

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**2. Northern Virginia**

	<b>Residential</b>		<b>Business</b>	
	<b>Monthly</b>	<b>NRC</b>	<b>Monthly</b>	<b>NRC</b>
Primary Listing	N/C	N/C	N/C	N/C
Primary Listing, Name and Number Only	N/C	N/C	N/C	N/C
Additional Listing	\$1.12	\$10.80	\$1.40	\$18.50
Additional Listing or Foreign Listing	N/A	N/A	\$1.40	\$18.50
Name and Number Only	\$1.12	\$10.80	\$1.40	\$18.50
Non-Published <sup>1</sup>	\$2.29	\$10.80	\$1.70	\$18.50
Non-Directory Listed <sup>1</sup>	\$1.06	\$10.80	\$1.05	\$18.50
Change Listing	N/A	\$10.80	N/A	\$18.50

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**3. Roanoke**

	<b>Residential</b>		<b>Business</b>	
	<b>Monthly</b>	<b>NRC</b>	<b>Monthly</b>	<b>NRC</b>
Primary Listing	N/C	N/C	N/C	N/C
Primary Listing, Name and Number Only	N/C	N/C	N/C	N/C
Additional Listing	\$1.12	\$10.80	\$1.40	\$18.50
Additional Listing or Foreign Listing	N/A	N/A	\$1.40	\$18.50
Name and Number Only	\$1.12	\$10.80	\$1.40	\$18.50
Non-Published <sup>1</sup>	\$2.29	\$10.80	\$1.70	\$18.50
Non-Directory Listed <sup>1</sup>	\$1.06	\$10.80	\$1.05	\$18.50
Change Listing	N/A	\$10.80	N/A	\$18.50

<sup>1</sup> Distinctive Ring customers will not be assessed this charge.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.5 Emergency Services (Enhanced 911)**

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

**3.6 Vanity Telephone Numbers**

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

The following charges will apply for Vanity Telephone Numbers:

	Non-Recurring (per number)	Monthly Recurring (per number)
Residential	\$5.00	N/A
Business	\$10.00	\$3.50

**3.7 Telecommunications Relay Service (TRS)**

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and vice versa. A Customer will be able to access the state provider to complete such calls. Calls placed through the Virginia Relay Center will receive a 50% discount.

**3.8 Reserved for future use.**

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 79.

(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 185.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.9 Temporary Suspension of Service - Customer Initiated (Seasonal Saver)**

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

**3.9.1 Terms and Conditions**

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- A service can be placed in seasonal no more than twice in a calendar year and remain in seasonal for a minimum of thirty (30) days. After nine (9) consecutive months of seasonal, or a total of 9 months within a calendar year, services are subject to return to full billing as subscribed to prior to implementing seasonal service. The full service rate will apply, if service is restored within 15 days after the date beginning the suspension of service.
- A customer may put different services on seasonal status at different times.
- If the service is suspended for a period of thirty one (31) days or longer, the reduced rate as set forth in the following Section 3.9.2 will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below.

**3.9.2 Rates and Charges**

	<u>NRC<sup>1</sup></u>	<u>Monthly</u>	
Residential Customer, per line	\$15.00	<b>\$13.00</b>	(I)
Business Customer, single line	\$4.43	\$7.41	
Business Customer, multi-line	ICB	ICB	

**3.10** Reserved for future use.

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<sup>1</sup> Nonrecurring charges apply only when moving to suspended service. No additional nonrecurring charges will apply to move back to regular active service.

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**Local Exchange Service**

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

**3.11 Reserved**

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Page No. 245.

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**Local Exchange Service**

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

**3.11 Reserved, cont'd**

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.11 Reserved, cont'd****3.12 Cox 30-Day Money-Back Guarantee**

Cox offers a 30-Day Money-Back Guarantee to its Residential Customers for any of the following **Cox Voice**<sup>1</sup> services, including Installation or Activation Fees for the applicable service(s): (T)

- Basic Phone Line
- Connection Plan monthly fees
- Feature packages or Features

The Cox 30-Day Money-Back Guarantee must be requested within 30-days of installation of applicable service and cannot be exercised more than one (1) time per product per Customer per year. The Cox 30-Day Money-Back Guarantee credit cannot exceed the amount paid for the applicable service in the first month, i.e. if discounted first month price was given, credit is limited to the discounted amount. The Cox 30-Day Money-Back Guarantee excludes international calls<sup>2</sup>, domestic long distance<sup>1</sup> calls over the amount included in the Connection Plan monthly fee, taxes/franchise fees, additional outlet installation<sup>1</sup>, equipment (if any) that is not returned in as-received condition or other service not listed above. (T)

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<sup>1</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

<sup>2</sup> Not regulated under this Tariff.

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**Local Exchange Service**

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**Section 3 - Service Descriptions, cont'd.****3.13 Cox Business Service - 30-Day Satisfaction Guarantee**

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A Business Customer who is not satisfied with Cox Telephone Service installed by Cox may be entitled to a refund of installations fees and the first month's monthly recurring charges, plus applicable taxes and surcharges. To qualify for this refund, the Customer must notify Cox Business Services in writing within 30-days of installations of the applicable Service that the Customer is exercising its rights under this 30-Day Satisfaction Guarantee to terminate that Service. If the Customer chooses to cancel Cox, such Service at that time, Cox will waive the early termination fees associated with the qualifying terminated Service(s). For all other Services, the Customer will remain responsible for charges and early termination fees associated with such other Services.

The refund excludes Service activations requiring construction or installation costs incurred by Cox in excess of \$300. The refund excludes all local and long distance usage charges. A Customer may obtain this refund only once for each applicable Cox Service. All Cox equipment rented or used by the Customer must be returned in good condition prior to any refunds or credits being issued.

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 190.

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**Local Exchange Service**

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**Section 4 - Promotional Offerings**

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**4.1 Promotional Offerings**

The Company may make promotional offerings of its tariffed services which may include reducing or waiving applicable charges for the promoted service. Promotional offerings will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

At the Company's option, a letter outlining the promotion may be filed with the Commission Staff in lieu of filing language in the tariff.

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(M) Material appearing on this page previously appeared on Original Page 191.



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**Local Exchange Service**

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**Section 5 - Individual Case Basis (ICB) Arrangements**

Arrangements will be developed on a case-by-case basis in response to bona fide request from a Customer or prospective Customer to develop a competitive bid for a service not generally offered under this tariff, or for a service being offered to the customer on an ICB basis by another telephone company. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

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(M) Material appearing on this page previously appeared on Original Page 192.

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**Local Exchange Service**

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**Section 6 - Residential Assistance Offerings****6.1 Reserved for future use**

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**6.2 Lifeline Telephone Assistance Program****6.2.1 General**

In order to qualify for the federal Lifeline program, a Customer must meet the requirements of 47 CFR §54.409. When applying for the program, an eligible applicant must apply online through the Lifeline National Verifier at <https://nv.fcc.gov/lifeline>. Lifeline eligibility will be verified annually. If, after verification, a subscriber is identified as being ineligible, the Lifeline credit will be discontinued.

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

**6.2.2 Regulations**

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

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

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**Local Exchange Service**

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**Section 6 - Residential Assistance Offerings****6.2 Lifeline Telephone Assistance Program, cont'd.**

(N)

**6.2.2 Regulations, cont'd.**

When applying for the program, an eligible applicant must apply online through the Lifeline National Verifier at <https://nv.fcc.gov/lifeline>.

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

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

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

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

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

Pursuant to the Virginia Corporation Commission's Order dated April 16, 2021 in Case No. PUR-2021-00002, Lifeline service is available only to customers residing in the 93 specific Census Block Groups for which the Company was the winning RDOF bidder as announced by the FCC on December 7, 2020. These areas encompass portions of the counties of Fairfax, Floyd, Gloucester, James City, and York, Virginia, and portions of the cities of Chesapeake, Fredericksburg, and Virginia Beach, Virginia.

Customers should visit [www.cox.com/residential/phone/lifeline.html](http://www.cox.com/residential/phone/lifeline.html) or contact Customer Service to determine eligibility based on location as described above.

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**Local Exchange Service**

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**Section 7 - Miscellaneous Service Offerings****7.1 Toll Restriction**

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

**7.1.1 Terms and Conditions**

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

(D)

**7.1.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>
Business, per line or trunk	\$25.00	\$2.00
Residence, per line (Hampton Roads/Roanoke)	--	\$1.60
Residence, per line (Northern VA)	--	\$1.60

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**Local Exchange Service**

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**Section 7 - Miscellaneous Service Offerings**

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**7.2 Cox OneDial<sup>sm</sup> Service<sup>Δ</sup>****7.2.1 General**

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

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

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

**7.2.2 Cox OneDial<sup>sm</sup> Service, Rates and Charges**

	<u>NRC</u>	<u>MRC</u>
1. <u>Line-Based Service</u>	\$15.00	\$4.00

One Pilot Number (PN),  
Three Member Numbers (MN) may be assigned, four if one is on-net,  
Compatible with Long Distance Alert, Call Waiting, and Caller ID,  
MN Selective List Editing (SLE),  
Secure Personal Identification Number (PIN), and  
Interactive Cox OneDial<sup>sm</sup> System.

	<u>NRC</u>	<u>MRC</u>
2. <u>Virtual Service</u>	\$15.00	\$5.00

One PN  
Four Member Numbers (MN) may be assigned,  
Compatible with Long Distance Alert,  
MN Selective List Editing (SLE),  
Secure Personal Identification Number (PIN), and  
Interactive Cox OneDial<sup>sm</sup> System.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 58.

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(M) Material appearing on this page previously appeared on Original Page 196.

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<sup>Δ</sup> Service not currently offered in the NOVA or Roanoke Market Area.

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**Local Exchange Service**

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**Section 7 - Miscellaneous Service Offerings**

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**7.3 Foreign Exchange Service****7.3.1 General**

Foreign Exchange service is an optional add-on exchange service available to existing Cox local exchange service Customers. Foreign Exchange Service is furnished to Customers from an exchange adjacent to the exchange from which the Customer would normally be served, allowing that Customer to have local presence and two-way communications in an exchange different from their own.

Foreign Exchange service is provided as a voice grade service.

**7.3.2 Regulations**

1. Foreign Exchange service is available only between exchanges where all facilities and service points are located in the same LATA.
2. Foreign Exchange service is furnished subject to the same restrictions as to the use of the service by other than the Customer and Customer's representatives, as apply in connection with other classes of service.

**7.3.3 Service Area and Rates**

1. When Foreign Exchange service is provided in exchanges that are contiguous and dial tone lines are subscribed to from the exchange whose rate center is nearest the rate center of the normal exchange.

**A. Rates**

	<u>Per Month</u>
Per Residential channel, each	\$0.00
Per Business channel, each	\$0.50

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(M) Material previously appearing on this page has been moved to 3<sup>rd</sup> Revised Page 59.

(M) material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 197.

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**Local Exchange Service**

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**Section 7 - Miscellaneous Service Offerings****7.5 Refer A Business Program**Description:

A current Cox Business Services (CBS) Customer, who refers a new potential CBS Customer in the Hampton Roads Market Area, may be eligible to select one of two reward options if the referred Customer is activated. The two gift rewards are: (1) a two hundred dollar (\$200) Cox bill credit or (2) a two hundred dollar (\$200) Web Certificate from a selected list of retailers.

Rules and Regulations:

1. The new CBS Customer must sign a contract with a minimum one-year term.
2. The new CBS Customer's aggregate monthly recurring charges are at least fifty dollars (\$50) per month.
3. In order for the existing CBS Customer to be eligible for the gift award, the new CBS Customer (the referred party) is required to sign a service contract within three months of the referral and the award will be issued after the new CBS Customer has been installed.

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(M) Material appearing on this page previously appeared on Original Page 198.

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**Local Exchange Service**


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**SECTION 7 – Miscellaneous Service Offerings****7.7 Emergency Locator Service – General Ts & Cs****7.7.1 General**

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

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

**7.7.2 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)
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)



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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.7 Emergency Locator Service, cont'd.****7.7.2 Eligibility Requirements, cont'd.**

- 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.
- 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)
  - Internet access
  - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
  - 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)
- 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)

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.7 Emergency Locator Service, cont'd.****7.7.2 Eligibility Requirements, cont'd.**

- 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)
- 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)

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.7 Emergency Locator Service, cont'd.****7.7.2 Eligibility Requirements, cont'd.**

- 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.
- 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)

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.7 Emergency Locator Service, cont'd.**

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**7.7.3 Rates and Charges**

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

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

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

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

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.8 Telecommunications Service Priority (TSP) System - General Ts&Cs**

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**1. General TSP Description**

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

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

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

**2. Qualifying TSP Service Categories**

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

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

**3. Service Level Priorities**

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

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

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.8 Telecommunications Service Priority (TSP) System**

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**4. Qualifying TSP Services**

The scope of work for identifying specific TSP services is described as follows:

- A) **Priority Provisioning (Installation):**  
The initial set-up and construction process for provisioning and supplying telecommunications services to a Customer, including all associated transmission, wiring and equipment, if provided by the Cox, at a time earlier than Cox standard order intervals. Cox standard order intervals are quoted on a case-by-case basis and are time/date sensitive.
- B) **Priority Restoration:**  
The restoration of Cox services currently being contracted by a Cox Customer at a time earlier than Cox standard order intervals. Cox standard order intervals are quoted on a case-by-case basis and are time/date sensitive.
- C) **Priority Restoration Level Implementation (Assignment):**  
Designated priority levels (1, 2, 3, 4, 5 and E) of service associated with the restoration of a particular NS/EP telecommunications service.
- D) **Priority Restoration Level Change:**  
Changes in priority level to any pre-assigned priority service levels for a NS/EP telecommunications service. This includes any extension of an existing priority level assignment to an expanded NS/EP service.
- E) **Priority Restoration Administration and Maintenance:**  
Administrative and maintenance necessary to correspond to NS/EP provided services.

**5. Applicable Cox Service Profiles**

Telecommunications services identified under this program support National Security or Emergency Preparedness (NS/EP) missions. The TSP System provides a guideline for Cox to provide priority restoration of services in case of an isolated incident or the result of large-scale or national disasters, emergencies, civil, or military crisis.

The Cox TSP System applies to Cox "on-net" Cox-owned switched or special access services. For facilities, where Cox does not provide the entire facility, Cox will issue the TSP Authorization code with the order to the carrier providing the non-Cox portion of the facility and Cox will pass these charges through to the Customer. The Cox TSP System does not include any resale or UNE/EEL type of facilities in which Cox may not control or provision all or part of the services provided. The Cox TSP System also applies only to Customers directly contracted with Cox. The TSP System applies only to NS/EP telecommunications services as outlined in NCSD 3-1, Section 7 "Scope of the NS/EP TSP System".

Cox will, within the limits of good management and availability, make available the necessary facilities to restore service in the event of conditions supporting TSP. Restoration of services may require the use of temporary facilities such as wireless or ground level cable or fiber runs and drops. Restoration may also require the temporary use of government-owned facilities.

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.8 Telecommunications Service Priority (TSP) System****5. Applicable Cox Service Profiles, cont'd.**

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

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

**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.

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**Local Exchange Service**

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**SECTION 7 – Miscellaneous Service Offerings****7.8 Telecommunications Service Priority (TSP) System****7. Qualification Process**

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

(T)  
(T)**8. Rate Applications**

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

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

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

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

For subsequent orders for additional lines and circuits, TSP System assignment may apply upon Customer request and review by Cox. When the TSP System is revoked, or discontinued, and the associated Service is continued in service, no charge applies for such discontinuance of Cox TSP.

When performing services under TSP where additional labor charges may apply, Cox will attempt to notify Customer of charges before the required additional labor is undertaken. The Customer, in obtaining a Priority Restoration, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain Services may cause certain delays and, as a result, could jeopardize the intent of early restoration of services provided under this program.



**Local Exchange Service****SECTION 7 – Miscellaneous Service Offerings****7.8 Telecommunications Service Priority (TSP) System****8. Rate Applications, cont'd.**

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

	<b>Non-Recurring Charges</b>	<b>Monthly Recurring Charges</b>
Priority Provisioning Installation, per line or trunk, or per circuit	\$15.00	N/A
Priority Restoration Level Implementation, per line or trunk, or per circuit	\$15.00	N/A
Priority Level Change, per line or trunk, or per circuit	\$15.00	N/A
Administration and Maintenance of Priority Restoration, per line or trunk, or per circuit	N/A	\$5.00
Labor, construction, special equipment, additional facilities, and other resources related to delivery of services under TSP conditions.	ICB	ICB

**7.9 Reserved**

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 1<sup>st</sup> Revised Page No. 195.

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

(M) Material previously appearing on this page has been moved to Original Page 190, Section 9, Obsolete Service Offerings, as effective May 1, 2011 will no longer be available to new customers.

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

(M) Material previously appearing on this page has been moved to Original Page 187, Section 9, Obsolete Service Offerings, as effective May 1, 2011 will no longer be available to new customers.

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

(M) Material previously appearing on this page has been moved to Original Page 188, Section 9, Obsolete Service Offerings, as effective May 1, 2011 will no longer be available to new customers.

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

**8.1.1 Cox Digital Telephone (CDT) Essential Package**

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

**8.1.2 Reserved**

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8. Bundled Services**

**8.1 Residential Bundled Services**

**8.1.3 Reserved**

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**Local Exchange Service**


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**Section 8 – Bundled Service Offerings****8. Bundled Services**

Cox may offer multiple services in bundled service arrangements. Bundled services include services not regulated and/or not under the jurisdiction of the State Corporation Commission or may include regulated or unregulated services provided by the Cox local service affiliate. Packages that include services regulated by the State Corporation Commission under this tariff bundled with those that are unregulated or provided by an affiliate shall be set forth in this section of the tariff.

**8.1 Reserved****8.2 Cox Business Call Plans****8.2.1 Cox Business Unlimited Calling Plan**

The Cox Business Unlimited Calling **Plan ("Plan")** is an optional calling plan which includes unlimited voice usage of existing tariffed local (flat rate usage); intrastate outbound long distance<sup>1</sup>; **and interstate outbound long distance usage** for a flat monthly rate. The **Plan** will be offered to Business Customers where facilities exist and operating conditions permit.

**A. Eligibility**

The **Plan** is available to eligible Business Customers, ordering Business Lines or Centrex Package, who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) when the service is initiated.

**B. Terms and Conditions**

1. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Business Line or Centrex Package subscribed to under this Package.

2. The Customer may subscribe to a maximum of twelve (12) unlimited calling lines. **All lines in a common hunt group must be provisioned with the Plan.**

3. The Cox Business Unlimited Calling Package's Monthly Recurring Charge will apply in addition to and does not include the Business Line rate; Centrex Package rate; or ExIT rate, fees and taxes, and will be billed in advance.

4. The unlimited toll minutes included in this package:

- (a) shall apply exclusively to direct-dialed calls made from the line subject to this **Plan**,
- (b) have no cash value for refund purposes,
- (c) are not transferable or assignable,
- (d) **shall not be applied to calls outside of the United States and its territories, and**
- (e) shall not apply toward any of the following:

- 555, 700, 900 and 976 Services;
- collect calls, third party billed calls, person-to-person calls;
- credit cards or calling cards;
- toll free calls;
- Directory Assistance Call Completion; or calls to directory assistance;
- Intercept calls;
- Repeat Calls, Return Calls;
- Three-way Calling;
- Toll-free Service;
- All other Operator Assisted Calls.

(M) Previously appeared on 2nd Revised Page 144.

<sup>1</sup> Intrastate LD is contained in Cox' VA SCC Tariff No. 3 and is not regulated under this tariff.



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**Local Exchange Service**


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**Section 8 – Bundled Service Offerings****8.2 Cox Business Call Plans**

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**8.2.1 Cox Business Unlimited Calling Plan, cont'd.**

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**1. Hampton Road and NoVA, cont'd.****B. Terms and Conditions, cont'd.**

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5. The Company may monitor the Customer's toll usage subject to the Plan. If the Customer uses the minutes under this Plan for outbound telemarketing, call centers or non-voice services, including but not limited to data service or any other service listed below, the Customer will be presumed to be in violation of the usage restrictions of this Plan. It shall be the responsibility of the Customer to demonstrate to the Company that usage is not in violations of the usage restrictions specified herein, usage restrictions apply and plan may not be used in conjunction with the following:

(D)(N)

- **Analog to Digital conversion digital PBX services**
- **Any Business Trunks (BRI, PRI, SIP, T-1 CAS)**
- Auto dialers/**Power dialers**, any type of automatic outbound dialing or predictive calling/dialing system;
- **Automatic Call Distribution (ACD) Systems**
- **Call center applications**
- **Foreign Exchange Services**
- Ground start line or trunks
- ISDN services
- **Long Distance Internet access (ISP Dial-up)**
- **Multi-party conference calling, multi-party "chat" lines, or engaging in activities that generates minutes that result in revenue-sharing by a Customer**
- **Non-Square electronic key and hybrid telephone systems**
- Pay telephone lines
- PBX trunks or service
- Public telephone systems
- **Public access smart-pay phones**
- Remote Call Forwarding Service
- **Resale of unlimited minutes**
- **The functional equivalent of any system listed above**

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6. 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.

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(D)(N)

**7. Rates and Charges**

(M1)

Monthly Recurring  
Charge\*

**Hampton Roads and Northern VA**  
Roanoke

\$42.00  
\$71.17

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(M2)(T)

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

(M) material moved to 3rd Revised Page 143.

(M1) material moved from 3rd Revised Page 145.

(M2) material moved from 2nd Revised Page 148.

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8.2 Cox Connection Packages**

**8.2.1 Cox Business Unlimited Calling Package, cont'd.**

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8.2 Cox Connection Packages**

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8.2 Cox Connection Packages**

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**Local Exchange Service**

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**Section 8 – Bundled Service Offerings**

**8.2 Cox Connection Packages**

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service**

Digital Centrex – FITS I and FITS II is an obsolete service and will not be offered to new Customer as of March 1, 2001. Current Customers of FITS I & II Centrex packages will become obsolete effective March 1, 2001. Obsolete systems may add stations and new locations with FITS feature packages until the term of the Customer's contract has expired. At such time, the Customer must convert the FITS Centrex package to the minimum centrex service offering, the Basic Centrex Package or discontinue the Company's centrex service.

**9.1.1 General**

Digital Centrex Fiber Integrated Telephone Service (FITS) I is a flat rate business service with a 20 line minimum and a 100 line maximum. FITS I is the standard package for business centrex. The FITS II offering includes the standard business package plus enhanced centrex features. Centrex service is provided via a Cox Fiber Integrated central office facility.

FITS I and II provide facilities between the customer premises equipment and the Company central office and include intercom capabilities within the Customer's system. Customer must purchase an Electronic Crossconnect Interconnect Trunk (EXIT) for access to the public network. FITS I standard features are included on all lines in the system as defined in (3.1.4.3) below. FITS II features that are included on all lines in the system are defined in (3.1.4.5) Enhanced Features following.

- 1) Digital centrex service is provided over loop start facilities or DS-1 facility that link the Company-provided centrex dial switching equipment and customer-provided equipment.
- 2) FITS I equips all lines in the system with the standard features shown Section 3.14.3 following. Customers subscribing to this service are required to pay the monthly rate for service as specified in the attached "Rate Schedule", whether or not all standard features are activated at initial installation.
- 3) A customer may elect to subscribe to the FITS II enhanced features specified in Section 3.1.4.5, at initial installation or subsequent to initial installation, subject to the applicable non-recurring charge specified in "Features Pricing Schedule" following.
- 4) The monthly rate for FITS I and II offering is covered by a service period plan and is guaranteed against Company-initiated change for the duration of the service period. The minimum service period plan is 12 months.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 81.

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(M) Material appearing on this page previously appeared on Original Page 199.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.1 General, cont'd.**

- 5) If the service is terminated in whole or in part by the customer after the initial installation but prior to the completion of the service period, the customer shall be obligated to pay the remaining months of the service period selected.

**9.1.2 FITS I Standard Features**

All lines in FITS I are equipped with the following standard features:

- Call Waiting/Cancel Call Waiting
- Call Forwarding - Busy Line
- Call Forwarding - No Answer
- Call Forwarding - Variable
- Call Hold
- Call Pick-Up
- Call Transfer - All Calls
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Hunting
- Station-to-Station Dialing
- Three-Way Conference Calling
- Touch-Tone
- Distinctive Ring

**9.1.3 FITS I - Standard Feature Definitions**

Call Waiting - Permits a customer to receive an audible tone which will indicate an incoming call is waiting, if the called line is busy.

Cancel Call Waiting - Permits a Call Waiting customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

Call Forwarding - Busy Line - Provides for the forwarding of all calls attempting to terminate at a busy line to be forwarded to a preselected line within a customer system or outside the system.

Call Forwarding -No Answer - Provides for the forwarding of all calls attempting to terminate at a line which is not answered within a set number of rings to be forwarded to a preselected line within a customer system or outside the system.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 81.

(M) Material appearing on this page previously appeared on Original Page 200.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.3 FITS I - Standard Feature Definitions, cont'd.**

Call Forwarding - Variable - When activated at a line by a customer, provides for the forwarding of all calls attempting to terminate at that line to another customer specified line within customer's system or outside the system.

Call Hold - Enables a line user to place a call on hold for any length of time provided that neither party goes off hook. Code access activated.

Call Pick-Up Group(s) - Enables a line within a Digital Centrex system Pick-Up Group to answer incoming calls to another line within the same Pick-up Group by dialing a code. One or more Call Pick-Up Groups may be established.

Call Transfer - All Calls - Allows a line user to transfer any established call to another line inside or outside the customer group without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation hold.

Distinctive Ringing - Provides a unique pattern of ringing to permit the line user to distinguish between intragroup and DID calls.

Direct Inward Dialing (DID) - Allows incoming calls from the local exchange and long distance network to reach an individual line or group of lines in the system without the assistance of an attendant.

Direct Outward Dialing (DOD) - Permits lines of the system to gain access to the local exchange and long distance network without the assistance of an attendant by dialing an access code (dial 9 for intergroup calls).

Hunting - Permits the routing of calls to an idle line in a prearranged group, when the called line is busy. The hunting is either circular or series. The hunt starts with the number dialed.

Line Treatments - The Company at the customer's request will allow or deny individual line features. The treatments can be arranged to control all calls originating or terminating on lines and tie trunks.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 82.

(M) Material appearing on this page previously appeared on Original Page 201.

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.3 FITS I - Standard Feature Definitions, cont'd.**

Station-to-Station Dialing - Enables individual line users in the system to directly dial other lines in the same system without the assistance of an attendant.

Three-Way Conference Calling - Enables a line user to establish voice connection involving the user and two other parties. The line user, by switchhook operation is able to place an existing call on hold and call the telephone number of a third party, thereby effecting a three-way conference call.

Touch Tone - Provides for the origination of calls by means of instruments equipped for tone-type address signaling over special central office facilities.

**9.1.4 FITS II - Standard Features**

All lines in FITS II are equipped with the standard features in Section 3.1.4.2 above plus the following features:

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| • Automatic Callback - Intragroup    | • Call Park                        |
| • Directed Call Pickup               | • Enhanced Hunting Arrangement     |
| • Speed Calling                      | • Multi Line Hunt Group(MLHG)      |
| • Automatic Callback                 | • Last Number Redial               |
| • Call Forward of Call Waiting Calls | • Conference Calling - up to 6 Way |

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 83.

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(M) Material appearing on this page previously appeared on Original Page 202.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.5 FITS II - Standard Feature Definitions**

Automatic Callback - Intragroup - Enables a line user calling a busy line within the system to be automatically connected to the called line when the line becomes idle.

Directed Call Pickup

- (i) With barge-in - Permits a line user to answer a call ringing on another line in the FITS group by dialing a code. If the called line has already been answered, the initiating line may barge-in to the answered all and be connected to a three-way call.
- (ii) Without barge-in - Permits a line user to answer a call ringing on another line in the FITS group by dialing a code.

Speed Calling - Individual 30-Number List - Allows a line user to call a predesignated seven or ten-digit telephone number by dialing a valid two digit dialing code. The customer-changeable speed calling list furnished contains 30 codes.

Automatic Callback -Permits a user who places an intrasystem call to a busy Centrex number to be automatically connected to that line when both the called and calling station lines are available.

Call Forward of Call Waiting Calls -Allows station users that have Call Forwarding and Call Waiting assigned to their lines to forward Call Waiting calls that are not answered within a set period of time automatically to a predetermined destination.

Call Park -Provides the station user the ability to park a call against the station number. The parked call may be retrieved from any station in the Centrex group by dialing a code and the station number parked.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Pages 83 and 84.

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(M) Material appearing on this page previously appeared on Original Page 203.

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.5 FITS II - Standard Feature Definitions, cont'd.**

Enhanced Hunting Arrangements Incoming - calls to a busy FITS line are redirected to a predetermined number(s) to search for an idle line on which to complete the call. If no idle number is found, a busy tone is provided. These types are available.

- (i) Circular Hunt - permits a complete hunt over all of the station lines in a particular Multi-Line Hunt Group (MLHG). Hunting starts with the dialed number and continues to the last terminal prior to the dialed number in the MLHG. Circular Hunt is only provided with Uniform Call Distribution, Preferential Hunt or Multiple Position Hunt.
- (ii) Series or Serial Hunt - allows a limited number of FITS lines to be programmed in either a sequential (consecutively numbered) or non-sequential (non consecutively numbered) order for hunting purposes. Series hunting is done through the ordered list until an idle line is encountered or the end of the list is reached. Call handling line features can be added to the last directory number in the series to increase call completion probability. Series Completion redirects a call only once to any given line.
- (iii) Enhancement -redirects a call from a busy dialed number (DN) to another DN giving greater flexibility by providing circular Call-Forward, Busy type chaining.
- (iiii) Distributed Line Hunting - starts the hunting at the first idle line after the previous hunt and continues until the starting point is reached.

Multi Line Hunt Group (MLHG) a group of lines with common terminating (incoming call) features that are grouped together to share translation data. Hunting is provided by a common program (shared translations) for the group of lines. Each line is identified by a multi-line terminal number, not a Centrex number.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 84.

(M) Material appearing on this page previously appeared on Original Page 204.

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.5 FITS II - Standard Feature Definitions, cont'd.**

- (i) Enhancement - allows the assignment of Multiple Pilot Directory Numbers to a MLHG. Hunting can therefore begin at different points in the group depending on the number dialed.
- (ii) Non-Hunt Telephone Number - a MLHG can contain station lines which have associated non-hunt directory numbers. If the station line is busy on a call, another call to the non-hunt number will receive busy treatment. These non-hunt numbers are not in the MLHG and do not have access to the MLHG or MPH features.
- (iii) Preferential Hunt - permits a pre-hunt over a preferential list of station lines before hunting the entire MLHG. Each station can be associated with a particular preferential list within a MLHG.
- (iiii) Secretarial - allows more than one Centrex line to hunt to the same line in a linear pattern.

Last Number Redial - Allows a designation of a station feature button to initiate redial of the last number called.

Conference Calling - up to 6 Way - Allows a user to add up to 6 additional parties to an existing call.

**9.1.6 Electronic Cross Connect Interconnect Trunk (EXIT)**

EXIT connects the Customer's centrex system (FITS I and FITS II) with the public switched network and allows the Customer to make and receive calls from outside of the Customer's centrex group. The number of EXITS a Customer orders depends on that particular Customer's amount of calling into and out of the public network, and serve as a trunk equivalency.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 85.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.7 Rates and Charges**

Digital Centrex FITS I and II rates and charges apply for a fixed period of time from 12 months to 60 months (service period plan) and are guaranteed against Company initiated change for the duration of the plan.

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

The Company reserves the right to change the FITS I rates, as described in the Flexible Pricing Plan which follows:

1) Flexible Pricing Plan

- (a) FITS I rates may be on a wire center by wire center basis, with appropriate customer notice.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 86.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.7 Rates and Charges, cont'd.**

## 2) Customer Specific Pricing Arrangements

Prices for Digital Centrex FITS I and II equivalent links and equivalent ports may be determined on a customer specific basis to develop a competitive bid or when offered on an ICB basis by another telephone company. Customer specific prices will be made available to similarly situated customers on a non-discriminatory basis. Customer-specific prices for a group of FITS customers may be developed by the Company.

## 3) Change of Customer FITS I and II

With the written permission of the Company, the obligation to pay the remaining monthly rates of the selected service period may be assigned to another customer at the same location.

In addition to assuming the responsibility to pay the monthly rates for the remainder of the selected service period, the new customer assumes the conditions applicable to Digital Centrex FITS at the time of the assignment.

A request for a transfer of service between the customers at the same time as a request for a relocation of service is permitted.

## 4) Relocation of Service Digital Centrex FITS I and II

A customer, except those under a Customer Specific Pricing , will be permitted to relocate all or part of his lines to another location served by the Company, subject to the availability of facilities, without incurring termination charges. The number of lines in service at the new location must be greater than or equal to the number of lines in service at the former location. The service period plan will be moved with the service. Service period plan billing must continue unchanged or a new plan equal to or greater than both remaining lines in service and months in the service period plan may be elected. In addition, a service charge, a new line installation charge or line conversion charge will apply.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Pages 85 and 86.

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(M) Material appearing on this page previously appeared on Original Page 207.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.1 Digital Centrex FITS I & II Service, cont'd****9.1.7 Rates and Charges, cont'd.**

## 5) Conversions of Service - Digital Centrex FITS I and II

An existing FITS service customer with less than 101 lines served from a digital switch may convert to FITS service with no termination liability provided that the new FITS service must be equal to or greater than the current lines in service and the new service period be a minimum of 12 months plus the remaining months in the current FITS service agreement.

## 6) Digital Centrex FITS I and II Service Guarantee

A new FITS customer may remove their Digital Centrex FITS system, upon written notification to the Company within 90 days of the original service period, without termination liability. Such guarantee provides for a refund of any initial non-recurring charges incurred by the customer.

## 7) Non-Recurring Charges - Digital Centrex FITS I and II

The following non-recurring charges apply for the connection of Digital Centrex FITS Service. Such charges may be amortized into the line rate over a period of six months:

(a) New Installation - consistent with relevant non-recurring charges applicable to Business Rates.

(b) Conversion - consistent with relevant non-recurring charges applicable to change of telephone number.

(c) Optional Feature Activation - consistent with activation of custom calling features on Business Rates.

## 8) Waiver of Non-Recurring Charges - Digital Centrex FITS I and II

The Company may waive certain non-recurring charges for the connection of Digital Centrex FITS Service and/or Digital Centrex FITS Port Only Service.

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 87.

(M) Material appearing on this page previously appeared on Original Page 208.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.1 Digital Centrex FITS I & II Service, cont'd****9.1.7 Rates and Charges, cont'd.**

- 9) For Centrex FITS I & II service, an additive equivalent to the Interstate Business End User Common Line Charge will apply on a trunk equivalency basis.
- 10) For Centrex FITS I & II Service, the EXIT charge for access to the public network is the same as the same as the Business Trunk charge in Section 3.1.3(c)2.
- 11) Payment Plans

FITS I & II Service offers the Customer a fixed monthly rate plan for a specific contract term. Prices will be fixed during the term of the contract. The Customer may select from 1, 2, 3 or 5 year contract terms.

	<u>NRC<sup>1</sup></u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 5</u>
FITS I*	\$100	\$19	\$18	\$17	\$15
FITS II*	\$250	\$23	\$22	\$20	\$19

\*Term and volume discounts may be available.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Pages 87 and 88.

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(M) Material appearing on this page previously appeared on Original Page 209.

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<sup>1</sup> Service Connection Charges under Section 3 apply in addition to the non-recurring charges.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.2 COX CONNECT CENTREX (Hampton Roads Market Area) cont'd.**

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**9.2.1 General**

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

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

**9.2.2 Application**

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

This service can be used for all sizes of business:

- ❖ Multiple offices that want abbreviated dialing
- ❖ Customer Service Groups
- ❖ Call Center Operations
- ❖ Technical Support or Help Desks
- ❖ Offices that want direct dialing without going through an attendant
- ❖ Businesses that want PBX functionality and wish to conserve capital.

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Paged 88 and 89.

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(M) Material appearing on this page previously appeared on Original Page 210.

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**Local Exchange Service**

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**9 8 – Obsolete Service Offerings**

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area) cont'd.****9.2.2 Application, cont'd.**

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

**9.2.3 Customer Profile**

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

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

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 89.

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(M) Material appearing on this page previously appeared on Original Page 211.

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**Section 9 – Obsolete Service Offerings****9.2 COX CONNECT CENTREX (Hampton Roads Market Area) cont'd.****9.2.4 Centrex Feature Description and Packaging****1. Basic Centrex Package**

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

Basic Centrex Features

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

Abbreviated Dialing

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

Audio Interlude (AUDIO)

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

(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 90.

(M) Material appearing on this page previously appeared on Original Page 212.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****1. Basic Centrex Package, cont'd.**

Auto Dial (AUD)<sup>1</sup> Business Set Automatic Dial is a station feature that allows a Business Set station user to call a frequently dialed number by pressing the assigned AUD key. The user is permitted to program and change the number in automatic dial.

Call Forwarding All Calls (CFU)

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

Call Forwarding Busy (CFB)

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

Call Forwarding Don't Answer (CFD)

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

Call Hold (CHD)

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

Call Park (PRK)

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

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 91.

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(M) Material appearing on this page previously appeared on Original Page 213.

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<sup>1</sup> Use of this feature requires a digital phone.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****1. Basic Centrex Package, cont'd.**Call Pickup (CPU)

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

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

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

Call Waiting (CWT)

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

Caller ID<sup>1</sup>

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

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 92.

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(M) Material appearing on this page previously appeared on Original Page 214.

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<sup>1</sup> Use of this feature requires a digital phone.

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**Section 9 – Obsolete Service Offerings**

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****1. Basic Centrex Package, cont'd.**Direct Inward Dialing (DID)

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

Direct Outward Dialing (DOD)

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

Distinctive Ringing (DRING)

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

Group Intercom (GIC)

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

Last Number Redial (LNR) (LNRA)<sup>1</sup>

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

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 92.

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<sup>1</sup> Use of this feature requires a digital phone.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****1. Basic Centrex Package, cont'd.**Make Set Busy (MSB)

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

Message Waiting (MWT)

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

Speed Calling (SCS) (SCL)

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

Three Way Calling (3WC)

*See Call Transfer*

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(M) Material previously appearing on this page has been moved to 1<sup>st</sup> Revised Page 93.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****2. Attendant Centrex Package**

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

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

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

**Busy Lamp Field/Direct Station Selection (BLF)<sup>1</sup>**

The station feature provides two capabilities for Meridian Business Sets (MBS). Busy Lamp Field allows MBS users to monitor station status of a Directory Number (DN) or set through the use of MBS lamp states. Direct Station Selection provides direct dialing to a monitored DN or set by means of the BLF key.

**Directed Call Park (DCPK)**

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

**Executive Busy Override (EBO)**

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

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(M) Material appearing on this page previously appeared on Original Page 217.

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<sup>1</sup> Use of this feature requires a digital phone.



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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****2. Attendant Centrex Package, cont'd.**Intercom (ICM)<sup>1</sup>

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

Key Short Hunt (KSH)

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

Multiple Appearance Directory Numbers (MADN)

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

Series Completion (SCMP)

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

Single Line Queuing (SLQ)

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

Station Camp-On (MBSCAMP)

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

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(M) Material appearing on this page previously appeared on Original Page 218.

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<sup>1</sup> Use of this feature requires a digital phone.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****3. Call Center Centrex Package**

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

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

The additional features that are included in Call Center Centrex are described below.

**Malicious Call Hold (MCH)**<sup>1</sup>

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

**Multiline Hunting (MLH)**

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

**Uniform Call Distribution (UCD)**

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

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(M) Material appearing on this page previously appeared on Original Page 219.

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<sup>1</sup> Use of this feature requires a digital phone.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****4. A La Carte Features**

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

Account Codes	Intercom <sup>1</sup>
Authorization Codes	Malicious Call Hold <sup>1</sup>
Automatic Call Distribution	Multiple Appearance DN <sup>1</sup>
Automatic Line	Multiline Hunting <sup>1</sup>
Call Center Mgmt Information Sys	Ring Again
Call Forward Remote Access	Series Completion <sup>1</sup>
Direct Inward System Access	Single Line Queuing <sup>1</sup>
Directory Number Hunt	Speed Calling <sup>1</sup>
Directed Call Park <sup>1</sup>	Station Message Detail Recording
Executive Busy Override <sup>1</sup>	Station Camp-On <sup>1</sup>
Executive Message Waiting	Uniform Call Distribution <sup>1</sup>

Account Codes

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

The account code feature permits:

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

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<sup>1</sup> See preceding Section 4.B.& C. for feature description.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****4. A La Carte Features, cont'd.**Authorization Codes

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

Entering an Authorization Code:

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

Automatic Call Distribution (ACD)

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

Automatic Line (AUL)

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

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****4. A La Carte Features, cont'd.**Call Center Management Information System (CCMIS)

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

Call Forward Remote Access (CFRA)

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

Direct Inward System Access (DISA)

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

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

With the DISA feature, the customer should also use the SMDR and Authorization Codes features. The DISA feature is accessible from Dual-Tone Multi-Frequency (DTMF) sets only.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****4. A La Carte Features, cont'd.**Directory Number Hunt (DNH)

There are two hunting options:

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

Executive Message Waiting (EMW) =

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

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

Station Message Detail Recording (SMDR)

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

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= use of this feature requires a digital phone.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****4. A La Carte Features, cont'd.**Station Message Detail Recording (SMDR) (CONT'D)

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

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

Data recorded on a per-call basis includes:

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

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

Ring Again (RAG)

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

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****5. Regulations**

- A. Cox Centrex is furnished subject to the availability of network facilities and features from central office switching equipment located in the Company's central office. The service allows for normal station activity including incidental additions and deletions.
- B. Each system established must consist of a minimum of five (5) main station lines. Main station lines connect the Customer's Premises Equipment (CPE) and the Company's central office switching equipment.
- C. Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this tariff with the following exception: Centrex Customers will be allowed one Primary Listing. Additional centrex numbers will be treated as Non-Published at no charge to the Customer.
- D. Cox Centrex lines will be equipped with the standard features as specified in the Basic Centrex Package, Section 4.A., above. Current Customers of FITS I & II Centrex packages will become obsolete effective January 10, 2001. Obsolete systems may add stations and new locations with FITS feature packages until the term of the Customer's contract has expired. At such time, the Customer must convert the FITS Centrex package to the minimum centrex service offering, the Basic Centrex Package or discontinue the Company's service.
- E. Temporary suspension of service is not applicable with this service.
- F. When multiple features are activated on the same line, certain features may take precedence over others. System limitations will be disclosed to the customer.
- G. Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message (Number Referral Service). The standard central office recorded announcement equipment will intercept incoming calls to unassigned station numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the centrex group.

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****5. Regulations, cont'd.**

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

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

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

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**Section 9 – Obsolete Service Offerings**

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****5. Regulations, cont'd.**

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

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

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

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

- L. Termination charges will apply for centrex service if discontinued or transferred to another address before the expiration of the initial contract period. Additionally, termination charges will apply when a centrex system is reduced to the extent that the station capacity (lines) falls into the next lower range of the contract schedule. (See Section 2.7.2.)

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****6. Rates and Charges****A. Flat Rate Pricing**

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

<u>Packages</u>	Non-Recurring <u>Charges</u> Install per line	Monthly Recurring Charges <u>Per Line or Station</u>			
		<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Basic Centrex	\$10	\$25	\$24	\$23	\$21
Attendant Centrex	\$10	\$40	\$36	\$33	\$30
Call Center Centrex	\$10	\$40	\$36	\$33	\$30
A-la-carte Features per station/feature		\$4	\$3	\$3	\$2

**B. Message Rate Pricing**

The three Message Rate packages available in the new Centrex offering are priced below. One-time charges apply for each package per line. Customer must purchase a minimum 5 centrex lines.

<u>Packages</u>	Non-Recurring <u>Charges</u> Install per line	Monthly Recurring Charges <u>Per Line or Station</u>			
		<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>	<u>5 Year</u>
Basic Centrex	\$10	\$15	\$14	\$13	\$11
Attendant Centrex	\$10	\$30	\$26	\$23	\$20
Call Center Centrex	\$10	\$30	\$26	\$23	\$20
A la carte Features Per station/feature		\$4	\$3	\$3	\$2
Message Rate	\$0.08 per message				

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**9.2 COX CONNECT CENTREX (Hampton Roads Market Area), cont'd.****9.2.4 Centrex Feature Description and Packaging, cont'd.****6. Rates and Charges, cont'd.****C. Other Required Charges**

One-Time Initial Customer Setup Charge	\$100	Per customer group
Miscellaneous Move/Add/Changes Charge	\$20	Per change per station
Centrex Mgmt. Software Setup Charge	\$150	Per customer group
SMDR Record Retrieval Setup Charge	\$50	Per customer group
SMDR Record Retrieval Monthly Charge	\$50	Per customer group
Meridian Business Set surcharge	\$2	Per month per MBS
Abbreviated Dialing*	\$2	monthly recurring
* Abbreviated dialing at no charge after 25 lines.		

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**Section 9 – Obsolete Service Offerings**

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**9.3 Cox Office Solutions Pak<sup>1</sup>****9.3.1 General**

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

- two (2) flat-rate business access lines,
- four (4) custom calling features from a select group of features as defined in Section 2 following,
- a block of 100 minutes<sup>2</sup> per line of interstate and intrastate long distance calls, and
- the Cox-Affiliated Company's high-speed internet access service<sup>2</sup>.

**9.3.2 Regulations****1. Business Access Lines**

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

**2. Custom Calling Features**

Business Customers that subscribe to the package will be offered four (4) services from the list below. Each line in the bundle will be provisioned with the same set of services. If voice mail is selected, two custom calling features used with voice mail, Call Forward – Busy and Call Forward – No Answer, are required features to enable voice mail to function properly. In the Roanoke Market Area, the each line will be provisioned with the Business Value Feature Package.

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

**3. 100 Minutes of Long Distance<sup>2</sup>**

The package includes a block of 100 minutes of interstate and intrastate long distance. The block of 100 minutes is associated with each line; they are not "pooled." Any remaining minutes at the end of the billing period will be cancelled. The minutes will not rollover to the next month. Interstate calls in excess of the 100-minute block will be billed at 7 cents per minute. Intrastate calls will be billed at 10 cents per minute.

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<sup>1</sup> Service discontinued effective July 5, 2007.

<sup>2</sup> Unregulated bundled service.

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**Section 9 – Obsolete Service Offerings****9.3 Cox Office Solutions Pak, cont'd.****9.3.2 Regulations, cont'd.****4. High-Speed Internet Access<sup>1</sup>**

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

**9.3.3 Rates and Charges**

The table below defines the telephony charges associated with the Bundled Package offering in the Hampton Roads Market Area.

	Year 1	Year 2	Year 3
Business Access Lines	60.00	60.00	60.00
Custom Calling Features	22.00	10.00	10.00
Long Distance <sup>1</sup>	15.00	15.00	15.00
Bundled Package MRC	97.00	85.00	85.00
Installation Charge	250.00	99.00	0.00

The table below defines the telephony charges associated with the Bundled Package offering in the Roanoke Market Area.

	Year 1	Year 2	Year 3
Business Access Lines	63.00	59.00	46.00
Custom Calling Features	17.00	17.00	17.00
Long Distance <sup>1</sup>	12.00	9.50	7.00
Bundled Package MRC	92.00	85.50	70.00
Installation Charge <sup>2</sup>	250.00	99.00	0.00

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<sup>1</sup> Unregulated bundled service.

<sup>2</sup> If a high-speed internet customer adds telephony service under this package, the installation charges would apply as defined in Section 3 of this tariff.

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**Section 9 – Obsolete Service Offerings****9.4 Business Message Rate Service - NoVA**

The term "Message Rate Service" denotes business service for which charges are recorded on a per call (message) usage. Rates include monthly access line charges and usage charges (per message) on local calls.

	<u>Per Month</u>
Local Line Message Rate Local Line Charge	\$11.00
POTS Centrex Message Rate Line Charge	\$20.00
Message Rate Local Line Usage, per line, per call Charge*	\$0.08

\*Applies to Local Line and POTS Centrex

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(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 183.

(M) Material previously appearing on this page has been moved to Original Page 192.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.1.a Monthly Rates and Charges - Residential Cox Voice<sup>1</sup> Starter**

Cox Voice Starter provides the Residential Customer with a single, voice-grade communications channel. Each local line includes a telephone number.

A Cox Voice Starter Customer will be charged applicable Non-Recurring Charges (NRCs) and Monthly Recurring Charges as specified in this section.

Service Options

**Cox Virginia** Residential Customers may select either Cox Voice Starter Flat Rate or Message 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. The term "Message Rate Service" denotes residential service for which charges are recorded based on per call (message) usage. Rates include monthly access line charges and usage charges (per message) on local calls.

	<b>HRD</b>	<b>NOVA</b>	<b>ROA</b>
Cox Standard Service Option			
Cox Voice Starter: Flat Rate (All Lines)	\$20.00	\$20.00	\$20.00
Cox Message Rate Service Option			
Cox 50 Plan <sup>2</sup>	\$9.00	N/A	N/A
Msg. Rate (per msg.)	\$0.09	N/A	N/A
Toano Optional Extended Calling Area <sup>3</sup>			
Cox Combination Service	\$6.70	N/A	N/A
Cox Standard Service	\$8.70	N/A	N/A

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(M) Material previously appearing on this page has been moved to Original Page No. 183.1.

(M) Material now appearing on this page was formerly found on 9<sup>th</sup> Revised Page 62 and 11<sup>th</sup> Revised Page No. 63.

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<sup>1</sup> CDT/Cox Digital Telephone rebranded as Cox Voice.

<sup>2</sup> Cox 50 Plan is a residential message rate plan, which included 50 free calls per month.

<sup>3</sup> Toano Extended Calling Area is an optional calling plan provided in addition to a residential access line.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings, Cont’d****9.5 Obsolete Local Exchange Services-Residential, Cont’d****9.5.1.b Custom Calling Features and Feature Packages****1. Feature Descriptions**

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

Active Lifestyle Package: Provides a Residential Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling - 8<sup>1</sup>, Busy Line Redial.

Call Manager Package: Provides a Residential Customer with the following: Primary Line, Call Waiting ID and Voice Manager<sup>2</sup>. This Feature Package requires specialized Customer Premises Equipment (“CPE”).

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

Solution Package (Residential) Hampton Roads and Nova: Provides the Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8 Numbers<sup>1</sup>, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, Priority Ringing, Long Distance Alert, and Call Waiting ID.

Solutions Package (Residential) – Roanoke: Provides the Residential Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 8 Numbers<sup>1</sup>, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, Priority Ringing, and Call Waiting ID.

Cox Voice 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.

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(M<sup>1</sup>) Material now appearing on this page was formerly found on 3<sup>rd</sup> Revised Page No. 183.

(M<sup>2</sup>) Material now appearing on this page was formerly found on 8<sup>th</sup> Revised Page No. 70.

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<sup>1</sup> SCC authorized Speed Calling features to be de-tariffed service.

<sup>2</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.1 Custom Calling Features****2. Rates and Charges****13**

- a. Optional Features – Residential  
(per line equipped, except where indicated on a per-use basis)

<b>A la carte Features<sup>1</sup></b>	<b>MRC</b>	<b>Per Use</b>	<b>NRC</b>
Busy Line Redial	\$2.70	\$0.70 <sup>2</sup>	N/C
Call Forwarding – Busy	\$2.30		N/C
Call Forwarding – No Answer	\$2.00		N/C
Call Waiting ID	\$10.20		N/C
Caller ID	\$8.95		N/C
Long Distance Alert	\$3.15		N/C
Priority Ringing	\$2.90		N/C
Selective Call Acceptance	\$3.60		N/C
Selective Call Rejection	\$3.60		N/C
Selective Call Forwarding	\$3.60		N/C
Three-Way Calling	\$4.65		N/C
<b>Feature Packages</b>			
HRD Active Lifestyle Package <sup>3</sup>	\$5.95		N/C
Control Plus Package <sup>3</sup>	\$9.99		N/C
Solution Package <sup>3</sup>	\$14.99		N/C
Nova Control Plus Package	\$24.95		N/C
HRD Privacy Control	\$5.00		N/C

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<sup>1</sup> Features, excluding Long Distance Alert, are grandfathered in all Cox VA markets to current customers effective May 1, 2011. Long Distance Alert is grandfathered to existing customers in the HRD and NoVA markets effective May 1, 2011.

<sup>2</sup> Maximum charge on a per use basis is \$4.90.

<sup>3</sup> Grandfathered to existing customers effective May 1, 2011.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****1. CDT Essential Package I<sup>1</sup>**

The **CDT** Essential Package **I** is an optional offering for Residential Customers that includes a Residential Basic Line<sup>2</sup> and the Call Waiting and Caller ID calling features.<sup>3</sup> The **CDT** Essential Package **I** is available on up to two (2) lines at the same Customer location at the monthly recurring charge below. Nonrecurring charges set forth in 3.1.2.2.a. preceding will apply.

	<u>MRC</u>
HRD:	\$21.99
NoVA:	\$21.99

**2. Cox Digital Telephone Preferred**

The Cox Digital Telephone Preferred package includes flat-rate Residential Starter, Solutions Feature Package, Voice Mail,<sup>4</sup> and the Simply 5 long distance Call Plan<sup>1</sup>. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Residential Line subscribed to under this Package.

<b>Market</b>	<b>Monthly Recurring Charges, per line, per month</b>
Hampton Roads	\$40.33
Northern Virginia	\$38.15
Roanoke	\$40.33

(M) Material appearing on this page previously appeared on 5<sup>th</sup> Revised Page 133 and 6<sup>th</sup> Revised Page 140. Effective May 1, 2011 this service is grandfathered to existing Cox customers and will no longer be available to new customers.

<sup>1</sup> Essential is available only in the Hampton Roads and Northern Virginia Market areas.

<sup>2</sup> As set forth in 3.1.2.2.c.

<sup>3</sup> As set forth in 3.1.2.2.d.

<sup>4</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****3. Cox Digital Telephone Premier Package I<sup>1</sup>**

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**a. General**

Where facilities and operating conditions permit, the Cox Digital Telephone (“CDT”) Premier Package **I** will be offered to Residential Customers. The CDT Premier Package **I** is a bundled package of local and long distance<sup>2</sup> telephone services. The Package includes one flat-rate Residential local access line, the Solutions Feature Package, unlimited Residential minutes of long distance<sup>1</sup> service, and Voice Mail<sup>2</sup>. An eligibility condition of the Package requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the package:

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- One flat-rate residential local access line,
- The Solutions Feature Package,
- Unlimited interstate<sup>2</sup> and intrastate<sup>2</sup> and Canadian<sup>2</sup> Residential minutes-of-use of long distance service<sup>2</sup>, as defined in Cox’s Intrastate Tariff No. 3, and
- Voice Mail<sup>2</sup> - Optional

**b. Terms and Conditions**

1. The CDT Premier Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
2. The CDT Premier Package does not permit the Customer to place business calls.
3. The Company may monitor the Customer’s usage to ensure that the Customer’s use is consistent with the applicable restrictions and limitations, i.e., the Customer’s usage is consistent with Residential usage and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions.

**b. Rates and Charges**

	<b><u>HRD</u></b>	<b><u>ROA</u></b>
Monthly Recurring Charge, with or without Voice Mail:	\$49.99	\$49.99
Non-Recurring Charge <sup>3</sup>		

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(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 136. This service will be grandfathered to existing Cox customers effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> Service not currently offered in the NOVA Market Area. Customers in the Roanoke Market Area are eligible for a \$5 discount (maximum of \$10) for each service of the Cox Affiliated Company’s high speed internet access and/or Expanded Basic Cable.

<sup>2</sup> Unregulated service under this tariff.

<sup>3</sup> Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply for initial service establishment, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 3.1.2.2(a) apply to Customer upgrading to Connection Packages on existing Local Access Lines.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****4. Cox Digital Telephone Premier Package-NoVA**a. General

Where facilities exist and operating conditions permit, this plan entitles Residential Customers that subscribe to Cox's flat-rated Starter service to purchase unlimited long distance service as described below at a plan rate.

b. Eligibility

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

- i. Up to two (2) flat-rated Residential lines as described and priced under Section 3.1.2.2. of this Tariff; and
- ii. Cox Long Distance for both the intra- and inter-LATA toll services<sup>1</sup> on that same line or lines; and
- iii. The Solutions feature package as described in Section 3.1.2.2.d. on that same line.

c. Terms and Conditions

- ii. The applicable monthly recurring charge for the long distance component of the Cox Digital Telephone Premier Package will be billed in advance and in addition to the flat rated Residential service charge in accordance with rules of this Tariff applicable to the payment of recurring charges for local exchange service.
- iii. A Customer may subscribe to multiple plans on multiple lines as long as each line meets the conditions specified above.

The unlimited toll calls under this plan are directly dialed from one line designated by the Customer meeting the conditions in Section 9.5.2.4.b. above to any place within Virginia, any interstate or Canadian direct-dialed calls<sup>1</sup> (the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and Canada).

(M) Material appearing on this page previously appeared on 6<sup>th</sup> Revised Page 139. This service will be grandfathered to existing Cox customers effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****4. Cox Digital Telephone Premier Package I-NoVA**

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c. Terms and Conditions, cont'd.

- 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. 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, the Customer will 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.
- vi. 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.
- vii. For additional rates, terms, and conditions specific to interstate<sup>1</sup> InterLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

d. Rates and Charges  
\$45.99

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(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 139.1. This service will be grandfathered to existing Cox customers effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****5. Nationwide Connection Plan-HRD**

The Nationwide Connection Plan is an optional calling plan which includes a flat-rate Residential local access line, the Control Plus Feature Package, unlimited Residential minutes of long distance service<sup>1</sup> as defined in Cox' Intrastate Tariff No. 3, and Voice Mail<sup>2</sup>. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Residential Line subscribed to under this Package. This plan is available on up to two (2) phone lines.

Rates and ChargesMonthly Recurring Charge

\$44.95

Non-Recurring Charges<sup>2</sup>**6. Nationwide Value Plan-HRD**

The Nationwide Value Plan is an optional calling plan which includes a flat-rate Residential local access line, unlimited Residential minutes of domestic interstate<sup>2</sup> long distance service and unlimited Residential minutes of intrastate long distance service<sup>2</sup> as defined in Cox's Intrastate Tariff No 2<sup>2</sup>. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Residential Line subscribed to under this Package. This plan is available on up to two ("2") phone lines.

Rates and ChargesMonthly Recurring Charge

\$29.99

Non-Recurring Charges<sup>2</sup>

(M) Material appearing on this page previously appeared on 4<sup>th</sup> Revised Page 137. These services will be grandfathered to existing Cox customers effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> Unregulated service under this tariff.

<sup>2</sup> Non-Recurring Charges will apply as set forth in Section 3.1.2.a.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****7. Cox Unlimited Value Plan<sup>1</sup>**

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<sup>2</sup> as defined in Cox's Intrastate Tariff No 2.<sup>2</sup> The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Residential Line subscribed to under this Package. This plan is available on up to two ("2") phone lines.

Rates and ChargesMonthly Recurring Charge

\$29.99

Non-Recurring Charges<sup>3</sup>

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(M) Material appearing on this page previously appeared on 3<sup>rd</sup> Revised Page 138. This service will be grandfathered to existing Cox customers effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> Available only in the Northern Virginia and Roanoke market areas.

<sup>2</sup> Unregulated service under this tariff.

<sup>3</sup> Non-recurring charges will apply as set forth in Section 3.1.A.2.2.a preceding.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****8. Cox Connection-60<sup>(sm)</sup> Package-HRD<sup>1</sup>**

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Provides a Residential Combination Customer in the Hampton Roads market area the following bundled services and is available on one (1) phone line only:

- One (1) Flat-Rate Residential Local Access Line,
- Solutions feature package,
- Simply Five Savings Plan<sup>2</sup>, - the monthly recurring charge for this Plan is waived,
- 60 minutes of direct-dialed long distance service<sup>3</sup>, additional minutes are at five cents per minute, (no carryover of unused minutes to the next month's billing period, and
- Voice Mail<sup>3</sup>, optional

Rates and Charges<sup>3</sup>

Monthly Recurring Charge, (with or without Voice Mail)      \$34.90

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(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 134. This service will be grandfathered to current Cox HRD customers in effective May 1, 2011 and will no longer be available to new customers.

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<sup>1</sup> This service bundle was grandfathered in the Roanoke market area to then current customers effective January 1, 2008. Current Roanoke market Customers may maintain this service only at their current service address.

<sup>2</sup> Unregulated service under this tariff.

<sup>3</sup> Non-recurring Lind Connection Charges as specified in Section 3.1.2.2(a) apply for initial service establishment, additional lines and transfers of service. Non-recurring Account Change Charges as specified in Section 3.1.2.2(A) apply to Customers upgrading to Connection-60 or Connection-200 Packages on existing Local Access Lines.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****9. NoVA Cox Connection 100 Package<sup>1, 2</sup>**

Where facilities and operating conditions permit, the Connection-100 Package will be offered to Residential Customers. The Cox Connection 100 Package is a bundled package of local and long distance telephone services. The package includes one flat-rate residential local access line; the Solutions feature package; 100 minutes of direct-dialed long distance service; and the Simply Five Saving Plan. The eligibility condition of the Simply Five Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

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

- One (1) flat-rate residential local access line,
- The Solutions Feature Package,
- 100 minutes of direct-dialed long distance service<sup>3</sup>, additional minutes are at five cents per minute,
- The monthly recurring charge for the Simply Five Saving Plan<sup>1</sup> is waived, and
- Voice Mail<sup>2</sup>

Rates and Charges<sup>4</sup>

	<u>NoVA</u>	<u>ROA</u>
Monthly Recurring Charge	\$34.90	\$34.99

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(M) Material appearing on this page previously appeared on 1<sup>st</sup> Revised Page 182.

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<sup>1</sup> Service is not currently available in the Hampton Roads market area.

<sup>2</sup> This service is grandfathered in the NoVA market area to current Customers effective August 15, 2008. Current NoVA market Customers may maintain this service only at their current service address.

<sup>3</sup> Unregulated service under this tariff.

<sup>4</sup> Non-recurring Line Connection charges as specified in Section 3.1.2(a) apply for initial service establishment, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 3.1.2.2(a) apply to Customers upgrading to Connection-100 Packages on existing Local Access Lines.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****10. Cox Connection-200<sup>(sm)</sup> Package-HRD<sup>1</sup>**

Where facilities and operating conditions permit, the Connection-200 Package will be offered to Residential Customers. The Cox Connection 200<sup>(sm)</sup> Package is a bundled package of local and long distance telephone services. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following products and services are included in the Connection-200 Package. This plan is available on one (1) phone line only:

- One (1) flat-rate residential local access line,
- The Solutions Feature Package,
- 200 minutes of direct-dialed long distance service<sup>2</sup>, additional minutes are at five cents per minute with no carryover of unused minutes to the next month's billing period,
- The Simply Five Plan<sup>2</sup> - The monthly recurring charge for Plan is waived, and
- Voice Mail<sup>2</sup>

Rates and Charges<sup>3</sup>

Monthly Recurring Charge \$42.70

(M) Material appearing on this page previously appeared on 2<sup>nd</sup> Revised Page 135. This service will be grandfathered to current Cox HRD customers in effective May 1, 2011 and will no longer be available to new customers.

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

<sup>2</sup> Unregulated service under this tariff.

<sup>3</sup> Non-Recurring Line Connection Charges as specified in Section 31.2.2(a) apply for initial service established, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 3.1.2.2(a) apply to Customers upgrading to Connection-60 or Connection-200 Packages on existing Local Access Lines.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.2 Residential Bundled Services****11. Cox Digital Telephone (CDT) Essential Package**

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

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

The following rates apply:

Nonrecurring charges: NRCs set forth in 3.1.2.2.a preceding will apply.

Monthly Recurring Rate:

Hampton Roads Exchanges	<b>\$25.00</b>	(I)
Northern Virginia Exchanges	\$25.00	
Roanoke Exchanges	<b>\$25.00</b>	(I)

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 7.1 preceding.

**12 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, a Measured Rate option. This option includes a basic line with 30 minutes of local calling. The following restrictions apply to this offer: (1) available only on the primary line; (2) customer must select Cox for long distance services<sup>1</sup>; (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, the Voice Mail<sup>1</sup> calling feature; (5) this service is not eligible for bundle discounts; and (6) this offer is not available to customers already receiving reduced rate service.

<b>Charges</b>	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Monthly Recurring	9.99	9.99	9.99
Additional minutes <sup>2</sup>	0.50	0.50	0.50

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<sup>1</sup> Unregulated service under this tariff.

<sup>2</sup> Charge applies to local minutes over the 30-minute monthly allowance and is capped in HRD and ROA at \$35.00 per month and in NoVA at \$30.00 per month. The monthly cap includes the \$9.00 monthly charge.

**Local Exchange Service****Section 9 – Obsolete Service Offerings, Cont’d****9.5 Obsolete Local Exchange Services-Residential, Cont’d****9.5.2 Residential Bundled Services. Cont’d****13 Cox Voice Economy Package**

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

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## Monthly Recurring Rate:

Hampton Roads Exchanges	\$18.40
Northern Virginia Exchanges	\$18.40
Roanoke Exchanges	\$18.40

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**14 Cox Voice Premier Package**

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**1. General**

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Where facilities exist and operating conditions permit, this plan entitles Residential Customers that subscribe to Cox’s flat-rated Starter service to purchase unlimited long-distance service as described below at a plan rate.

**2. Eligibility**

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

- a. Up to two (2) flat-rated Residential lines as described and priced under Section 3.1.2.2. of this Tariff; and
- b. Cox Long Distance for both the intra- and inter-LATA toll services<sup>1</sup> on that same line or lines; and
- c. The Premier Feature Pak as described in Section 3.1.4.1, preceding on that same line.

**3. Terms and Conditions**

- a. The applicable monthly recurring charge for the long distance component of the Cox Voice Premier Package will be billed in advance and in addition to the flat rated Residential service charge in accordance with the 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 Section 14.2 above.
- c. The unlimited toll calls under this plan are directly dialed from one line designated by the Customer meeting the conditions in Section 8.1.2.2. above to any place within Virginia, any interstate or Canadian direct-dialed calls<sup>1</sup> (the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and Canada.

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(M) Material appearing on this page was formerly found on 7<sup>th</sup> Revised Page No. 137.5. and 6<sup>th</sup> Revised Page 141.

<sup>1</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings, Cont’d****9.5 Obsolete Local Exchange Services-Residential, Cont’d****9.5.2 Residential Bundled Services. Cont’d****14 Cox Voice Premier Package, Cont’d**

(T/M)

**3. Terms and Conditions, Cont’d**

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- d. 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.
- 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, the Customer will 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.
- g. For additional rates, terms, and conditions specific to interstate<sup>1</sup> InterLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

**4. Rates and Charges<sup>2</sup>**

Hampton Roads Exchanges	\$35.00
Northern Virginia Exchanges	\$35.00
Roanoke Exchanges	\$35.00

(M) Material appearing on this page was formerly found on 6<sup>th</sup> Revised Page No. 142.

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<sup>1</sup> Unregulated service under this tariff.<sup>2</sup> Nonrecurring Line Connection Charges as specified is Section 3.1.2.2. apply for initial service establishment, additional lines and transfers of service.

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**Local Exchange Service**


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**Section 9 – Obsolete Service Offerings****9.5 Obsolete Local Exchange Services-Residential****9.5.3. Lifeline Assistance**

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

(M/T)

**1. Eligibility Requirements**

(a) Applicant must participate in one of the following programs:

(T)

- Medicaid;
- Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
- Supplemental Security Income (SSI);
- Federal Public Housing Assistance (Section 8);
- Low-Income Home Energy Assistance Program (LIHEAP);
- Temporary Assistance for Needy Families (TANF); or
- National School Lunch Program's Free Lunch Program.

(b) In addition, applicants not participating in the programs listed above may still be eligible for Lifeline services if they are able to certify and furnish proof that their total gross annual income does not exceed 135% of the Federal Poverty Guidelines (FPG).

(T)

(c) Applicant must request assistance by completing a Company provided form.

(T)

(d) Proof of income, or proof of eligibility in any of the qualifying low income assistance programs listed above, should be provided to Cox at the time of application for service. The Lifeline discount will not be established until proof of eligibility has been received by Cox. If the Customer requests installation prior to Cox's receipt of such proof, the service requested will be provided, but without the Lifeline discount. Whenever eligibility documentation is provided subsequent to installation, the Lifeline discount will be provided on a going-forward basis.

(T)

(e) The use or disclosure of information concerning Cox's Lifeline applicants and Customers is limited solely to purposes directly connected with the administration of the Lifeline Program and will be treated as highly confidential.

(T)

(f) It is the Lifeline Customer's responsibility to notify Cox if the Customer ceases to be eligible for Lifeline service.

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Lifeline eligibility will be verified periodically. If after verification a Lifeline Customer is identified as being ineligible, the Company will send the Lifeline Customer a written notice of discontinued eligibility. If no proof of eligibility is furnished to Cox within 30 days, the Customer's Lifeline discount will be discontinued. If proof is furnished to Cox, the Lifeline discount will be restored, on a going-forward basis.

**2. Rates**

Customers meeting the eligibility requirements herein will have the End User Common Line Charge (EUCL) associated with the primary residential access line waived and receive a discount off the CDT Starter Residential rate, described in Section 3.1.1.1(b) of this tariff. Such rate reduction in rate will be based on the procedures mandated in FCC Lifeline rules at Section 54.403.

(T)

**3. Additional Regulations**

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

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(M) Material relocated from p. 128.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****1. Cox Business Local Line Service**

The Local Line provides the Business Customer with a single, voice-grade communications channel. Each local line includes a telephone number.

A Business Customer will be charged applicable Non-Recurring Charges (NRCs) and Monthly Recurring Charges as specified in Sections 3.1.2.3.(a) and 3.1.2.3.(b) respectively.

**a. Nonrecurring Charges**

	<b>HRD</b>	<b>NOVA</b>	<b>ROA</b>
Line Connection Charge, per line <sup>1</sup>	\$49.95	49.95	24.95
Account Changes, per billing record change	\$25.00	15.00	25.00
Feature Change Charge, per access line	\$15.00	15.00	15.00
PIC Change (Intra-Inter/LATA) (per line – initial set-up) (per line-subsequent charge) <sup>2</sup>	N/C \$5.00	N/C \$5.00	N/C \$5.00
<b>Electronic Reconnect</b> Charge, per line <sup>3</sup>	\$35.00	\$35.00	\$35.00
Trouble Location Charge, per trip <sup>4</sup>	\$50.00	\$50.00	\$50.00

(M)

(M)

(M) Material formerly found on Page 64.

<sup>1</sup> Initial Connection charge may be waived in competitive situations. Other charges may apply for inside wire repair and/or additional jack installation.

<sup>2</sup> Charges will be waived if Cox Communications Long Distance service is selected.

<sup>3</sup> If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.

<sup>4</sup> This charge includes both location and repair of trouble (if found) and therefore includes an unregulated element. If the Customer chooses not to have Cox make the repair, the Company may, at its discretion, and upon request of Customer, charge only \$48.00 for just the trouble location.



**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****1. Cox Business Local Line Service****b. Monthly Recurring Charges**

The term "Flat Rate Service" denotes business service where, for a stated monthly rate, unlimited calling is allowed to call 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 based on per call (message) usage. Hampton Roads and Roanoke Business Customers may select either Flat Rate or Message Rate Service. Rates include monthly access line charges and usage charges (per message) on local calls.

	<b>HRD</b>	<b>NOVA</b>	<b>ROA</b>
Business Line	\$20.90	N/A	\$20.90
Flat Rate Line with Unlimited Local Usage	\$57.00	\$57.00	\$57.00
Usage Option			
Flat Rate <sup>1</sup>	\$42.32	\$47.00	\$42.32
Cox Message Plan <sup>2</sup>			
Msg. Rate (per msg.)	\$0.08	N/A	0.096
Hunting (per line)	\$0.65	N/A	0.00
Measured Rate ISDN BRI Service			
Monthly Recurring	\$85.00	N/A	N/A
Per minute usage charges	\$0.02	N/A	N/A
Installation charge	\$100.00	N/A	N/A
Measured Rate Service			
- Monthly Recurring	N/A	\$25.00	N/A
- Per Minute-of-Use Charge	N/A	0.03	N/A

Hunting: Hunting permits the routing of calls to an idle line or trunk in a prearranged group, when the called line or trunk is busy. The hunting is based on least idle circuit.

(M) Material formerly found on page 65.

<sup>1</sup> The Flat Rate Usage Option is available with PRI and T1 service only.

<sup>2</sup> Cox message Plan is a business message rate plan, which includes no usage allowance.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****2. Custom Calling Features****Rates and Charges****b. Optional Features – Business**

<b>Hampton Roads</b>			
<b>(per line equipped)</b>	<b>Per Mo. (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
900/976 Blocking	FREE		N/C
Anonymous Call Rejection	3.00		N/C
Busy Line Redial (unlimited use)	2.50		N/C
Busy Line Redial (per use)		0.75	
Call Forwarding	4.00		N/C
Call Forwarding - Busy	2.00		N/C
Call Forwarding - No Answer	2.00		N/C
Call Forwarding - Remote Access	7.00		N/C
Call Forwarding of Call Waiting	0.90 <sup>1</sup>		N/C
Call Return (unlimited use)	4.50	0.75	N/C
Call Trace (per use)	N/A	1.00	N/C
Call Waiting	4.00		N/C
Call Waiting ID	9.50		N/C
Caller ID	9.50		N/C
Distinctive Ring	4.50		N/C
Line Number Block (per call)	FREE		N/C
Line Number Block	4.00		N/C
Priority Ring	3.50		N/C
Remote Call Forwarding (RCF)	28.00 <sup>2</sup>		11.79
RCF Additional Path	16.00		N/C
Selective Call Acceptance	4.50		N/C
Selective Call Forwarding	4.50		N/C
Selective Call Rejection	4.50		N/C
Three-Way Calling	4.50	0.75	N/C
Solutions Package (business)	42.00		
Business Value Package	13.50		N/C
Business ID Package	20.50		N/C

(M) Material formerly found on page 74.

<sup>1</sup> Purchase of Call Waiting is required to use this feature.<sup>2</sup> In addition, a message unit charge, as found in Section 3.1.2., applies for each local call, and applicable toll charges apply for toll calls.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****2. Custom Calling Features****Rates and Charges****b. Optional Features – Business**

<b>Northern Virginia</b>			
<b>(per line equipped)</b>	<b>Per Mo. (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
900/976 Blocking	FREE		N/C
Anonymous Call Rejection	3.00		N/C
Busy Line Redial (unlimited use)	2.50		N/C
Busy Line Redial (per use)		0.75	
Call Forwarding	4.00		N/C
Call Forwarding - Busy	2.00		N/C
Call Forwarding - No Answer	2.00		N/C
Call Forwarding - Remote Access	7.00		N/C
Call Forwarding of Call Waiting <sup>1</sup>	0.90		N/C
Distinctive Ring	4.50		N/C
Line Number Block (per call)	FREE		N/C
Call Return (unlimited use)	4.50	0.75	N/C
Call Trace (per use)	N/A	1.00	N/C
Call Waiting	4.00		N/C
Call Waiting ID	9.50		N/C
Caller ID	9.50		N/C
Line Number Block	4.00		N/C
Priority Ring	3.50		N/C
Remote Call Forwarding (RCF) <sup>2</sup>	28.00		11.79
RCF Additional Path	16.00		N/C
Selective Call Acceptance	4.50		N/C
Selective Call Forwarding	4.50		N/C
Selective Call Rejection	4.50		N/C
Three-Way Calling	4.50	0.75	N/C
Solutions Package (business)	42.00		N/C
Business Value Package	13.50		N/C
Business ID Package	20.50		N/C

(M) Material formerly found on page 75

<sup>1</sup> Purchase of Call Waiting is required to use this feature.<sup>2</sup> Measured Rate charges, as reflected in section 3.1.2 for local service and applicable toll\* charges as set forth in the Cox Intrastate Toll Tariff, SCC No. 3, for calls associated with RCF voice service also apply.

\* Not regulated under this tariff.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****Custom Calling Features****2. Rates and Charges****b. Optional Features – Business**

<b>Roanoke</b>			
<b>(per line equipped)</b>	<b>Per Mo. (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
900/976 Blocking	FREE		N/C
Anonymous Call Rejection	3.00		4.50
Block Operator Assisted Calls	FREE		N/C
Block International Toll Calls	FREE		N/C
Block Local Directory Assistance	2.00		4.50
Busy Line Redial	2.50	0.75	4.50
Call Forwarding	4.00		4.50
Call Forwarding - Busy	2.00		4.50
Call Forwarding - No Answer	2.00		4.50
Call Forwarding - Remote Access	7.00		4.50
Call Forwarding of Call Waiting <sup>1</sup>	0.90		4.50
Call Return	4.50	0.75	4.50
Call Trace (per use)	N/A	1.00	4.50
Call Waiting	4.00		4.50
Call Waiting ID	9.50		4.50
Caller ID	8.50		4.50
Distinctive Ring	3.50		4.50
Line Number Block (per call)	FREE		N/C
Line Number Block (per line)	4.00		4.50
Priority Ring	3.50		4.50
Remote Call Forwarding (RCF) <sup>2</sup>	\$28.00		11.79
RCF – Additional Path	\$16.00		N/C
Selective Call Acceptance	4.50		4.50
Selective Call Forwarding	4.50		4.50
Selective Call Rejection	4.50		4.50
Three-Way Calling	4.00	0.75	4.50
Business Value Package	8.75		4.00
Business ID Package	13.00		4.00
Business Solutions Package	20.00		4.00

(M) Material formerly found on page 76.

<sup>1</sup> Purchas of Call Waiting is required to use this feature.<sup>2</sup> Message Rate charges, as reflected in section 3.1.2.2.c. for local service and applicable toll\* charges as set forth in the Cox Intrastate Toll Tariff, SCC No. 3\*, for calls associated with RCF voice service also apply.

\* Not regulated under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****3 Cox Connect Trunk**

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

**1. Cox Connect Trunk-Basic<sup>1</sup>**

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

**a. One-Way Outbound**

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

**b. One-Way Inbound or Two-Way**

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

Features: The following features are available:

Multiline Hunting  
Serial Hunting  
Distributed Line Hunting  
Calling Number Delivery

**c. Cox Connect Trunk-Basic Rates and Charges:**

A Cox Connect Trunk-Basic Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.1.(c).1 and 3.1.3.1.(c).2 respectively. Cox Connect Trunk charges are offered on a flat rate service or message rate service basis.

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(M)

(M) Material formerly found on page 77.

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<sup>1</sup> Available in the Hampton Roads and Northern Virginia markets only.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****3 Cox Connect Trunk****1. Cox Connect Trunk-Basic<sup>1</sup>, cont'd.**c. Cox Connect Trunk-Basic Rates and Charges, cont'd.

## 1. Non-Recurring Charges

	<b>HRD</b>	<b>NoVA</b>
Trunk Connection Charge (Per trunk)	\$50.00	\$50.00
Moves, Changes, Additions; (per change)	\$40.00	\$40.00
Account Changes (Per billing record change)	\$15.00	\$15.00
Feature Change Charge (Per trunk)	\$15.00	\$15.00
Line Restoral Charge (Per trunk) <sup>2</sup>	\$25.00	\$25.00
Trouble Location Charge Per trip	\$50.00	\$50.00

For a description of the charges above, please refer to Section 3.1.2.1, Definitions.

## 2. Monthly Recurring Charges

	<b>HRD</b>	<b>NoVA</b>
BusinessTrunk	\$11.00	\$11.00
Usage Option		
Flat Rate	\$59.00	\$69.00
Message (per msg.)	\$0.08	\$0.08
Hunting per trunk	\$0.65	\$0.65

(M) Material formerly found on page 78.

<sup>1</sup> Available in the Hampton Roads and Northern Virginia markets only.

<sup>2</sup> If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service. For rates, charges, terms and conditions associated with Customer Initiated Suspension of Service, see section 3.9.2, following

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****3 Cox Connect Trunk****2. Direct Inward Dialing (DID)**

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

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

**a. Nonrecurring Charges**

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Up to the First 20 DID Line Numbers (initial order)	\$125.00	\$125.00	\$15.00
Each Additional 20 DID Line Numbers	\$15.00	\$15.00	\$15.00
From 21 up to 50 DID Line Numbers (initial order)	\$250.00	\$250.00	N/A
Each Additional 50 DID Line Numbers	\$20.00	\$20.00	N/A
DID Central Office per Trunk Connection <sup>1</sup>	\$75.00	\$75.00	N/A

**b. Monthly Recurring Charges**

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Up to the First 20 DID Line Numbers (initial order)	\$10.00	\$10.00	\$10.00
Each Additional 20 DID Line Numbers	\$10.00	\$10.00	10.00
From 21 up to 50 DID Line Numbers (initial order)	\$25.00	\$25.00	N/A
Each Additional 50 DID Line Numbers	\$25.00	\$25.00	N/A
DID Central Office per Trunk Connection <sup>2</sup>	\$8.75	\$8.75	N/A

(M) Material formerly found on page 79.

<sup>1</sup> In addition to the rates and charges identified above, the recurring charges as specified for PBX Trunks in Section 3.1.3.1.c). 1 & 2 apply. Nonrecurring charges may also apply.

<sup>2</sup> In addition to the rates and charges identified above, the recurring charges as specified for PBX Trunks in Section 3.1.3.1.c). 1 & 2 apply. Nonrecurring charges may also apply.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****3 Cox Connect Trunk****3. Cox Connect 1.5 Service**

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

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

Applicable rate elements for Digital Interface include: (1) Cox Connect 1.5 DS-1 Network; (2) Usage Rates - Tariff Msg Rate or Cox Connect 1.5 Flat Rate: Per Channel; (3) DID tariff charge, where applicable. Term and volume discounts may be available.

- a. One-Way Outbound  
Provides the Customer with individual channels which are restricted to carry outbound traffic only.
- b. One-Way Inbound or Two-Way  
Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.
- c. Monthly Recurring Charges, per facility

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Cox Connect 1.5 DS-1 Network	\$350.00	\$385.00	\$350.00
Usage Rates:			
Flat Rate/Channel	\$45.00	\$45.00	\$45.00
Msg. Rate/Message	\$0.08	\$0.08	\$0.08
DID Charge/Channel	\$8.75	\$8.75	\$8.75
Hunting, per trunk	\$0.65	\$0.65	\$0.65
Business Continuity <sup>1</sup>			
Alternate Route/Overflow Destination To:			
Local Cox TN	N/A	\$10.00	N/A
Local Alternate Carrier TN	N/A	\$15.00	N/A
Toll Free TN	N/A	\$15.00	N/A

- d. Nonrecurring Charges, per facility

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Cox Connect 1.5 DS-1 Network	\$250.00	\$250.00	\$250.00
DID Charge/Channel	\$75.00	\$75.00	\$75.00
Business Continuity <sup>1</sup>			
Alternate Route/Overflow Destination To:			
Local Cox TN	N/A	\$25.00	N/A
Local Alternate Carrier TN	N/A	\$45.00	N/A
Toll Free TN	N/A	\$45.00	N/A

(M) Material formerly found on page 80.

<sup>1</sup> Available in Northern Virginia market only.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services****9.6 Business Services****3. Cox Connect Centrex<sup>1</sup>**

(M)

**1. General**

The Company offers Centrex service to its Business Customers. The offering provides Customers a choice among three feature packages: Basic Centrex, Expanded Centrex, and Digital Centrex. Additionally, the offering allows Customers the flexibility to augment their feature packages through the use of a-la-carte feature selections, or picking one of the features from another package.

Cox Connect Centrex is an integrated business network consisting of either Cox provided or Customer Provided Equipment (CPE) located at the Customer's premises and the Company's digital switch located in the central office. It is the digital switch that provides the enhanced capabilities that provides the Customer both flexibility and reliability.

**2. Application**

Cox Centrex's flexible design offers services to all organizations from small businesses using only a few lines to the most complex system used in the Business enterprise environment.

This service can be used for any business size:

- Multiple offices that want abbreviated dialing
- Customer Service Groups
- Simplified Call Center Operations
- Technical Support or Help Desks
- Offices that want direct dialing without going through an attendant
- Businesses that want PBX functionality and wish to conserve capital expense.

Alternate solutions provide Digital Business Sets or Analog line sets which are connected directly to the DMS-500. With this application, there is no connecting point on the Customer premises with a limited number of transmission paths to the DMS-500 as in the PBX environment.

**3. Customer Profile**

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

- Current Cox Business Services Customer
- U.S. based organizations
- Product applications such as those listed in the previous section
- Tailored call coverage area
- Commercial entities with existing local service and want to port their numbers to Cox Business Services
- Businesses who want PBX functionality without managing it or the added upgrade costs.

(M)

(M) Material formerly found on page 206.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services - Business****3 Cox Connect Centrex<sup>1</sup>****4. Centrex Packages****a. Basic Centrex Packages**

The Basic Centrex Package is made up of the core features in the Company's Centrex service offering. The Basic Centrex package contains the most requested Centrex features and allows full functionality of the telephone network. The Basic Centrex Package is required on all Centrex accounts.

**Basic Centrex Features**

Station-to-Station Dialing	Direct Inward Dialing
Call Forwarding All Calls*	Direct Outward Dialing
Call Forwarding Busy	Distinctive Ring
Call Forwarding Don't Answer	Group Intercom
Call Hold*	Last Number Redial*
Call Park*	Message Waiting
Call Pick Up	Speed Calling Short*
Call Transfer and Three-Way Calling*	
Call Waiting	

\*These features will automatically be configured on every Centrex line.

**Station-to-Station Dialing**

Station-to-Station dialing is a feature of Cox Centrex that allows each member in a Basic Customer group to dial another member with the 7 or 10-digit telephone number. All Centrex Customers with the Basic feature package, may create a simplified abbreviated dialing plan by using the Group Intercom capabilities. See Group Intercom for more details.

**Call Forwarding All Calls (CFU)**

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

(M) Material formerly found on page 82.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages****b. Basic Centrex Packages, cont'd.****Call Forwarding Busy (CFB)**

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

**Call Forwarding Don't Answer (CFD)**

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

**Call Hold (CHD)**

This line feature is an optional feature that is available to single line sets only. It allows the user to place a call on hold. Business Set users utilize the built-in Hold key.

**Call Park (PRK)**

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

**Call Pickup (CPU)**

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

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

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

**Call Waiting (CWT)**

Call Waiting allows a line user, already talking on the phone, to be informed when another call is waiting to reach the line. Normally, the incoming caller hears audible ringing while the called line user hears the call waiting tone. A second burst of call waiting tone is applied after 10 seconds. The user's phone may display a flashing indicator if available.

**Direct Inward Dialing (DID)**

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

**Direct Outward Dialing (DOD)**

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

(M) Material formerly found on page 83.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages****a. Basic Centrex Packages, cont'd.****Distinctive Ringing (DRING)**

Distinctive Ringing is a system feature that gives a Cox Centrex subscriber the ability to determine the origination of a call by the cadence or variation of the ringing on the terminating end, not to be confused with Long Distance Alert.

**Group Intercom (GIC)**

This feature allows a line a type of abbreviated-dialing (either 2 or 3 digits) to other line members within the same GIC group. The number of members in the GIC group will determine the dialing scheme. For example, a group of 10 members will use #0 - #9 and a group of 100 members will use #00 - #99.

**Last Number Redial (LNR) (LNRA)**

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

**Message Waiting (MWT)**

When Cox Voice Mail is provided there are two forms of MWT: 1) Meridian Business Set - The Business Set indicator can be a solid LCD indicator beside the MWT key or 2) Non-digital Sets may receive a stuttered dial-tone indicating an MWT.

**Speed Calling Short (SCS)**

Speed Call Short List allows a user to store up to 8 numbers so that they can be dialed automatically by using the star feature code or feature button and the single digit index code (1 to 8) associated with the number they want to dial.

**Three Way Calling (3WC)**

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

(M) Material formerly found on page 84.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages****b. Expanded Centrex Feature Package**

The Expanded Centrex Feature Package provides the tools to more effectively utilize the Centrex telephone network. The Expanded Feature Package includes all the features of the Basic Centrex Package PLUS the additional features listed below. Subscribers may purchase the features below as a package or individually on an a-la-carte basis. See Section 3.1.4.6, following, for information on rates and charges.

Automatic Line (AUL)	Directed Call Pickup
Call Forward Remote Access	Directed Number Hunt
Call Waiting ID Deluxe	Music On Hold (System Specific)
Caller ID	Ring Again
Directed Call Park	Speed Call (Long)

**Automatic Line (AUL)**

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

**Call Forward Remote Access (CFRA)**

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

**Call Waiting ID Deluxe**

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

**Caller ID**

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

(M) Material formerly found on page 85.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.****b. Expanded Centrex Feature Package, cont'd.****Directed Call Park (DCPK)**

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

**Directed Call Pickup - (DCPU)**

Allows calls ringing to a line with the Directed Call Pick-Up feature to be answered by another line in the group. This is accomplished by dialing a \* code followed by the extension number of the line to which the call was directed/ringing.

**Directory Number Hunt (DNH)**

There are two hunting options:

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

**Music On-Hold (AUDIO)**

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

**Multi-line Hunting (MLH)**

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

**Ring Again (RAG)**

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

**Speed Call Long (SCL)**

Speed Call Long List allows a user to store up to 70 numbers so that they can be dialed automatically by using the \* feature code plus the two-digit index number (10 to 70) associated with the number to be dialed.

(M) Material formerly found on page 86.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.****c. Digital Centrex Package.**

Digital Centrex package provides business digital features. As a complement to the features of the Basic Centrex Package, this package has the added functionality that is required for Digital Centrex line equipment, or CPE.

Auto Dial	Key Short Hunt
Busy Lamp Field	Line Camp-On
Executive Message Waiting	MADN
Intercom	Make Set Busy

**Auto Dial (AUD)**

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

**Busy Lamp Field/Direct Station Selection (BLF/DSS)**

The line feature provides two capabilities for Meridian Business Sets (MBS): (1) Busy Lamp Field allows MBS users to monitor line status of a Directory Number (DN) or set through the use of MBS indicator light. (2) Direct Station Selection provides direct dialing to a monitored DN or business set by means of the BLF/DSS key.

**Executive Message Waiting (EMW)**

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

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

**Intercom (ICM)**

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

**Key Short Hunt (KSH)**

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

(M) Material formerly found on page 87.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.****c. Digital Centrex Package.****Multiple Appearance Directory Numbers (MADN)**

A Directory Number (DN) that is assigned to more than one Business Set or Single Line Set is called a Multiple Appearance Directory Number or MADN.

**Make Set Busy (MSB)**

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

**Station Camp-On (MBSCAMP) †**

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

**d. A-La-Carte Features**

The Company makes available the features listed below as an add-on or a-la-carte selection. For example, a Customer purchases the Basic Centrex package, but wants to add the DISA feature to all, or a portion, of the Centrex lines. The Customer may purchase the DISA feature as an add-on to the Basic Centrex package. Additional features not listed below may be available on a case-by-case basis and offered at the Company's sole discretion.

Automatic Line (AUL)	Music on Hold
Call Waiting ID Deluxe	Uniform Call Distribution (UCD)
Direct Inward System Access	
Executive Busy Override (EBO)	

Individual Basic and Expanded features are also available on an A-La-Carte basis.

**Automatic Line (AUL)**

Automatic Line (AUL) provides an automatic connection between a line that goes off-hook and a predetermined line. The calling line does not receive dial tone but hears instant ringing. The automatic connection is made to a stored number consisting of 1 to 15 digits. In short this is a form of speed call.

(M) Material formerly found on page 88.

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<sup>1</sup> Available in the Northern Virginia market only.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.****d. A-La-Carte Features, cont'd.**Call Waiting ID Deluxe

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

Direct Inward System Access (DISA)

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

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

With the DISA feature, the customer should also use the SMDR and Authorization Codes features. The DISA feature is accessible from Dual-Tone Multi-Frequency (DTMF) sets only.

Executive Busy Override (EBO)

The Executive Busy Override feature allows a line to gain access to a busy line in the same customer group through feature activation and then barging into the busy line.

Music on Hold

Provides music to callers while they are on hold.

Uniform Call Distribution (UCD)

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

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(M) Material formerly found on page 89.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>**

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**4. Centrex Packages, cont'd.**e. Regulations

1. Cox Centrex is furnished subject to the availability of network facilities and features from central office switching equipment located in the Company's central office. The service allows for normal line activity including incidental additions and deletions.
2. Each system established must consist of a minimum of two (2) lines. Lines connect the Customer's Premises Equipment (CPE) and the Company's central office switching equipment.
3. Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this tariff.
4. Temporary suspension of service is not applicable with this service.
5. When multiple features are activated on the same line, certain features may take precedence over or conflict with others. System limitations will be disclosed to the Customer.
6. Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message (Number Referral Service). The standard central office recorded announcement equipment will intercept incoming calls to unassigned line numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the Centrex group.

(M)

(M) Material formerly found on page 90.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.**e. Regulations, cont'd.

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

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

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

(M) Material formerly found on page 91.

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<sup>1</sup> Available in the Northern Virginia market only.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.**e. Regulations, cont'd.

8. Centrex rates and charges apply for a fixed period of time from month-to-month to 60 months (Term Agreement) and are guaranteed against Company initiated change for the duration of the Agreement. ICB pricing arrangements may apply for Centrex service period agreements greater than 60 months or for Centrex lines in quantities greater than 30 or bundling with other Cox products.

Upon the expiration of the original service period agreement, a Customer must select a new service period plan or the rates applicable will be those offered under the month-to-month Term Agreement.

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

10. Termination charges will apply for Centrex service if discontinued or transferred to another address before the expiration of the initial contract period.

f. Rates and Charges

The three packages available in the Centrex offering are priced below. Non-recurring charges apply for each package per line. Customers must purchase a minimum of two (2) Centrex lines. Month-to-Month prices are listed below. Term and volume discounts are available.

	<b>Nonrecurring Charge</b>	<b>Monthly Recurring Charges, per line</b>
Centrex Installation	\$45.00	
Centrex Flat Rate Line Charge		\$32.00
Centrex Feature Package	\$15.00	
Centrex Basic Feature Package		\$8.00 + line charge
Centrex Expanded Feature Package (includes Basic Package)		\$12.00 + line charge
Centrex Digital Feature Package (includes Basic Package)		\$12.00 + line charge

(M) Material formerly found on page 92.

<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****3. Cox Connect Centrex<sup>1</sup>****4. Centrex Packages, cont'd.**f. Rates and Charges

A-La-Carte Features – Non-Recurring and Monthly Recurring Rates per Line

	NRC	MRC
Universal Call Distribution	\$15.00	ICB
Direct Inward System Access (DISA)	\$15.00	\$5.00
Automatic Line (AUL)	\$15.00	\$5.00
Call Forward Remote Access (CFRA)	\$15.00	\$5.00
Caller ID	\$15.00	\$8.50
Speed Calling Long	\$15.00	\$5.00
Abbreviated Dialing (Extension to Extension)	\$15.00	\$5.25
Hunting (per line (N/A to the Last Number or Stop Hunt number)	\$15.00	\$0.65
Music-on-Hold	\$15.00	\$5.00
Executive Busy Override (EBO)	\$15.00	\$5.00

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(M) Material formerly found on page 93.

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<sup>1</sup> Available in the Northern Virginia market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>****(T)****1. General**

The Company offers Centrex service to its Business Customers. The offering provides Customers a choice among three feature packages: Basic Centrex, Expanded Centrex, and Digital Centrex. Additionally, the offering allows Customers the flexibility to augment their feature packages through the use of a-la-carte feature selections, or picking one of the features from another package.

Cox Connect Centrex is an integrated business network consisting of either Cox provided or Customer Provided Equipment (CPE) located at the Customer's premises and the Company's digital switch located in the central office. It is the digital switch that provides the enhanced capabilities that provides the Customer both flexibility and reliability.

**2. Application**

Cox Centrex's flexible design offers services to all organizations from small businesses using only a few lines to the most complex system used in the Business enterprise environment.

This service can be used for any business size:

- Multiple offices that want abbreviated dialing
- Customer Service Groups
- Simplified Call Center Operations
- Technical Support or Help Desks
- Offices that want direct dialing without going through an attendant
- Businesses that want PBX functionality and wish to conserve capital expense.

Alternate solutions provide Digital Business Sets or Analog line sets which are connected directly to the DMS-500. With this application, there is no connecting point on the Customer premises with a limited number of transmission paths to the DMS-500 as in the PBX environment.

**3. Customer Profile**

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

- Current Cox Business Services Customer
- U.S. based organizations
- Product applications such as those listed in the previous section
- Tailored call coverage area
- Commercial entities with existing local service and want to port their numbers to Cox Business Services
- Businesses who want PBX functionality without managing it or the added upgrade costs.

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**


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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex II Packages, cont'd.****a. Basic Centrex Package**

The Basic Centrex Package is made up of the core features in the Company's Centrex service offering. The Basic Centrex package contains the most requested Centrex features and allows full functionality of the telephone network. The Basic Centrex Package is required on all Centrex accounts.

Basic Centrex Features

Station-to-Station Dialing	Direct Inward Dialing
Call Forwarding All Calls*	Direct Outward Dialing
Call Forwarding Busy	Distinctive Ring
Call Forwarding Don't Answer	Group Intercom
Call Hold*	Last Number Redial*
Call Park*	Message Waiting
Call Pick Up	Speed Calling Short*
Call Transfer and Three-Way Calling*	
Call Waiting	

\*These features will automatically be configured on every Centrex line.

Station-to-Station Dialing

Station-to-Station dialing is a feature of Cox Centrex that allows each member in a Basic Customer group to dial another member with the 7 or 10-digit telephone number. All Centrex Customers with the Basic feature package, may create a simplified abbreviated dialing plan by using the Group Intercom capabilities. See Group Intercom for more details.

Call Forwarding All Calls (CFU)

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

Call Forwarding Busy (CFB)

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

Call Forwarding Don't Answer (CFD)

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex II Packages, cont'd.****a. Basic Centrex Package, cont'd.**Call Hold (CHD)

This line feature is an optional feature that is available to single line sets only. It allows the user to place a call on hold. Business Set users utilize the built-in Hold key.

Call Park (PRK)

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

Call Pickup (CPU)

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

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

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

Call Waiting (CWT)

Call Waiting allows a line user, already talking on the phone, to be informed when another call is waiting to reach the line. Normally, the incoming caller hears audible ringing while the called line user hears the call waiting tone. A second burst of call waiting tone is applied after 10 seconds. The user's phone may display a flashing indicator if available.

Direct Inward Dialing (DID)

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

Direct Outward Dialing (DOD)

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

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<sup>1</sup> Available in the Hampton Roads market only.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex II Packages, cont'd.****a. Basic Centrex Package, cont'd.****Distinctive Ringing (DRING)**

Distinctive Ringing is a system feature that gives a Cox Centrex subscriber the ability to determine the origination of a call by the cadence or variation of the ringing on the terminating end, not to be confused with Long Distance Alert.

**Group Intercom (GIC)**

This feature allows a line a type of abbreviated-dialing (either 2 or 3 digits) to other line members within the same GIC group. The number of members in the GIC group will determine the dialing scheme. For example, a group of 10 members will use #0 - #9 and a group of 100 members will use #00 - #99.

**Last Number Redial (LNR) (LNRA)**

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

**Message Waiting (MWT)**

When Cox Voice Mail is provided there are two forms of MWT: 1) Meridian Business Set - The Business Set indicator can be a solid LCD indicator beside the MWT key or 2) Non-digital Sets may receive a stuttered dial-tone indicating an MWT.

**Speed Calling Short (SCS)**

Speed Call Short List allows a user to store up to 8 numbers so that they can be dialed automatically by using the star feature code or feature button and the single digit index code (1 to 8) associated with the number they want to dial.

**Three Way Calling (3WC)**

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex II Packages, cont'd.****b. Expanded Centrex Feature Package**

The Expanded Centrex Feature Package provides the tools to more effectively utilize the Centrex telephone network. The Expanded Feature Package includes all the features of the Basic Centrex Package PLUS the additional features listed below. Subscribers may purchase the features below as a package or individually on an a-la-carte basis. See Section 3.1.4.6, following, for information on rates and charges.

Call Forward Remote Access	Music On Hold (System Specific)
Call Waiting ID Deluxe	Ring Again
Caller ID	Speed Call (Long)
Directed Call Park	
Directed Call Pickup	
Directed Number Hunt	

**Call Forward Remote Access (CFRA)**

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

**Call Waiting ID Deluxe**

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

**Caller ID**

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****b. Expanded Centrex Feature Package, cont'd.****Directed Call Park (DCPK)**

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

**Directed Call Pickup - (DCPU)**

Allows calls ringing to a line with the Directed Call Pick-Up feature to be answered by another line in the group. This is accomplished by dialing a \* code followed by the extension number of the line to which the call was directed/ringing.

**Directory Number Hunt (DNH)**

There are two hunting options:

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

**Music On-Hold (AUDIO)**

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

**Multi-line Hunting (MLH)**

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

**Ring Again (RAG)**

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex II Packages, cont'd.**

- b. Expanded Centrex Feature Package, cont'd.

Speed Call Long (SCL)

Speed Call Long List allows a user to store up to 70 numbers so that they can be dialed automatically by using the \* feature code plus the two-digit index number (10 to 70) associated with the number to be dialed.

Automatic Line (AUL)

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

- c. Digital Centrex Package

Digital Centrex package provides business digital features. As a complement to the features of the Basic Centrex Package, this package has the added functionality that is required for Digital Centrex line equipment, or CPE.

Auto Dial	MADN
Busy Lamp Field	Make Set Busy
Executive Message Waiting	Line Camp-On
Intercom	
Key Short Hunt	

Auto Dial (AUD)

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.****c. Digital Centrex Package****Busy Lamp Field/Direct Station Selection (BLF/DSS)**

The line feature provides two capabilities for Meridian Business Sets (MBS): (1) Busy Lamp Field allows MBS users to monitor line status of a Directory Number (DN) or set through the use of MBS indicator light.

(2) Direct Station Selection provides direct dialing to a monitored DN or business set by means of the BLF/DSS key.

**Executive Message Waiting (EMW)**

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

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

**Intercom (ICM)**

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

**Key Short Hunt (KSH)**

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

**Multiple Appearance Directory Numbers (MADN)**

A Directory Number (DN) that is assigned to more than one Business Set or Single Line Set is called a Multiple Appearance Directory Number or MADN.

**Make Set Busy (MSB)**

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

**Station Camp-On (MBSCAMP) †**

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

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.****d. A-La-Carte Features**

The Company makes available the features listed below as an add-on or a-la-carte selection. For example, a Customer purchases the Basic Centrex package, but wants to add the DISA feature to all, or a portion, of the Centrex lines. The Customer may purchase the DISA feature as an add-on to the Basic Centrex package. Additional features not listed below may be available on a case-by-case basis and offered at the Company's sole discretion.

Automatic Line (AUL)	Music on Hold
Call Waiting ID Deluxe	Uniform Call Distribution (UCD)
Direct Inward System Access	
Executive Busy Override (EBO)	

Individual Basic and Expanded features are also available on an A-La-Carte basis.

**Automatic Line (AUL)**

Automatic Line (AUL) provides an automatic connection between a line that goes off-hook and a predetermined line. The calling line does not receive dial tone but hears instant ringing. The automatic connection is made to a stored number consisting of 1 to 15 digits. In short this is a form of speed call.

**Call Waiting ID Deluxe**

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

**Direct Inward System Access (DISA)**

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

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

With the DISA feature, the customer should also use the SMDR and Authorization Codes features. The DISA feature is accessible from Dual-Tone Multi-Frequency (DTMF) sets only.

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.****d. A-La-Carte Features****Executive Busy Override (EBO)**

The Executive Busy Override feature allows a line to gain access to a busy line in the same customer group through feature activation and then barging into the busy line.

**Music on Hold**

Provides music to callers while they are on hold.

**Uniform Call Distribution (UCD)**

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

**e. Regulations**

1. Cox Centrex is furnished subject to the availability of network facilities and features from central office switching equipment located in the Company's central office. The service allows for normal line activity including incidental additions and deletions.
2. Each system established must consist of a minimum of two (2) lines. Lines connect the Customer's Premises Equipment (CPE) and the Company's central office switching equipment.
3. Directory listings will be provided in accordance with the regulations set forth in the Directory Listing section of this tariff.
4. Temporary suspension of service is not applicable with this service.
5. When multiple features are activated on the same line, certain features may take precedence over or conflict with others. System limitations will be disclosed to the Customer.
6. Rerouting of calls that cannot be completed to the number originally dialed will be offered a standard intercept message (Number Referral Service). The standard central office recorded announcement equipment will intercept incoming calls to unassigned line numbers. The announcement provided states that the number called is not a working number and advises the caller of the main directory number for the Centrex group.

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.**e. Regulations, cont'd.

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

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

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

8. Centrex rates and charges apply for a fixed period of time from month-to-month to 60 months (Term Agreement) and are guaranteed against Company initiated change for the duration of the Agreement. ICB pricing arrangements may apply for Centrex service period agreements greater than 60 months or for Centrex lines in quantities greater than 30 or bundling with other Cox products.

Upon the expiration of the original service period agreement, a Customer must select a new service period plan or the rates applicable will be those offered under the month-to-month Term Agreement.

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<sup>1</sup> Available in the Hampton Roads market only.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.**e. Regulations, cont'd.

## 9. Calling Name and/or Number Service Interaction.

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

10. Termination charges will apply for Centrex service if discontinued or transferred to another address before the expiration of the initial contract period.

f. Rates and Charges

The three packages available in the Centrex offering are priced below. Non-recurring charges apply for each package per line. Customers must purchase a minimum of two (2) Centrex lines. Month-to-Month prices are listed below. Term and volume discounts are available.

	<b>Nonrecurring Charge</b>	<b>Monthly Recurring Charges</b>
Centrex Installation	\$45.00	
Centrex Message Rate Line Charge		\$10.50 + usage*
Centrex Flat Rate Line Charge		\$32.00
Centrex Feature Package	\$15.00	
Centrex Basic Feature Package		\$8.00 + line charge
Centrex Expanded Feature Package, includes Basic Package		\$12.00 + line charge
Centrex Digital Feature Package, includes Basic Package		\$12.00 + line charge

\* For Usage rates, refer to Business Line Message Rate Usage pricing.

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.4. Cox Connect Centrex II<sup>1</sup>, cont'd.****(T)****4. Centrex Packages, cont'd.**f. Rates and Charges, cont'd.

A-La-Carte Features – Non-Recurring and Monthly Recurring Rates per Line

	<b>NRC</b>	<b>MRC</b>
Universal Call Distribution	\$15.00	ICB
Direct Inward System Access (DISA)	\$15.00	\$5.00
Automatic Line (AUL)	\$15.00	\$5.00
Call Forward Remote Access (CFRA)	\$15.00	\$5.00
Caller ID	\$15.00	\$8.50
Speed Calling Long	\$15.00	\$5.00
Abbreviated Dialing (Extension to Extension)	\$15.00	\$5.25
Hunting (per line (not applicable to the Last Number or Stop Hunt number)	\$15.00	\$0.65
Music-on-Hold	\$15.00	\$5.00
Executive Busy Override (EBO)	\$15.00	\$5.00

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<sup>1</sup> Available in the Hampton Roads market only.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.5 ISDN-PRI Service****(T)****General**

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

**1. Explanation of Terms**Circuit Switching

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

ISDN Primary Rate Interface (PRI)

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

Integrated Services Digital Network:

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

Network Interfaces:

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

Optional Service Features Package:

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

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.5 ISDN-PRI Service, cont'd****(T)****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 ISDN-PRI Interface Arrangement.

Primary Rate Interface (PRI) Arrangement:

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

B Channel:

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

D Channel:

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

PRI Trunk Group:

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

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

Simulated Facility Group:

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

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.5 ISDN-PRI Service, cont'd****(T)****2. Service Capabilities**

ISDN-PRI provides the capability to:

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

**3. Conditions**

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

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the customer's responsibility to power and obtain such equipment.
- c. ISDN-PRI service does not preclude the customer from originating or receiving circuit-switched voice calls from inside or outside either his/her serving central office or his/her Local Exchange Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data calls outside of his/her serving central office.
- d. All PRI Interface Arrangement configurations must have at least one 23B+D Interface Arrangement for signaling and control functions. A 23B + Back-up D Interface Arrangement is required whenever the ISDN-PRI Interface Arrangements ordered and in-service would otherwise cause more than 47 B-channels to be controlled by a single D channel.
- e. Customers subscribing to ISDN-PRI must comply with ISDN Primary Rate Interface specifications as designated by the Company.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.5 ISDN-PRI Service, cont'd****(T)****4. Features**

- a. Back-up D Channel  
Automatically takes over for a failed D channel in case of trouble.
- b. Call-by-Call Service Selection  
As an option to the Dedicated B Channel Configuration, B channels may be configured to access multiple services on a per call basis. The customer premises equipment signals the local central office as to what type of service to access for each call.
- c. Calling Line Identification  
Allows the user to have access to the directory number of the calling party.
- d. PRI 2-B Channel Transfer  
Allows the Customer's CPE (customer provided equipment) to accept a call from one user and, after accepting the call, the user can transfer the call to a user outside the CPE. Then both the incoming and outgoing B Channels are released for another call.
- e. Business Customer  
Business Continuity provides a mechanism by which inbound voice traffic (calls) originally destined for a Customer's business can be re-routed either automatically or by some manual intervention by the Customer or by Cox in the event that something interrupts their normal access into the business or prevents access to the business. The call will be re-routed to a pre-determined Telephone Number as selected by the Customer. Charges for this service are dependent on whether the telephone number identified for use in the alternate rout/overflow destination is in or out of the Cox network. This optional feature is available only to Cox Connect T1 and Cox Connect PRI Customers where offered.

**5. Rates and Charges**

- a. Application of Rates
  - 1.The Trunk dial tone is included in the ISDN-PRI Service rates and charges.
  - 2.The Trunk Usage rate (Flat or Msg) specified in the Local Exchange Services tariff apply, as appropriate, to each trunk provisioned on the ISDN-PRI Service using the circuit-switched voice arrangement.
  - 3.Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. Tariffed DID trunk connection charges apply for each DID trunk provisioned on the ISDN-PRI Interface Arrangement.
  - 4.Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.
  - 5.Trunk hunting is included in the ISDN-PRI Service rates and charges.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.5 ISDN-PRI Service, cont'd****(T)****5. Rates and Charges<sup>1</sup>****b. Nonrecurring Charges**

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Primary Rate Access Facility, each	\$500	\$500	\$500
ISDN-PRI Interface			
23B+D	\$500	\$500	\$500
24B	\$500	\$500	\$500
23B+Back-up D	\$500	\$500	\$500
Caller ID and Call-by-Call Service	\$100	\$100	\$100
Caller ID, per PRI Interface	\$100	\$100	\$100
Call-by Call Service Selection	\$100	\$100	\$100
PRI Reconfiguration Charge			
Trunk Change Charge, per PRI Change in D-Channel configuration (23B+D; 24B; 23B+Back-up D)	\$250	\$250	\$250
PRI 2B channel Transfer, per PRI	\$100	\$100	\$100
Business Continuity			
Alternate Route/Overflow Destination To:			
- Local Cox TN	N/A	\$25	N/A
- Local Alternate Carrier TN	N/A	\$45	N/A
- Toll Free TN	N/A	\$45	N/A

**c. Monthly Recurring Charges**

	<b>HRD</b>	<b>NoVA</b>	<b>ROA</b>
Primary Rate Access Facility, each	\$120	\$120	\$120
ISDN-PRI Interface			
23B+D	\$265	\$265	\$265
24B	\$265	\$265	\$265
23B+Back-up D	\$300	\$300	\$300
Caller ID and Call-by-Call Service	\$125	\$135	\$125
Caller ID, per PRI Interface	\$90	\$90	\$90
Call-by Call Service Selection	\$40	\$70	\$40
PRI Reconfiguration Charge			
Trunk Change Charge, per PRI Change in D-Channel configuration (23B+D; 24B; 23B+Back-up D)	N/A	N/A	N/A
PRI 2B channel Transfer, per PRI	\$75	\$75	\$75
Business Continuity			
Alternate Route/Overflow Destination To:			
- Local Cox TN	N/A	\$10	N/A
- Local Alternate Carrier TN	N/A	\$15	N/A
- Toll Free TN	N/A	\$15	N/A

<sup>1</sup> Term and Volume discounts may be available.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.6 Obsolete Local Exchange Services-Business****9.6.6 Cox Business Custom Feature Packages**

Business ID Package: Provides a Business Customer with the following features: Caller ID, Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30<sup>1</sup>, Busy Line Redial.

Business Value Package: Provides a Business Customer with the following features: Call Forwarding, 3 Way Calling, Call Waiting, Speed Calling 30<sup>1</sup>, Busy Line Redial.

Solution Package (Business): Provides the Business Customer with the following features: Call Forwarding, Call Waiting, Speed Calling - 30 Numbers<sup>1</sup>, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding - Busy, Call Forwarding - No Answer, Call Forwarding of Call Waiting, Caller ID, Priority Ringing, Long Distance Alert, and Call Waiting ID.

(T)

(M)

(M)

(M) Material appearing on this page was formerly found on 7<sup>th</sup> Revised Page No. 70.

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<sup>1</sup> SCC authorized Speed Calling features to be de-tariffed service.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

**9.6 Obsolete Local Exchange Services-Business**

Reserved

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings**

**9.6 Obsolete Local Exchange Services-Business**

Reserved

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.7 Obsolete Local Exchange Services-Residential****1. Custom Calling Features****Rates and Charges****a. Optional Features – Residential**

<b>Hampton Roads</b>			
<b>Per Line Equipped (except where indicated on a per use basis)</b>	<b>Per Month (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
700/900 Blocking	FREE		N/C
Anonymous Call Rejection	0.99		N/C
Call Forwarding	5.20		N/C
Call Forwarding – Remote Access	4.50		N/C
Call Forwarding on Call Waiting	3.25		N/C
Call Number Block – per call	FREE		N/C
Call Return	4.95	0.75 <sup>1</sup>	N/C
Call Trace – per use		1.00	N/C
Call Waiting	4.95		N/C
Distinctive Ring	5.50		N/C
Line Number Block – per line	FREE		N/C
Premier Feature Pak <sup>2</sup>	15.99		N/C

(M) Material Formerly located on page 71.

<sup>1</sup> Maximum charge on a per use basis is \$5.25.<sup>2</sup> Available only as part of the CDT Premier Package.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.7 Obsolete Local Exchange Services-Residential****1. Custom Calling Features****Rates and Charges****a. Optional Features – Residential**

<b>Northern Virginia</b>			
<b>Per Line Equipped (except where indicated on a per use basis)</b>	<b>Per Month (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
700/900 Blocking	FREE		N/C
Anonymous Call Rejection	0.99		N/C
Call Forwarding	5.20		N/C
Call Forwarding – Remote Access	4.50		N/C
Call Forwarding on Call Waiting	3.25		N/C
Call Number Block – per call	FREE		N/C
Call Return	4.95	0.75 <sup>1</sup>	N/C
Call Trace – per use		1.00	N/C
Call Waiting	4.95		N/C
Distinctive Ring	5.50		N/C
Line Number Block – per line	FREE		N/C
Premier Feature Pak <sup>2</sup>	15.99		N/C

(M) Material Formerly located on page 72.

<sup>1</sup> Maximum charge on a per use basis is \$5.25.<sup>2</sup> Available only as part of the CDT Premier Package.

**Local Exchange Service****Section 9 – Obsolete Service Offerings****9.7 Obsolete Local Exchange Services-Residential****1. Custom Calling Features****Rates and Charges****a. Optional Features – Residential**

<b>Roanoke</b>			
<b>(per line equipped, except where indicated on a per use basis)</b>	<b>Per Month (\$)</b>	<b>Per Use (\$)</b>	<b>NRC (\$)</b>
700/900 Blocking	FREE		N/C
Anonymous Call Rejection	0.99		N/C
Call Forwarding	5.20		N/C
Call Forwarding - Remote Access	4.50		N/C
Call Forwarding on Call Waiting	3.25		N/C
Call Number Block - per call	FREE		N/C
Call Return	4.95	.75 <sup>1</sup>	N/C
Call Trace - per use		1.00	N/C
Call Waiting	4.95		N/C
Distinctive Ring	5.50		N/C
Line Number Block	FREE		N/C
Premier Feature Pak <sup>2</sup>	15.99		N/C

**1.1 Feature Descriptions**

**Premier Feature Pack:** Provides the Residential Customer with the following features: Busy Line Redial, Call Forwarding, Call Forwarding-Busy, Call Forwarding-No Answer, Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection and Three-Way Calling. This feature package requires specialized Customer Premises Equipment and is only available to customers who subscribe to CDT Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

(M)  
|  
(M)

(M) Material formerly located on page 70.

<sup>1</sup> Maximum charge on a per use basis is \$5.25.

<sup>2</sup> Available only as part of the CDT Premier Package.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.8 Obsolete Local Exchange Services**

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

- access to the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;

**9.9 Cox Digital Telephone Premier Package****1. General**

Where facilities exist and operating conditions permit, this plan entitles Residential Customers that subscribe to Cox's flat-rated Starter service to purchase unlimited long-distance service as described below at a plan rate.

**2. Eligibility**

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

- h. Up to two (2) flat-rated Residential lines as described and priced under Section 3.1.2.2. of this Tariff; and
- i. Cox Long Distance for both the intra- and inter-LATA toll services<sup>1</sup> on that same line or lines; and
- j. The Premier Feature Pak as described in Section 3.1.4.1, preceding on that same line.

**3. Terms and Conditions**

- a. The applicable monthly recurring charge for the long distance component of the Cox Digital Telephone Premier Package will be billed in advance and in addition to the flat rated Residential service charge 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 Section 8.1.2.2 above.

The unlimited toll calls under this plan are directly dialed from one line designated by the Customer meeting the conditions in Section 8.1.2.2. above to any place within Virginia, any interstate or Canadian direct-dialed calls<sup>1</sup> (the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI and Canada).

(M) Material formerly located on page 141.

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<sup>1</sup> Unregulated service under this tariff.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.9 Cox Digital Telephone Premier Package, cont'd.**

(M1)

3. Terms and Conditions, cont'd.

- c. 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.
- d. 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, the Customer will 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.
- e. 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.
- f. For additional rates, terms, and conditions specific to interstate<sup>1</sup> InterLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

4. Rates and Charges<sup>2</sup>

\$34.99

(M1)

**CDT Economy Package**

(M2)

Cox also offers to (1) Lifeline Customers or (2) existing Residential Customers currently subscribing to Cox Digital Telephone service who express a desire to disconnect phone service, a package known as CDT Economy. CDT Economy is offered to Lifeline Eligible Customers or as a retention only service for Residential Customers that includes a Residential Primary Line provisioned with Caller ID and Cox Long Distance for intra- and inter-LATA service.

Monthly Recurring Rate: \$18.39

(M2)

(M1) Material formerly located on page 142.

(M2) Material formerly located on page 137.5.

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<sup>1</sup> Unregulated service under this tariff.<sup>2</sup> Nonrecurring Line Connection Charges as specified is Section 3.1.2.2. apply for initial service establishment, additional lines and transfers of service.

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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.10 Number Referral Service**

(T/M)

Number Referral Service allows a customer whose telephone number has changed to have a message referring callers to the new number whenever the old number is called. The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.

(M)

**9.10.1 Rates and Charges**

(T)

**1. Residence Service**

a. <u>Basic Referral Service</u>	<u>Charge</u>
<u>Primary Number</u>	
• first 3 month period	N/C
<u>Additional Numbers</u>	
• first 3 month period	N/C

**2. Business Service**

a. <u>Basic Referral Service</u>	
<u>Primary Number</u>	
• first month	N/C
• each month up to 12 months or new directory issue date, whichever is longer	N/C
• each month beyond 12 months or new directory issue date, whichever is longer	\$15.00
<u>Additional Numbers</u>	
• first and additional months, each	\$15.00

(M)

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 121.



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**Local Exchange Service**

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**Section 9 – Obsolete Service Offerings****9.10 Number Referral Service, cont'd****9.10.1 Rates and Charges, cont'd.****2. Business Service, cont'd.****b. Centrex and Direct Inward Dial Service****i. Sequential Referral Service****Charge****Primary Number**

- first month N/C
- each month up to 12 months or new directory issue date, whichever is longer N/C
- each month beyond 12 months or new directory issue date, whichever is longer \$7.00

**Additional Numbers**

- first and additional month, each sequential number referred \$7.00

**ii. Non-Sequential Referral Service****Primary Number**

- first month N/C
- each month up to 12 months or new directory issue date, whichever is longer N/C
- each month beyond 12 months or new directory issue date, whichever is longer \$7.50

**Additional Numbers**

- first and additional month, each sequential number referred \$7.50

**9.10.2 Exceptions****1. Number Referral Service charges do not apply to:**

- \* A disconnect or number change with no referral.
- \* The primary number of any Residence or Business Service account with the Basic Referral Service option (See Basic Referral Service – primary number, above.)
- \* Company initiated number change.
- \* Directory errors caused by the Company.

(M) Material appearing on this page was formerly found on 1<sup>st</sup> Revised Page No. 122 and 1<sup>st</sup> Revised Page 123.

