

**COX ARIZONA TELCOM, L.L.C.
d/b/a/ Cox Communications
d/b/a/ Cox Business Services**

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

(T)

CHECK SHEET

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

PAGE	REVISION	PAGE	REVISION
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2*	132ND Revised	17	1 ST Revised
3*	50TH Revised	18	5 TH Revised
4*	64TH Revised	18.0.1	3 RD Revised
5*	82ND Revised	18.1	1 ST Revised
5.1*	2ND Revised	19	1 ST Revised
6	3 RD Revised	20	2 ND Revised
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(*) Denotes new or revised page.

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(*) Denotes new or revised page.

LOCAL EXCHANGE SERVICE

CHECK SHEET

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LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

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

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

- 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.

Issue Date: September 27, 1999

Effective Date: October 27, 1999

Issued By: Martin Corcoran
Director, Tariff Development
Cox Communications, Inc.
1400 Lake Hearn Drive,
Atlanta, GA 30319

LOCAL EXCHANGE SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate communications services by Cox Arizona Telcom, L.L.C. d/b/a/ Cox Communications to Customers within the local exchange service area defined below:

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Issued By: Martin Corcoran
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LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions

Certain terms used generally throughout this tariff are defined below.

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

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: Telephone service provided to:

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

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

(D)

(D)

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

Company: COX ARIZONA TELCOM, L.L.C. (D/B/A/ COX COMMUNICATIONS) and (D/B/A COX BUSINESS SERVICES, which is the issuer of this tariff.

Combination Service: shall mean a Residential Customer, who may qualify for discounts on the first and additional lines if the Customer also purchases either Cable Services or high-speed internet access from a Cox Affiliated Company. The eligibility will continue so long as the Customer continues to purchase either service from the Cox Affiliated Company.

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

Cox: Cox Arizona Telcom, L.L.C. d/b/a Cox Communications, which is the issuer of this tariff.

Cox Affiliated Company: shall mean a wholly owned subsidiary of Cox Arizona Telcom, L.L.C. d/b/a Cox Communications' parent company, Cox Communications, Inc., which provides cable service, or high-speed Internet access, alarm or automation services in the State of Arizona. (N/T)

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.

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

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

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

Holidays: New Year's Day, Martin Luther King 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.

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

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

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

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

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

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

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

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

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

Non-Recurring Charges (NRC): The one-time initial charges for services or facilities, for which the Customer becomes liable at the time the Service Order is executed. Non-Recurring Charges do not include Construction Charges or other Special Charges.

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

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

On Net/Off Net Services:

On-Net Services are those which can be provisioned over the Company's network. Pricing and regulations pertaining to On-Net Services are described in this tariff.

Off-Net Services are those where one or more locations to be connected is not served directly by the Company's network. Off-Net Service must be provisioned, in part, by another local provider. In the instances where the Company is able to provide Off-Net Services, the performance parameters and pricing of the Off-Net Services will be passed through to the Customer.

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

Primary Line: The line identified by a residential Customer as the first or principal telephone line in the account.

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

Residential Service: Telephone service to the following locations:

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

A Customer that requests greater than eight (8) lines of residential service will be assumed to be a business Customer unless the Customer can provide substantiation that the lines would be exclusively used for residential service. A residential Customer may not port a business telephone number to the Company as a residential telephone number.

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

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(N)

(N)

(M)

(M)

LOCAL EXCHANGE SERVICE

SECTION 1 - Definitions, cont'd.

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

(M)

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

(M)

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

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

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

Subscriber: see Customer.

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

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

(M) Material has been moved from the preceding page.

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Issued By: Martin Corcoran
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Atlanta, GA 30319

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Arizona under the terms of this tariff.

Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

1. The Company reserves the right to limit or allocate the use of existing facilities when it deems necessary to manage the lack of facilities or to manage a facility shortage due to some other cause beyond the Company's control. The Company maintains the right to apply protective controls, such as call gapping, which selectively cancels the completion of traffic carried over its network, including the traffic associated with an End User's transmission to another carrier. In addition, the Company reserves the right to limit call duration when deemed necessary to prevent network degradation and to optimize network efficiency of its telephone service. The Company will incur no liability for call interruptions resulting from the Company's efforts to avoid such degradation.
2. The furnishing of service under this 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 fiber optic cable 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 Arizona. (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

(T)

2.1.2 Shortage of Equipment or Facilities, cont'd.

(T)

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

(T)

(T)

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 commercial 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.

(M)

(M)

(M) Material moved to Page 18.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

4. In any action between the parties to enforce any provisions of this tariff, the prevailing party shall be entitled to recover its legal fees and court costs from the non-prevailing party in addition to other relief a court may award. (M)
5. This tariff shall be interpreted and governed by the laws of the State of Arizona. (M)
6. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
7. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. Customers should not use, publish or advertise reserved numbers until service has been activated. Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines. Business Customers, who have fulfilled contract obligations and wish to transfer service type from Business to Residential, will be allowed to keep existing telephone number(s) and receive residential rates. Business Customers, who have not fulfilled contract obligations and switch service types from Business to Residential, will be issued new telephone number(s) when the service is transferred to a Residential Service type. Additionally, call intercept will not be deployed to inform the caller of the new Residential Service number.
8. The Customer agrees to operate any Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to Company-provided equipment pursuant to section 2.1.3.10 below.

(M) Material moved from Page 17.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

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

(a)

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

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

10. The Customer agrees to return to the Company all Company-provided termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision. (M/T)
(M)
11. To the extent that either the Company or any other Telephone Company exercises control over available cable pairs, conduit, duct, space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the company makes similar facilities under its control available to its customers. (T)

(M) Material formerly found on Page 18.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company

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 (T) 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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

3. The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; hurricanes; storms; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties.
4. The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
5. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities, **including service interruptions due to power outages and failure of batteries.** (C)
(C)
6. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

7. The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
8. Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the Company's service against any claim, loss or damage arising from Customer's use of services furnished under this 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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(M) Material moved to page 20.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

9. The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
10. The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
11. The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, **including batteries**, facilities or services which are interconnected with Company services.

(C)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

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

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

13. (cont'd) 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.
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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

14. With respect to Emergency Number 911 Service: (cont'd)
- (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 eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while commercial power is available and during outages for the period when the battery is in operation.
 - (e) **For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will not be available if there is a power outage and Cox is unable to place and operate its network backup power equipment due to safety concerns or other matters, such as, but not limited to, natural disasters, conditions, forced government evacuations, and fuel shortages.**

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

14. With respect to Emergency Number 911 Service: (cont'd)

(f) Emergency Locator Service (T)

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

(M) Material formerly found on Page 25

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Issued By: Paul Cain
Director, Regulatory Operations
Cox Communications, Inc.
6205-B Peachtree Dunwoody Road,
Atlanta, GA 30328

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

14. With respect to Emergency Number 911 Service: (cont'd)

(f) Emergency Locator Service (cont'd) (T)

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 indentify 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 indentify the specific location within Customer's address from where the 911 call is placed. (See Section 5, Testing 9-1-1 Call Processing for PBX Systems;__NENA Technical Information Document No. 03-502, "Trunking for Private Switch 9-1-1 Service," available at www.nena.org.)

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

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

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

16. In conjunction with a nonpublished telephone number, as described in Section 3.4.5.3, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.

17. When a Customer with a nonpublished telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this tariff, Customer acknowledges and agrees with the release of information as described above.

18. The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.5 Temporary Suspension for Repairs

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

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2.1.6 Provision of Equipment and Facilities

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.6 Provision of Equipment and Facilities, cont'd.

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company 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. for Residential Services, and Monday through Friday, 8:00 a.m. - 5:00 p.m. for Business Services, at current installation intervals and without work interruptions by the Customer.

For Residential Customers requesting 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.

For Business Customers requesting expedited services that require installations on a date that is less than the normal offered interval, a one-hundred dollar (\$100) per-day charge (with a maximum rate of \$300 per-day per location) shall apply for each day the service is advanced. The expedited order charges will be billed in addition to the applicable installation charges.

2.1.8 Ownership of Facilities

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

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 ACC regulations, policies, orders, and decisions. (T)

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.

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this 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;

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

2.3.1 General, cont'd.

The Customer shall be responsible for:

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;

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LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

2.3.1 General, cont'd.

The Customer shall be responsible for:

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. (T)
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)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

2.3.1 General, cont'd.

The Customer shall be responsible for:

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. Applicants for service will be required to provide their legal surname(s), middle name(s), and first name(s). The Company may verify this information. The application for service, whether written or verbal, will be considered complete when the applicant has provided at least one of the following valid forms of identification: (T)
 - (a) Arizona Driver's License number;
 - (b) Arizona Identification Card number;
 - (c) Social Security Card number (SSN);
 - (d) INS Identification number;
 - (e) U.S. Passport number; or
 - (f) Other items of identification acceptable to the Company.

The Company may request the applicant to voluntarily provide the SSN for identification purposes. Refusal to provide the SSN will not result in denial in service. However, if another form of identification cannot be provided, the Company, at its option, may deny service.

The Company may request the applicant to visit a public office or other approved agency location for the purpose of completing a service application and/or to provide approved picture identification, as designated by the Company.

11. allowing the Company, or its agent, access to the property, with no notice, to remove Company facilities and/or equipment when customer has discontinued service. (T)
12. providing the Company with written notification of any change in name, ownership or control. (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.3 Obligations of the Customer, cont'd.

The Customer shall be responsible for:

13. 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)
14. 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)

2.3.2 Claims

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

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

2.3.3 Private Identification Number ("PIN") Access

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels

2.4.1 General

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

2.4.2 Station Equipment

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels, cont'd.

2.4.2 Station Equipment, cont'd.

2. The Customer is responsible for ensuring that Customer-Provided Equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
3. **The Customer is responsible for ensuring that the Customer-Provided Equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement.** (N)
4. **The Customer is responsible for ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs, is current in the PS-ALI so that emergency responders have the ability to locate the station in emergency situations.** (N)

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.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.4 Customer Equipment and Channels, cont'd.

2.4.4 Inspections

1. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within 7 days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to take such actions and provide such notice, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. Company reserves the right to bill Customer for unbilled charges up to one year from the billing period incurred. 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.

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements

2.5.1 Payment for Service, cont'd.

2. A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipts tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state.¹ This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

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(D)

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 30 days after the invoice 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 18 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1.5% per month will be assessed on the unpaid balance.
5. Payments presented for services or equipment, and subsequently returned to the Company by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a nonrecurring charge of \$25.00 per item, **with a max rate of \$35.**

(N)

A Customer will be placed on a "cash only" basis upon receipt of two (2) returned payments within a twelve (12) month period of time. "Cash only" is herein defined as Cashier's Checks, U.S. currency, or money orders.

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of a Customer's account and the Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

6. For Customers provisioned under a term agreement and service is terminated prior to the expiration of the term commitment, Early Termination Charges will apply. Early Termination Charges are due and payable effective as of the termination date. For details, see Section 2.7.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.3 Disputed Bills

1. The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Arizona Corporation Commission in accordance with the Commission's rules of procedure.
 - a). The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
 - b). The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2. 900 or 700 Information Service Charge Disputes.

(M/N)

If a Customer disputes any 900 or 700-information service charge, the Customer may be entitled to a credit. The Customer must request this credit by calling or writing the Company within 30 days from receipt of the bill. Pending review, the Customer may withhold payment of the disputed amount and collection of those charges will be suspended.

The Customer may request blocking of 900 services. The Customer may be blocked from calling 900 calls for failure to pay legitimate 900 call charges and the information service provider may seek collection of these charges. Your basic service will not be disconnected for non-payment of 900 charges.

(M/N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.4 Advance Payments and Construction and Special Charges

1. 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 construction or special charges are involved, the Advance Payment may also include an amount equal to the estimated charges for the construction or special charges and Recurring and Non-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.

(T)
(T)
(T)
(T)

2. Construction and Special Charges

(N)

1 GENERAL

- A. Reasonable rates and charges involve consideration of costs and the degree of risk associated with furnishing telephone service. Certain situations involve substantial extra cost or risk, e.g., the facilities required will be temporary; facilities are ordered in advance of actual customer demand for service; unusual costs are involved in furnishing the service or facilities; exchange service is ordered for areas where the telephone facilities are not available.
- B. The provision of telephone service may require the payment of a construction, facility or temporary development charge by the customer ordering telephone service or requesting facilities. This charge is in addition to the regular rates, nonrecurring and installation charges applicable for the exchange service provided. The Company may, at its discretion, modify requirements and charges pertaining to supporting structures which include, but are not limited to, pipes, conduits, poles, trenches, and backboards for the placement of telephone facilities in housing developments, commercial properties and business developments where an alternative facilities based service provider is available.

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.4 Advance Payments and Construction and Special Charges, cont'd

(N)

2. Construction and Special Charges

- C. Special Construction is required when a customer requests service and one or more of the following conditions exist:
1. The facilities to provide services are not available and, at the request of the customer, the Company constructs facilities to provide the services for the customer and there is no other requirement for the facilities so constructed.
 2. At the request of the customer, the Company constructs facilities of a type other than that which they would normally furnish in order to provide services for the customer.
 3. In order to comply with requirements specified by the customer, construction by the Company involves a routing of facilities other than that which they would normally utilize to provide services for the customer.
 4. At the request of the customer, the Company constructs a greater quantity of facilities than that which they would otherwise construct in order to fulfill the customer's initial requirements for services.
 5. The facilities to provide services are not available and, at the request of the customer, the Company expedites construction of the facilities at greater expense than would otherwise be incurred.
 6. The facilities to provide services are not available and, at the request of the customer, the Company constructs temporary facilities to provide services for the period during which the permanent facilities are under construction.

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.4 Advance Payments and Construction and Special Charges, cont'd

2. Construction and Special Charges, cont'd

- D. Applicants requesting service at locations that have been served previously by Company will not be assessed construction charges. Construction charges will be associated with the premises for which they were established rather than the customer, Credit for construction charges will not be transferred from one premises to another.
- E. The Company shall not be required to provide facilities, at the request of a developer, within new areas of land unless an agreement is reached and a contract is signed.
- F. Payments for charges under this Section shall be paid at the time agreement is made between the applicant and the Company for construction or special charges necessary to provide exchange service.
- G. With approval of the Company, arrangements may be made for the payment of construction or special charges in monthly installments spread over a reasonable period, generally not to exceed one year. All unpaid installments become due upon termination of service.
- H. The ownership of any pole line, circuit or other facilities provided wholly or in part at the expense of an applicant under this Tariff shall at all times be vested exclusively in the Company or another company with which the Company has a joint agreement.
- I. Except as otherwise provided herein, the terms and conditions in this Tariff contemplate that the type of construction required to provide the quantity and grade of telephone service involved will be determined by the Company. The customer will be required to pay the added costs involved when different type of construction than that proposed by the Company is desired.
- J. Where applicants are so located that it is necessary or desirable to use private and/or government right-of-way to furnish service, such applicants may be required to provide or pay the cost of providing such right-of-way in addition to any applicable charges.

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.4 Advance Payments and Construction and Special Charges, cont'd

(N)

2. Construction and Special Charges, cont'd

2 SPECIAL SERVICE ARRANGEMENTS

2.1 SPECIAL ASSEMBLIES, FACILITIES AND FINISHES OF EQUIPMENT

Rates and charges in connection with special assemblies, special facilities and special finishes of equipment will be based on the costs involved in each individual case.

3 OTHER CONSTRUCTION OR CONDITIONS

A. Special Types of Construction

1. Where a special type of construction is desired by a customer, such as where underground construction is requested in locations where aerial construction would be regularly used, or where conditions imposed by the customer involved excessive costs, or where underground construction is legally required by ordinance, covenant, tract restriction or otherwise, the customer or customers served by such facilities or the tract developer shall be required to pay the difference between the cost of the underground or other special type of construction and the average cost of construction normally used by the Company.
2. Where existing aerial facilities are requested to be relocated underground in an area where the Company would not, except for such request, relocate its facilities underground, the Company may charge the cost of such relocation of the persons requesting the relocation of such facilities.

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.4 Advance Payments and Construction and Special Charges, cont'd

(N)

2. Construction and Special Charges, cont'd

3 OTHER CONSTRUCTION OR CONDITIONS

B. Temporary Construction

Where temporary construction is necessary to provide service, the applicant will be required to pay a construction charge equal to the estimated net cost of installing and removing the temporary construction.

C. Construction Under Unusual Conditions

- 1 Construction required to provide service on a seasonal basis, or to provide foreign exchange service may be subject to construction charges provided for herein.
- 2 Additional construction charges in these instances are billed in even multiples of \$1.00; any fraction of \$1.00 is disregarded.
3. Special construction charges will be applicable where, at the request of the customer, the Company constructs a greater quantity of facilities than that which the Company would otherwise construct or normally utilize.

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits

1. Applicants for service or existing Customers who cannot establish a satisfactory credit standing with the Company may be required at any time to provide the Company a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:
 - (a) two month's charges or two month's average billing for Residential Services or facility; or (T)
(D)
 - (b) two and one-half month's charges or two and one-half month's average billing for a Business Service or facility; 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. (D/T)
(D/T)
2. A residential applicant shall not be required to pay a deposit:
 - (a) When the Company, at its discretion, verifies that an applicant had previous service with Cox or a Cox Affiliated Company and the applicant has maintained satisfactory credit, the applicant would obtain service without a deposit or;

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

(b) When the Company, at its discretion, verifies that an applicant had previous service with any telecommunications service provider in the State of Arizona for the same type of service within the last two years and the Company also verifies through regional and/or national data exchanges that the applicant's payment record was satisfactory, applicant would obtain service without a deposit. If the applicant had been delinquent in the payment of a telecommunications service provider account on more than two (2) occasions, presented a dishonored check for payment of a telecommunications service account or had service disconnected due to nonpayment as reported in the regional and/or national data exchanges within the past 12 months, the Company may require a deposit prior to delivery of telephone service; or

(c) When the Company, at its discretion, verifies satisfactory credit information derived from a national credit bureau agency(s), the Company will not require a deposit or if applicant provides pertinent information to their credit standing in the form of one of the following:

- 1.) By providing a written guarantee, acceptable to Cox,
 - 2.) By providing a cosigner or guarantor, acceptable to Cox.
3. The amount of the deposit for residential customers shall not exceed an amount equal to two (2) months local exchange charges and/or two (2) months toll charges determined by actual or anticipated usage.
4. When a Residential Customer's deposit exceeds \$40, the Company may arrange for the Customer 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. (T)
(T)

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

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

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

For all Customer deposits kept longer than 90 days, the interest rate shall be established the 1st day of January of each year to equal the average of the weekly percent annual yields of one (1) year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point. Such interest shall be calculated to December 1 of each year, and the payment shall be made by credit to customers' account on the December billing or at the request of the customer, the payment shall be made directly to the customer. (T)

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.

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) premise to another within the area of Cox shall not be deemed a disconnection within the meaning of this rule, and no additional deposit may be required unless otherwise permitted by these rules.
11. Cox shall automatically refund or credit the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsection 5 & 6 of this Section. (T)
12. Cox shall automatically refund or credit 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. (T)

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.5 Deposits, cont'd.

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 & 6 of this section.

13. Cox will keep records to show:
 - (a) The name, account number, and address of each depositor.
 - (b) The amount and date of the deposit.
 - (c) Each transaction concerning the deposit.
14. Cox will issue a receipt of deposit to each applicant from whom deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.
15. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.
16. Upon the sale or transfer of Cox or operating units thereof, the seller shall file, with the application of transfer, a verified list of the information in subsection (n) of this Section, and the unpaid interest thereon. The information provided shall be treated as confidential and shall not be available for public inspection unless ordered by the Commission after notice and hearing.
17. The deposit made by the end-user with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.

(D)
|
(D)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service

1. Cox may refuse service or terminate existing service to an end-user without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or end-users.
2. Cox may refuse service or terminate existing service to a customer pursuant to the disconnect procedure provided below for any of the following reasons:
 - (a) Nonpayment of a bill within the period prescribed by these tariffs. (T)
 - (b) Failure to make a security deposit as set forth in these tariffs.
 - (c) Violation of or noncompliance with any provision of law.
 - (d) Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
 - (e) Interconnection of a device, line, or channel to Cox's facilities or equipment contrary to Cox's terms and conditions of service on file with and approved by the Commission.
 - (f) Use in such manner as to interfere with service to other customers.
 - (g) Impersonation of another with fraudulent intent.
 - (h) Use of service or facilities for a call or calls, anonymous in a manner reasonably expected to frighten, abuse, torment, or harass another.
 - (i) Any other violation of the Company's regulations.
3. Cox will provide documentation to the Customer upon request, indicating the reason(s) that service is being withheld. (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

4. Upon a customer's request to terminate local exchange service, Cox will inform such customer of the customer's responsibility to contact the customer's IXC regarding continuance or termination of such service from the IXC.
5. Cox shall not be required to provide service to an applicant or customer who has not paid for prior telephone service rendered by another telecommunications service provider in the same or different location, and furnished to the same person or legal entity.
6. Cox shall not be required to furnish or continue furnishing service when applied for in the name of another person or legal entity, or a fictitious name or other member of the same household, for the purpose of avoiding payment of an unpaid obligation for telephone service previously furnished.
7. Cox may extend a payment arrangement to an applicant for a prior bill. (T)
(D)
(D)
8. 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.
9. Residential service cannot be disconnected for failure to pay a bill for a business service.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

10. 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. (T)
11. 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. (T)
12. Cox will not provide billing and collection for any provider of intrastate telecommunications services who does not have proper authority to operate in the State of Arizona. (T)
13. 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. (T)
14. 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. (T)
15. 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. (T)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

16. Telephone Calls with Intent to Annoy:

(T)

- A. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
- B. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
- C. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.5 Payment Arrangements, cont'd.

2.5.6 Discontinuance of Service, cont'd.

16. Telephone Calls with Intent to Annoy: (cont'd)

(T)

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Allowances for Interruptions of Service

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

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

The Company may provide products or services up to a \$25 value (**max rate \$50**) as a gesture of goodwill whenever the Company deems it appropriate to compensate a Residential Customer for Customer's inconvenience. (N)
(N)

In the first 12 months after installation, if a Residential Customer is not completely satisfied with Cox Telephone Service, the Company will refund the first month's Monthly Recurring Charges on the Primary Line, excluding local toll and long distance charges. Additionally, Company 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, Company will credit the Customer's account \$20.00 on the next bill cycle.

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.6 Allowances for Interruptions of Service, cont'd.

2.6.2 Limitations on Allowances

No credit allowance will be made for:

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.7 Cancellation and Automatic Renewal of Service

(T)

2.7.1 Cancellation of Application for Service

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

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.7 Cancellation and Automatic Renewal of Service, cont'd.

2.7.2 Cancellation Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason, 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 expended or waived by Company to establish service to Customer, plus
2. any disconnection, early cancellation or termination charges incurred and paid to third parties by Company on behalf of Customer, plus
3. all Monthly Recurring Charges specified in the applicable contract, agreement or tariff for the balance of the remaining term.

2.7.3 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 termination notice at least sixty (60) days prior to the expiration of the then existing term.

2.8 Transfer and Assignments or Relocation

(N)

2.8.1 Transfer and Assignments

(T)

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.

2.8.2 Relocation

(T)

If, during the Term of this Agreement, Customer moves from the original address identified on the Commercial Services Agreement (the "Original Location") to a new location (the "New Location") ("Relocation"):

(N)

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.8 Transfer and Assignments or Relocation, cont'd.

(T)

2.8.2 Relocation, cont'd.

- a) if the New Location is within the same Cox Franchise Area as the Original Location and (i) Cox determines that Cox can provide Services at the New Location without Cox incurring any additional construction or other costs or (ii) if Cox decides in its sole discretion to incur the additional costs of providing Services at the New Location, then the New Location shall be deemed by Cox to be "Serviceable." If the New Location is Serviceable, then Cox shall provide Services at the New Location instead of at the Original Location, and Customer will not incur any early termination fees as a result of the Relocation, provided that Customer complies with the notice requirements set forth below and satisfies the monthly recurring charge and other commitments set forth in this Agreement for the remainder of the Term.
- b) if (i) the New Location is not within the same Cox Franchise Area as the Original Location or (ii) Cox determines that Cox cannot provide Service to the New Location without Cox incurring additional construction or other costs that Cox is not willing to incur, then the New Location shall be deemed by Cox to be "Not Serviceable". If the New Location is Not Serviceable, Customer may terminate this Agreement due to such Relocation by providing Cox at least thirty (30) days notice of termination. Customer shall be required to pay for Service through the date of termination including all nonrecurring charges, if any. If Cox incurred construction costs at the Original Location, then Customer must also pay Cox the early termination fees set forth in this Agreement as a result of such termination. If Cox did not incur construction costs at the Original Location, then Customer may terminate this Agreement without incurring any early termination charges; however Customer shall be required to refund to Cox any credits that Cox provided to Customer under this Agreement.

(N)

Customer shall notify Cox in writing at least sixty (60) days prior to Relocation and provide Cox with the address of the New Location for Cox to determine serviceability. Cox shall respond to Customer within ten (10) days of the Relocation notice stating whether the New Location is serviceable. The Relocation option set forth in this provision is not available for customers who are not in good standing with Cox.

(N)

LOCAL EXCHANGE SERVICE

SECTION 2 - Regulations, cont'd.

2.9 Notices and Communications

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

2.10 Toll Service

- 1. If a residential Customer in any single month, accrues toll charges in excess of twice the average monthly toll charges of the Company's Customers in the same class of service or twice the actual monthly average of the individual Customer's charges, the Company will review the Customer's previous billing and payment history. If such review indicates that it is unlikely the Customer shall be able to pay such bill, the Company may contact the Customer to make inquiries concerning the abnormal usage. If the explanation is not satisfactory, the Company may require a security and/or payment of charges on the account to continue service. The Company may terminate service provided the Customer is given 48 hours advanced notice and the Customer makes no further attempt to secure and or pay the account in order to continue service. The 48-hour notification rule shall be waived and service will be terminated immediately in those situations where intentional Customer abuse of toll usage is evident.
- 2. If a Customer exceeds the average monthly toll charges of Company Customers in the same class of service and has exhibited a previous inability to pay such charges, the Company may impose toll control, where technically feasible, or a toll cap of \$100.00.

2.11 Transfer of Credit Balances

- 1. **Upon disconnection of services offered under this tariff, Cox may apply any remaining credit balance for such services against any unpaid amounts for services offered by a Cox Affiliated Company.**

(N)
(N)
(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

3.1 Local Exchange Service

The Company's local telephone service provides a Customer with the ability to connect to the Company's switching network 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 911 Emergency Service, or enhanced 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 800/888 telephone numbers;
- access to Telephone Relay Service.
- privacy protection (e.g. per call blocking);
- touch tone;
- a white pages directory listing.

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The following local exchange access services are offered by Cox:

Basic Residential Service (Local Line)
Basic Business Service (Local Business Line)
Home Office Service (a flat rated business service in a residence location)
Cox Connect Trunk Services

ISDN-PRI

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

3.1 Local Exchange Service

1. Service Areas/Calling Area

Where facilities are available, exchange and local service area is defined by the service area map on page 9, Application of Tariff.

1.1 Local Calling Areas

The Company's Phoenix and Tucson local calling area shall match the local calling area of Qwest as defined by Qwest Corporation Exchange and Network Services Price Cap Tariff, Section 5.1. and of any other ILEC as defined in tariffs on file with the ACC. If Cox is providing service in an area where a local calling area is not currently defined in ILEC tariffs, Cox will establish an appropriate local calling area that may include areas adjacent to ILEC local calling areas or to Cox's current local calling area.

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(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions

Reserved for Future Use

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Issued By: Martin Corcoran
Director, Tariff Development
Cox Communications, Inc.
1400 Lake Hearn Drive,
Atlanta, GA 30319

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line

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

1. Basic/Custom Calling Features

Basic/Custom Calling Features are optional central office services furnished to individual line business and/or residence customers. Basic/Custom Calling Features are available where facilities and operating conditions permit. (T)

(a.1) FEATURE DESCRIPTIONS -- BASIC

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

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

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

Call Return: Allows the Subscriber to make an outgoing call to the last number that called the subscriber.

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

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.

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1.(a.1) FEATURE DESCRIPTIONS -- BASIC

(T)

Repeat Dialing: Allows a subscriber to continually redial the last number he or she originates, despite whether the call was completed or not.

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

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

Priority Ringing: Allows the subscriber to create a list of telephone numbers. Incoming calls from these numbers ring in a distinctive sequence.

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

Call Forwarding No Answer: Forwards all incoming calls to a customer defined alternate number after a user defined number of rings.

Call Forwarding Remote Access: Allows the customer to edit, activate or deactivate Call Forwarding features remotely.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1(a.1) FEATURE DESCRIPTIONS -- BASIC

Auto Ring-Down Service: Allows a caller to be automatically connected to a pre-programmed telephone number, once the caller goes off-hook.

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.

(N)
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(N)

Distinctive Ring^o: Allows more than one directory number to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence.

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

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

(D)

^o Where facilities and operating conditions permit.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2.1(a.1) FEATURE DESCRIPTIONS -- BASIC

Six Way Calling: Allows a subscriber to conference in four other parties to an existing call so all six parties can speak together in the same conversation.

Busy Line Redial: Allows a Customer to automatically re-originate a call to the last dialed TN without having to redial the TN. After activation, if the TN is busy, the Customer does not hear the usual busy signal, but is notified and instructed by an announcement, after which automatic processing of the call continues for up to 30 minutes or until TN is idle. When both lines are idle, the calling party hears a special ring. When the calling party picks up the set, the called party's line rings.

3.1.2.1(a.2) FEATURE DESCRIPTIONS -- CUSTOM

Caller ID (Caller Name and Number Delivery): Allows the called party to see the name and telephone number of the calling party.

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

Call Waiting ID: Allows a Customer who is engaged in a conversation and receives an incoming call hears a special call waiting tone and is provided a visual display of the calling party's name and or number. The feature combines and enhances Caller ID and Call Waiting.

Privacy Control: Unidentified callers are intercepted and asked to identify themselves. The calling party's recorded name is provided to the called party. The called party can (1) accept the call, (2) reject the call, or (3) forward the call to voice mail. (D)
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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.2 Local Exchange Service, cont'd.

3.1.2.1(a.2) FEATURE DESCRIPTIONS -- Miscellaneous

(N)

Customer Originated Call Trace: Allows a Subscriber to initiate a trace on an incoming "nuisance" call.

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Remote Call Forwarding (RCF): Allows the Customer to rent a directory number (RCF base number) in a remote location. Calls placed to this number are automatically forwarded via the Company's network to the Customer's principal number. Toll calls will be carried using the Cox network. RCF is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF Customer without interfering with or impairing any services offered by Cox (or "the Company"). If additional RCF features at the call forwarding location or facilities at the terminating telephone are needed, the Customer will be required to subscribe for additional RCF features and facilities.

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(M1)

(M) Material relocated from page 56.
(M1) Material relocated from page 58.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

3.1.2.1(b) Reserved

(M/T)

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(M) Material moved to Pg. 193, Obsolete Services Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

2. Local Line, Rates and Charges

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

(a) Non-Recurring Charge	<u>Residential</u>		<u>Business</u>		<u>Home Office</u>		
	<u>Current</u>	<u>Max</u>	<u>Current^β</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>	
Line Connection Charge per line			\$45.00	\$50.00	\$45.00	\$50.00	
Lines 1-8 ^³	\$75.00	\$80.00					
when bundled	\$75.00	\$80.00					
Reconnect [*]	\$75.00	\$80.00					
Reactivation [†]	\$20.00	\$80.00					
FastConnect ^ϕ	\$20.00	\$80.00					
when bundled	\$20.00	\$80.00					
Transfer of Service ^Δ	\$75.00	\$80.00					
Self-Install	\$0.00	\$80.00					(R)
when bundled	\$0.00	\$80.00					(R)
Failed Self-Install [‡]	\$75.00	\$80.00					(I)
Seasonal Service	\$10.00	\$15.00	\$25.00	\$25.00			

^β New Cox Customers who port their numbers to Cox from another carrier will have the Business Cox Connection Charge (as stated above) waived. Customers adding new lines in addition to their ported lines (non-ported lines) will be subject to the tariffed installation rate.

^³ Line connection charge for the initial establishment of service includes connection of up to four lines per account. Each line thereafter will be charged the current rate as set forth above.

^{*} Reconnect Charge applies when Technician is required to be dispatched to Customer's premise.

[†] Reactivation Charge applies for electronic reconnect not requiring Technician to be dispatched to Customer's premise.

^ϕ FastConnect is an optional Line Connection service offered in situations where the customer need not be at home to complete the service installation.

^Δ Transfer of Service is a relocation of service within the Cox service area.

[‡] Failed Self-Install charge occurs if Cox Technician is dispatched to Customer's premise as a result of failed Self-Install attempt that is determined to be customer related.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

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

(a) Non-Recurring Charge	<u>Residential</u>		<u>Business</u>		<u>Home Office</u>	
	<u>Current</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>
Account Changes (per number after initial per billing record change	\$10.00	\$15.00	\$20.00	\$20.00	\$20.00	\$20.00
Line Restoral Charge (per line) [§]			\$35.00	\$80.00	\$35.00	\$80.00

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[§] Line Restoral Charge applies to Business Customers. Reconnect and Reactivation Charges apply to Residential Customers at rates set forth on Page 60.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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

(b) Monthly Recurring Charges and Service Descriptions

Residential Rates:

Cox Voice Preferred

Monthly Recurring Charge: \$20.00

Maximum Rate \$40.00

1. Cox Voice Preferred

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

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

Terms and Conditions

- 1. The applicable monthly recurring charge for Cox Voice Preferred will be billed in advance in accordance with rules of this tariff applicable to the payment of recurring charges for local exchange service.**
- 2. The unlimited toll calls under this package may be directly dialed from the line designated by the Customer to any place within Arizona, the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, CNMI, American Samoa and Canada.**

(M) Material moved to Page 194, Obsolete Services Section. (Flat-Rate Service)

(M1) Material moved from Page 121.2. (Monthly Recurring Charge and Maximum Rate)

(M2) Material moved from Page 121.1.

(M3) Material moved to Page 61.2. (Seasonal Service MRC and Maximum Rate)

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(M2)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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

(b) Monthly Recurring Charges and Service Descriptions, cont'd.

1. Cox Voice Preferred, cont'd.

Terms and Conditions, cont'd.

- 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.**

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(M) Material moved from Page 121.1.

(M) Material moved from Page 121.2.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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

(b) Monthly Recurring Charges and Service Descriptions, cont'd.

Residential Rates:

Seasonal Service

Monthly Recurring Charge: \$9.99

Maximum Rate \$10.00

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(M)

2. Temporary Suspension of Service - Customer Initiated (Seasonal Service)

(M1)

2.1 Seasonal Service - Residential

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

2.1.1 Terms and Conditions

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

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(M) Material moved from Page 61. (Seasonal Service MRC and Maximum Rate)

(M1) Material moved from Page 106.

(M2) Material moved from Page 107.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

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

C.2 Reserved for future use.

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(M)

(M) Material relocated to Page 156 – Obsolete Services.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

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

C.2 Reserved for future use.

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(M)

(M) Material relocated to Page 157 – Obsolete Services.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1.2 Local Exchange Service, cont'd.

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

(d.1) Reserved

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(M)

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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

(d.2) Business Optional Features	MRC^Δ	MRC MAX	NRC[♦]	NRC Max	
(per line equipped)	(\$)	(\$)	(\$)	(\$)	
Anonymous Call Rejection	N/C		N/C		
Auto Ring-Down Service	3.50	3.59	13.00	13.00	
Busy Line Redial	3.50	3.50	13.00	13.00	
Call Forwarding	3.50	3.50	13.00	13.00	
Call Forwarding - Busy	3.50	3.50	13.00	13.00	
Call Forwarding - Don't Answer	3.50	3.50	13.00	13.00	
Call Forwarding - Busy/Don't Answer	5.50	7.00	13.00	13.00	
Call Forwarding - Remote Access	3.50	3.50	13.00	13.00	
Call Return	3.50	3.50	13.00	13.00	
Call Transfer	3.50	3.50	13.00	13.00	
Call Waiting	7.00	7.00	13.00	13.00	
Call Waiting ID	12.00	12.00	13.00	13.00	
Caller ID	7.00	7.00	13.00	13.00	
Distinctive Ringing	3.50	3.50	13.00	13.00	
Long Distance Alert	3.50	3.50	13.00	13.00	
Priority Ring	3.50	3.50	13.00	13.00	
Remote Call Forwarding (RCF)	17.00	17.00	30.00	30.00	(T)
RCF Additional Paths	17.00	17.00	30.00	30.00	(T)
Selective Call Acceptance	3.50	3.50	13.00	13.00	
Selective Call Forwarding	3.50	3.50	13.00	13.00	
Selective Call Rejection	3.50	3.50	13.00	13.00	
Speed Calling - 8	3.50	3.50	13.00	13.00	
Speed Calling - 30	4.25	4.25	13.00	13.00	
Six-Way Calling	4.25	4.25	13.00	13.00	
Three-Way Calling	3.50	3.50	13.00	13.00	
Business Value Package	12.95	12.95	13.00	13.00	
Business ID Package	17.95	17.95	13.00	13.00	
Business Solution Package	21.95	21.95	13.00	13.00	

^Δ In response to a competitive offer, rates and charges may be provided on an individual case basis. Rates apply to Home Office Service offering as well as Business Service.

[♦] For Custom Calling Features ordered with initial service order, the Non-Recurring Charge will be waived.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

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

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Director, Regulatory Operations
Cox Communications, Inc.
6205-B Peachtree Dunwoody Rd.,
Atlanta, GA 30328

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

(M/T)

(M)

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

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

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Reserved

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

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3.4

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

Reserved for Future Use.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

4. Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.5 Reserved

(M/T)

(M)

(M) Material moved to Page 169, Obsolete Services Section.

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Director, Regulatory Operations
Cox Communications, Inc.
6205-B Peachtree Dunwoody Rd.,
Atlanta, GA 30328

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.5 Reserved

(M/T)

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(M) Material moved to Page 170.

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Cox Communications, Inc.
6205-B Peachtree Dunwoody Rd.,
Atlanta, GA 30328

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.5 Reserved

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

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Director, Regulatory Operations
Cox Communications, Inc.
6205-B Peachtree Dunwoody Rd.,
Atlanta, GA 30328

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.5 Reserved

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(M)

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

Issue Date: October 10, 2019

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Director, Regulatory Operations
Cox Communications, Inc.
6205-B Peachtree Dunwoody Rd.,
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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service

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1. General

Intrastate toll service is furnished for telephone communication between telephones in different local calling areas within the state in accordance with the regulations and schedules of charges specified in this tariff. In order to subscribe to Cox long distance, the Customer must subscribe to Cox local exchange service within a Cox serviceable area.

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Switched services transits the local facilities to the Public Switched Telephone Network (PSTN) before being switched to the Interexchange Carrier's (IXC's) network to complete a long distance or toll free call. These calls are subject to all Local Exchange Carrier (LEC) originating and terminating charges.

2. Timing of Messages

- (a) Unless otherwise indicated, all calls for residential Customers are timed in sixty (60) second increments and are rounded up to the next whole minute. Unless otherwise indicated, all calls for business Customers are timed in six (6) second increments and are rounded up to the next 6-second increment.
- (b) For station to station calls, call timing begins when a connection is established between the calling and called stations.
- (c) For person to person calls, call timing begins when connection is established between the calling person and the particular person, station, or mobile unit specified, or an agreed upon alternate.
- (d) Call timing ends when the called station "hangs up," thereby releasing the network connection. If the called station hangs up but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network, or by the Company operator.
- (e) Calls originating in one time period as defined in 3.1.6.4 and terminating in another will be billed the rates in effect at the beginning of the billing increment.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

3. Residential and Business Rates

Cox will charge the following rate(s) without regard to mileage as follows:

	<u>Day</u>	<u>Evening</u>	<u>Night</u>	
<u>Direct Dialed:</u>				
Residential Rate				
per Minute	\$0.14	\$0.14	\$0.14	
Max Rate	\$0.40	\$0.40	\$0.40	
Business Rate				
per 6-second				
increment	\$0.015	\$0.015	\$0.015	
Max Rate	\$0.04	\$0.04	\$0.04	
<u>Residential Operator Assisted Calls:</u>				
Rate per Minute	\$0.35	\$0.35	\$0.35	
Max Rate	\$0.70	\$0.70	\$0.70	(N)
<u>Business Operator Assisted Calls:</u>				
Rate per Minute	\$0.25	\$0.25	\$0.25	

4. 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
All day Saturday, Sunday and Holidays.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service , cont'd.

5. Reserved

6. Optional Calling Plans

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Simply Five Savings Plan

This optional calling plan will provide Cox Residential Customers a competitively price alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate and interstate calls with a monthly recurring charge (MRC) of \$4.95. The MRC may be waived on a promotional basis.

	MRC	Max Rate
Monthly Charge:	\$4.95	\$8.00
Per Minute:	\$0.05	\$0.20

(M) Material moved to Page 160, Obsolete Services section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

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6. Optional Calling Plans, cont'd.

Cox Business Solutions Calling Plan

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

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

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

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6. Optional Calling Plans, cont'd.

Cox Business Solutions Calling Plan

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

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

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6. Optional Calling Plans, cont'd.

Cox Business Enterprise Calling Plan

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

Cox Business Internet Service	Cox Private Line Service
Cox Metro Ethernet Service	Cox Business Video Service

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

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

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6. Optional Calling Plans, cont'd.

Cox Business Enterprise Calling Plan

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

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

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(M) Material relocated to Page 161, Obsolete Services section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

CBS Minute Pack 100

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$7.50 (I)	\$10.00	\$0.075 (I)	\$0.10
2 Year	\$7.20 (I)	\$10.00	\$0.072 (I)	\$0.10
3 Year	\$7.00 (I)	\$10.00	\$0.070 (I)	\$0.10
4 Year	\$6.90 (I)	\$10.00	\$0.069 (I)	\$0.10
5 Year	\$6.80 (I)	\$10.00	\$0.068 (I)	\$0.10

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CBS Minute Pack 250

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$14.00 (I)	\$20.00	\$0.056 (I)	\$0.10
2 Year	\$13.00 (I)	\$20.00	\$0.052 (I)	\$0.10
3 Year	\$12.00 (I)	\$20.00	\$0.048 (I)	\$0.10
4 Year	\$11.75 (I)	\$20.00	\$0.047 (I)	\$0.10
5 Year	\$11.50 (I)	\$20.00	\$0.046 (I)	\$0.10

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

CBS Minute Pack 500

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

Term Options	MRC	MRC	Overage	Overage
	Current	Maximum	Current	Maximum
1 Year	\$26.00 (I)	\$40.00	\$0.050 (I)	\$0.10
2 Year	\$25.00 (I)	\$40.00	\$0.048 (I)	\$0.10
3 Year	\$23.00 (I)	\$40.00	\$0.046 (I)	\$0.10
4 Year	\$22.50 (I)	\$40.00	\$0.045 (I)	\$0.10
5 Year	\$22.00 (I)	\$40.00	\$0.044 (I)	\$0.10

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CBS Minute Pack 1000

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

Term Options	MRC	MRC	Overage	Overage
	Current	Maximum	Current	Maximum
1 Year	\$48.00 (I)	\$80.00	\$0.048 (I)	\$0.10
2 Year	\$47.00 (I)	\$80.00	\$0.047 (I)	\$0.10
3 Year	\$45.00 (I)	\$80.00	\$0.045 (I)	\$0.10
4 Year	\$44.00 (I)	\$80.00	\$0.044 (I)	\$0.10
5 Year	\$43.00 (I)	\$80.00	\$0.043 (I)	\$0.10

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

CBS Minute Pack 2500

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$109.00 (I)	\$200.00	\$0.0436 (I)	\$0.10
2 Year	\$105.00 (I)	\$200.00	\$0.042 (I)	\$0.10
3 Year	\$100.00 (I)	\$200.00	\$0.040 (I)	\$0.10
4 Year	\$97.50 (I)	\$200.00	\$0.039 (I)	\$0.10
5 Year	\$95.00 (I)	\$200.00	\$0.038 (I)	\$0.10

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CBS Minute Pack 5000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$200.00 (I)	\$370.00	\$0.040 (I)	\$0.10
2 Year	\$195.00 (I)	\$370.00	\$0.039 (I)	\$0.10
3 Year	\$190.00 (I)	\$370.00	\$0.038 (I)	\$0.10
4 Year	\$185.00 (I)	\$370.00	\$0.037 (I)	\$0.10
5 Year	\$180.00 (I)	\$370.00	\$0.036 (I)	\$0.10

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

CBS Minute Pack 7500

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$280.00 (I)	\$500.00	\$0.0373 (I)	\$0.06
2 Year	\$275.00 (I)	\$500.00	\$0.0367 (I)	\$0.06
3 Year	\$270.00 (I)	\$500.00	\$0.0360 (I)	\$0.06
4 Year	\$260.00 (I)	\$500.00	\$0.0347 (I)	\$0.06
5 Year	\$255.00 (I)	\$500.00	\$0.0337 (I)	\$0.06

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CBS Minute Pack 10,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$360.00 (I)	\$500.00	\$0.0360 (I)	\$0.055
2 Year	\$335.00 (I)	\$500.00	\$0.0335 (I)	\$0.055
3 Year	\$310.00 (I)	\$500.00	\$0.0310 (I)	\$0.055
4 Year	\$305.00 (I)	\$500.00	\$0.0305 (I)	\$0.055
5 Year	\$295.00 (I)	\$500.00	\$0.0295 (I)	\$0.055

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

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6. Optional Calling Plans, cont'd.

CBS Minute Pack 20,000

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

Term Options	MRC	MRC	Overage	Overage
	Current	Maximum	Current	Maximum
1 Year	\$600.00	\$1000.00	\$0.0300	\$0.05
2 Year	\$575.00	\$1000.00	\$0.0288	\$0.05
3 Year	\$525.00	\$1000.00	\$0.0263	\$0.05
4 Year	\$520.00	\$1000.00	\$0.0260	\$0.05
5 Year	\$500.00	\$1000.00	\$0.0250	\$0.05

CBS Minute Pack 40,000

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

Term Options	MRC	MRC	Overage	Overage
	Current	Maximum	Current	Maximum
1 Year	\$1150.00	\$1500.00	\$0.0288	\$0.05
2 Year	\$1075.00	\$1500.00	\$0.0269	\$0.05
3 Year	\$1000.00	\$1500.00	\$0.0250	\$0.05
4 Year	\$960.00	\$1500.00	\$0.0240	\$0.05
5 Year	\$920.00	\$1500.00	\$0.0230	\$0.05

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

(T)

6. Optional Calling Plans, cont'd.

CBS Minute Pack 50,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$1400.00	\$1800.00	\$0.028	\$0.05
2 Year	\$1300.00	\$1800.00	\$0.026	\$0.05
3 Year	\$1200.00	\$1800.00	\$0.024	\$0.05
4 Year	\$1200.00	\$1800.00	\$0.024	\$0.05
5 Year	\$1150.00	\$1800.00	\$0.023	\$0.05

CBS Minute Pack 75,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$1900.00	\$2300.00	\$0.0253	\$0.05
2 Year	\$1800.00	\$2300.00	\$0.0240	\$0.05
3 Year	\$1750.00	\$2300.00	\$0.0233	\$0.05
4 Year	\$1725.00	\$2300.00	\$0.0230	\$0.05
5 Year	\$1650.00	\$2300.00	\$0.0220	\$0.05

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

(T)

6. Optional Calling Plans, cont'd.

CBS Minute Pack 100,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$2450.00	\$2800.00	\$0.0245	\$0.05
2 Year	\$2350.00	\$2800.00	\$0.0235	\$0.05
3 Year	\$2250.00	\$2800.00	\$0.0225	\$0.05
4 Year	\$2200.00	\$2800.00	\$0.0220	\$0.05
5 Year	\$2200.00	\$2800.00	\$0.0220	\$0.05

CBS Minute Pack 125,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$3000.00	\$3400.00	\$0.024	\$0.05
2 Year	\$2875.00	\$3400.00	\$0.023	\$0.05
3 Year	\$2750.00	\$3400.00	\$0.022	\$0.05
4 Year	\$2750.00	\$3400.00	\$0.022	\$0.05
5 Year	\$2625.00	\$3400.00	\$0.021	\$0.05

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

(T)

6. Optional Calling Plans, cont'd.

CBS Minute Pack 150,000

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

Term Options	MRC		Overage	
	Current	Maximum	Current	Maximum
1 Year	\$3450.00	\$3800.00	\$0.023	\$0.05
2 Year	\$3300.00	\$3800.00	\$0.022	\$0.05
3 Year	\$3150.00	\$3800.00	\$0.021	\$0.05
4 Year	\$3150.00	\$3800.00	\$0.021	\$0.05
5 Year	\$3000.00	\$3800.00	\$0.020	\$0.05

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

CBS Minute Pack 400,000

This optional long distance call plan provides Cox Business Customers a block of 400,000 minutes of direct dialed intrastate and interstate long distance and toll free service. The block of 400,000 minutes is shared among a Business Customer's access lines. Any remaining minutes at the end of the billing period will not rollover to the next month. Toll minutes in excess of the 400,000-minute block will be assessed as detailed below. All minutes will be billed in six second increments and rounded up to the nearest six-second increment. If this Minute Pack is terminated prior to the expiration of the selected term, or Customer fails to meet all of the conditions set forth in this tariff, Cox may, at its option: (i) re-rate Customer's usage to the nearest qualifying plan or (ii) charge Customer the standard rates for service under this tariff up to the date of termination, whichever is greater.

Term Options	MRC	MRC	Overage	Overage
	Current	Maximum	Current	Maximum
1 Year	\$4450.00	\$4800.00	\$0.010	\$0.05
2 Year	\$4300.00	\$4800.00	\$0.010	\$0.05
3 Year	\$4200.00	\$4800.00	\$0.010	\$0.05
4 Year	\$4100.00	\$4800.00	\$0.010	\$0.05
5 Year	\$4000.00	\$4800.00	\$0.010	\$0.05

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

1. Optional Calling Plans, cont'd.

COX OFFICE SOLUTIONS MINUTE PAK

200 Minutes of Long Distance Service

The Cox Office Solutions Minute Pak includes a block of 200 minutes of direct dialed interstate and intrastate long distance. The block of 200 minutes is shared among a Business Customer's access lines. Any unused minutes remaining at the end of the billing period will not carryover to the next billing period. Intrastate minutes will be billed at 5 cents per minute.

Monthly Recurring Charge \$10.00

The Business Nickel Call Plan

This Business **Nickel** call plan provides Cox Business Customers a competitively priced alternative to the standard long distance plan. The call plan is available to new and existing customers who choose Cox Long Distance for both PIC and LPIC **and subscribe to at least a one-year term agreement.** The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly recurring charge **and billed in six second increments.** Additionally, there is a complementary interstate **Business Nickel** call plan that includes state-to-state calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. **Additional, as an added benefit, the Customer will receive free LD minutes each month depending on the number of lines associated with the account pursuant to the table below.**

Current		Maximum
<u>Rate</u>		<u>Rate</u>
Per six-second increment:	\$0.005	\$0.01

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

Cox Business Unlimited LD Call Plan

General

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

- Up to a maximum of 10 flat-rated Business Access Lines, except IP-Centrex lines (lines are priced separately);
- Unlimited intraLATA outbound toll minutes;
- Unlimited interLATA outbound toll minutes;
- Calls are timed in 6-second increments and rounded up to the next 6-second increment.

Terms and Conditions

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

(N)
(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

Cox Business Unlimited LD Call Plan, cont'd

5. The Company may monitor the Customer's toll usage subject to this Plan. If the Customer uses the toll minutes under this Plan for outbound telemarketing, call centers or non-voice services, including but not limited to, data services or any other service listed below, the Customer will be presumed to be in violation of the usage restrictions of this Plan. It shall be the responsibility of the Customer to demonstrate to the Company that the usage is not in violation of the usage restrictions specified herein. Usage restrictions apply and may not be used in conjunction with the following:
- a. Auto dialers, power dialers, any type of automatic outbound dialing or predictive calling/dialing system
 - b. Call Center applications
 - c. Automatic Call Distribution (ACD) Systems
 - d. Long distance Internet access
 - e. Resale of unlimited minutes
 - f. PBX trunks or services
 - g. Non-square electronic key and hybrid telephone systems
 - h. Ground start line or trunks
 - i. ISDN services
 - j. Public telephone services
 - k. Public access smart-pay phones
 - l. The functional equivalent of any system listed above
6. If the Company determines that a Customer has failed to demonstrate that the usage is not in violation of any of the usage restrictions, the Customer is no longer eligible for this plan and the Company may immediately move the Customer's toll service to another plan offered under this tariff.

Rates and Charges

	Standalone Service			Bundled Services					
	Current Rate	Max Rate	1 Year Term	Max Rate	2 Year Term	Max Rate	3 Year Term	Max Rate	
Cox Unlimited Call Plan	\$28.00 (I)	\$40.00	\$25.50 (I)	\$40.00	\$24.25 (I)	\$40.00	\$23.00 (I)	\$40.00	(I)
Bundled with iVoIP Anywhere or Office Packages	\$18.00 (I)	\$30.00	\$18.00 (I)	\$30.00	\$18.00 (I)	\$30.00	\$18.00 (I)	\$30.00	(I)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

(M) Material moved to Page 182, Obsolete Services Section.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M) Material moved to Page 187, Obsolete Services Section.

(M)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(M/T)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Reserved

(T)

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.2 Directory Assistance with Call Completion

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

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

	<u>Current</u>	<u>Maximum</u>	
Residential Per Call	\$2.49	\$5.00	
Business Per Call	\$2.49 (I)	\$5.00	(I)

The Customer may request a maximum of three telephone numbers per call.

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

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

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

3.2.3 Exemptions

Directory Assistance charges will not apply to calls originating from the following:

1. The Primary Line where a disabled person presently and normally resides, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.
2. A business or Home Office account which is solely owned and operated by a disabled person, who is certified as being unable to use the telephone directory due to a visual or motor impairment, or as being unable to read.

The Company will also consider, on a case by case basis, persons who have been certified as having a significant mentally related health impairment. The Customer will be responsible for obtaining the Exemption From Directory Assistance Charges form from the Company, as well as properly filling out the form for self, and, in the case of a residential account, any authorized user in the account who is disabled. The form must be signed by a competent authority including a doctor of medicine, ophthalmologist, optometrist, registered nurse, therapist or a staff member of a hospital, institution or public agency, who will verify the physical disability and qualification for exemption status. A qualified person to certify illiteracy includes teachers, social workers, or professional staff of literacy agencies, social services agencies or community service centers (including literacy volunteers). The eligibility certificate for disability is subject to any reasonable verification by the Company.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.2.3 Exemptions (cont'd)

Calls placed to Directory Assistance Service by a certified disabled person will be exempt only up to a 100-call limit per month. Calls placed over this limit will incur the normal DA charge. Operator surcharges associated with DA calls will not apply to exempt disabled accounts.

(T)

3.3 Operator Assistance

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

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

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

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

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.3 Operator Assistance, cont'd.

3.3.1 Operator Assisted Surcharges: The following surcharges will be applied on a per call basis.

	<u>Residential</u>	Business	<u>Max Rate</u>
	<u>Current</u>	Current	
Third Number Billing (Operator Dialed)	\$4.00	\$4.00 (I)	\$10.00
Third Number Billing (Customer Dialed)	\$4.00	\$4.00 (I)	\$10.00
Calling Card (Operator Dialed)	\$3.00	\$3.00 (I)	\$10.00
Collect Calling (Operator Dialed)	\$4.00	\$4.00 (I)	\$10.00
Collect Calling (Customer Dialed)	\$4.00	\$4.00 (I)	\$10.00
Person to Person (Operator Dialed)	\$5.00	\$5.00 (I)	\$10.00
Person to Person (Customer Dialed)	\$5.00	\$5.00 (I)	\$10.00
Station to Station (Operator Dialed)	\$3.00	\$3.00 (I)	\$10.00
General Assistance	N/C	N/C	

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.3.2 Reserved

(M)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings

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

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

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

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

3.4.4 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto. (T)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

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

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

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

A Nonpublished Telephone Service will be furnished, at the Customer's request providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customers telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Nonpublished Listings are as specified in Section 3.4.6.

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

3.4.6 (cont'd)

- 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.

3.4.7 Directory Listings Rates

	<u>Residential</u>				<u>Business</u>					
	<u>Monthly</u>		<u>NRC</u>		<u>Monthly</u>		<u>NRC</u>			
	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>		
Primary Listing	N/C	N/C	N/C	N/C	N/C	N/A	N/A	N/A	N/A	
Add'l/Foreign List	\$2.00	5.00	\$5.00	\$10.00	\$3.50	\$5.00	\$20.00	\$20.00		
Non-Published	\$2.00	5.00	\$5.00	\$10.00	\$2.00	\$5.00	\$20.00	\$20.00		
Unlisted	\$2.00	5.00	\$5.00	\$10.00	\$2.00	\$5.00	\$20.00	\$20.00		
Change Listing	N/A	N/A	\$3.00	\$10.00	N/A	N/A	\$20.00	\$20.00		(R)
Number Change ^{††}	N/A	N/A	\$25.00	\$40.00	N/A	N/A	\$0.00	\$40.00		(N)

^{††} **Number Change Charge applies for Customers changing Telephone Numbers.**

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(N)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.4 Directory Listings, cont'd.

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.5 Emergency Services (Enhanced 911)

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

3.6 Custom Telephone Numbers

When establishing service where a new telephone number is assigned, the Company may attempt to match the last four digits of the Customer's previous telephone number at no additional charge. Custom Telephone Number will charges apply for all other specifically requested telephone numbers. At the Customer request, 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 herein and in Section 2.1.3.

The following charges will apply for Custom Telephone Numbers:

	Non-Recurring (per number)		Monthly Recurring (per number)	
	<u>Current</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>
Residential	\$50.00	\$75.00	\$0.00	\$0.00
Business	\$100.00	\$250.00	\$3.50	\$10.00

3.7 Residential Customer Referral Discount Coupon.

A one-time discount coupon will, at the companies discretion, be distributed from Cox Communication employees and referring Cox Digital Telephone subscribers, entitling new Customers to a discount on Cox Digital Telephone (CDT) Service. To redeem the coupon, it must be presented as described on the coupon and within 90 days of CDT installation. A new Customer is defined as one who has never subscribed to Cox Digital Telephone Service prior to submitting the referral coupon.

3.8 Telecommunications Relay Service (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.1 Promotional Offerings

The Company, from time to time, may make promotional offerings **or sweepstakes** (T)
give-away offers of its services **primarily to non-profit 501c (3) organizations** (T)
which may include waiving or reducing the applicable charges for the promoted service
or to include a sweepstake offer of free service of up to one year for a random (T)
winner. Such promotions may be used for lead generation raffles, radio (T)
promotions or similar events that may include providing such offering to the (T)
customer. The promotional offerings may be limited as to the duration, the date and (T)
times of the offerings and the locations where the offerings are made.

4.2 Competitive Response.

A. Residence Competitive Response Program

1. Description:

The Residence Competitive Response Program is an offering to Residential Customers who qualify under one of the three categories below. In accordance with the terms of this Residence Competitive Response Program, Cox may offer incentive(s) to such current or prior residential Customers, who:

- no longer subscribe to Cox Digital Telephone (CDT), or
- requests disconnection of existing service to establish service with a telecommunications provider for their local service, intraLATA MTS and/or interLATA long distance services, or
- choose to stay with Cox after a solicitation from a competing telecommunications provider.

2. Terms and Conditions:

- a. Cox reserves the right to discontinue this offer, without further proceedings or approvals, upon fourteen (14) days' notice to the Arizona Corporation Commission (ACC).
- b. Cox will determine periods and provisions of this offer, pending ACC approval.
- c. Qualifying residential Customers are required to have a satisfactory credit rating with in accordance with Section 2.5 above.
- d. Cox shall use reasonable business efforts so that similarly situated Customers are offered similar incentive credits in similar circumstances.
- e. The Residence Competitive Response Program is a competitive response only and is not available for resale.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.2 Competitive Response, cont'd.

A. Residence Competitive Response Program, cont'd.

3. Rates and Charges:

- a. Customers who qualify under the Terms and Conditions of this tariff may receive either a waiver of the current nonrecurring charge, up to three months of recurring rates, or both, on selected services determined by the Company. Amounts and types of the waivers will vary. In addition, residential Customers may be eligible for waivers of intraLATA and interLATA long distance charges.
- b. Incentive amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total credit amount will not exceed the total nonrecurring charge(s) plus three months service of the monthly rate(s).

B. Business Competitive Response Program (BCRP):

1. Description:

The Business Competitive Response Program is an offering to existing and potential new Business Customers who qualify under one of the four categories below. In accordance with the terms of this Business Competitive Response Program, Cox may offer incentive(s) to such new, current or prior Business Customers, who:

- no longer subscribe to Cox Digital Telephone (CDT), or
- requests disconnection of existing service to establish service with a telecommunications provider for their local service, intraLATA MTS and/or interLATA long distance services, or
- choose to stay with Cox after a solicitation from a competing telecommunications provider, or
- as an inducement to subscribe to Cox Digital Telephone.

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.2 Competitive Response, cont'd.

B. Business Competitive Response Program (BCRP), cont'd.

2. Terms and Conditions:

- a. The Company may offer qualifying Business Customers incentives in the form of credits on the Customers' bills after those Business Customers actually establish the agreed upon service with Cox.
- b. Business Customers may receive the incentive credit(s) only in connection with services that are established with and provided by Cox.
- c. On contractual services, Business Customers are required to sign a contract in order to receive the incentives described below.
- d. Business Customers who receive the Competitive Response Program credit(s) are required to remain with Cox for a minimum of one year or be billed all of the nonrecurring charge(s) and monthly rate(s) waived.
- e. Cox reserves the right to discontinue this offer, without further proceedings or approvals, upon fourteen (14) days' notice to the Arizona Corporation Commission (ACC).
- f. Cox will determine periods and provisions of this offer, pending ACC approval.
- g. Qualifying Business Customers are required to have a satisfactory credit rating with in accordance with Section 2.5 above.
- h. Cox shall use reasonable business efforts so that similarly situated Customers are offered similar incentive credits in similar circumstances.
- i. The Business Competitive Response Program is a competitive response only and is not available for resale.
- j. The recipients of the BCRP offer and the amount of the offer will be at the sole discretion of the Company, however, the total value to the Customer will not exceed the cumulative value in 3.a, following.**

(T)

(T)
(T)
(T)

3. Rates and Charges:

- a. Business Customers who qualify for this tariff under the Terms and Conditions above may receive a maximum of either a waiver of the current nonrecurring charge(s), or up to three months of the current monthly rate(s), or both, on selected services as determined by Cox. In addition, Business Customers may be provided waivers of intraLATA and interLATA long distance charges.
- b. Incentive amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total credit amount will not exceed the total nonrecurring charge(s) plus three months service of the monthly rate(s).

LOCAL EXCHANGE SERVICE

SECTION 4 - Promotional Offerings

4.3 Cox Loyalty Award

The Company, at its option, may provide a Residential Customer with a Loyalty Award of up to \$100 as a service credit or a gift card to thank the Customer for their continued loyalty to the Cox suite of services.

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 5 - Individual Case Basis (ICB) Arrangements

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

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

Services not detailed in this tariff, but offered on a case-by-case basis include, but are not limited to:

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

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

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

LOCAL EXCHANGE SERVICE

SECTION 6 - Residential Assistance Offerings

6.1 Reserved for future use.

(D)

(D)

LOCAL EXCHANGE SERVICE

SECTION 6 - Residential Assistance Offerings

6.2 Reserved for future use.

(D/T)

(D)

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LOCAL EXCHANGE SERVICE

SECTION 6 - Residential Assistance Offerings

6.2 Reserved for future use.

(D/T)

(D)

LOCAL EXCHANGE SERVICE

SECTION 6 - Residential Assistance Offerings

6.3 Arizona Low-Income Telephone Assistance Program

The Arizona Low-Income Assistance Program provides for a credit against the monthly recurring charge for residential service for eligible Customers. The credit is available to low income Customers who meet eligibility requirements established by A.R.S. 46-701, 702, 703, 704. The applicant must be a head of household, 65 years of age or older, and have a household income at or below the poverty level. The credit is available only to the Customer's principal residence and only the primary line.

The non-recurring charges to change to or from this service will be waived.

The monthly credit is a 17% discount off of the following residential service rates:

- * **Cox Voice Preferred (See Section 3.1.2.2).**
- * Maintenance of inside wire.

(C)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.1 Toll Restriction

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

7.1.1 Terms and Conditions

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

7.1.2 Rates and Charges

	<u>NRC</u>	<u>Monthly</u>
Business, per line or trunk	\$25.00	\$3.50
Residence, per line	see section 3.1.2.2 (c.1), page 62	

7.2 Employee Discounts

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

7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)

7.3.1 Seasonal Service - Residential

See Page 61.2 for Rates, Terms and Conditions for Residential Seasonal Service.

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(T)
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(T)
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(M)

(M) Material moved to Page 61.2.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

**7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)
(cont'd)**

7.3.1 Seasonal Service – Residential, cont'd.

See Page 61.2 for Rates, Terms and Conditions for Residential Seasonal Service.

(M/T)
(T)

(M)

(D)

(D)

(M) Material moved to Page 61.2.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

**7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)
(cont'd)**

7.3.2 Seasonal Service – Business

(M)

7.3.2.1 General

The Cox Business Seasonal Telephone Program provides commercial customers that only conduct business during certain months of the year an alternative to either disconnecting their service or leaving it idle during the inactive business months. The following services are provided under Seasonal Service:

1. The customer pays a discounted monthly tariffed rate to keep the telephone number active.
2. The customer will not pay installation charges upon their return.
3. The customer will be able to keep their phone number.
4. The customer will be able to use voice mail while they are gone, but cannot place any calls from their phone under seasonal status.
5. For an additional charge, the customer may have a referral number if they choose.

7.3.2.2 Conditions of the Offer

1. Customer must have active business line service for at least 3 months prior to subscribing to seasonal service.
2. The minimum period of time that a customer can be on seasonal is 3 months.
3. The maximum period of time that a customer can be on seasonal is 6 months.

(M)

(M) Material has been relocated from Page 107

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

**7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)
(cont'd)**

(N)

7.3.2 Seasonal Service – Business, cont'd.

7.3.2.2 Conditions of the Offer, cont'd.

4. Seasonal can only be activated once in a 12 month period per account.
5. The minimum contract period for a customer to qualify for seasonal is 2 years.
6. An existing customer who signs up for seasonal agrees to extend their contract by either the original term of the contract or an additional year. The term of the new contract must be longer than the remaining term of the existing contract.
7. The customer either provides a forwarding address to receive their statements during the time seasonal is active, or verifies that the current billing address is accurate and active during this period of time. The customer must also provide a contact name and number if different than the non-seasonal contact information. Service will be disconnected on delinquent accounts greater than 45 days.
8. The customer must call Cox to activate seasonal and again to deactivate seasonal. A two business day minimum notice is required between 8am-5pm, Monday through Friday (excluding holidays).
9. Customer must sign this Seasonal Telephone Program Agreement and an Addendum Service Agreement in order to receive this service.

7.3.2.3 Service Options Include:

1. Straight seasonal - no features, Business Line is void of dial tone, eliminating the ability to make or receive calls.
2. Forward to Voice Mail –The Business Line has no dial tone.
3. Auto-dial to Alarm Service - occurs only if line with this feature goes off hook; line has no dial tone.
4. Remote Call Forwarding - line has no dial tone. Toll charges may apply.

7.3.2.4 Rates and Pricing:

1. One time charge to activate or de-active, \$25 NRC
2. Monthly recurring rate during seasonal service, \$9 MRC
3. Additional MRC for Remote Call Forwarding (option 4), \$4.50 MRC
4. Additional services and features are priced at tariff or promotional rates.

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved

(M/T)

(M)

(M) Material moved to Page 190, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved

(M/T)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.4 Reserved

(M/T)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System

(N)

1. General TSP Description-

Cox TSP provides priority Cox services to Federal Government Agencies and authorized users for provisioning and restoration of services within defined critical and emergency situations. The Cox TSP System is designed to meet the requirements of the Federal Communications Commission (FCC) to expedite provisioning and restoration of mission-critical telecommunications services outlined under the Federal TSP Program and National Communications System (NCS 3-1). Additional sources of reference 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 NCS 3-1, Section 15 plus an "Emergency" category:

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System, Cont'd.

(N)

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.

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.

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System, Cont'd.

(N)

4. Qualifying TSP Services, cont'd.

- 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 only to 100% Cox "on-net" Cox-owned switched or special access services and does not include any resell, type II or UNE/EEL type of facilities in which Cox may not control or provision all or part of the services providers. The Cox TSP System also applies only to Customers directly contracted with Cox. The TSP System applies only to NS/EP telecommunications services as outlined in NCSD 3-1, Section 7 "Scope of the NS/EP TSP System".

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System, Cont'd.

(N)

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 is 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.

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System, Cont'd.

(N)

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, a Cox Customer must forward a service order containing the TSP Authorization Code to Cox at the following location:

Cox Business Services
Government Sales Manager
1550 W. Deer Valley Road
Phoenix, AZ 85027
Phone 623-328-3199
Fax 623-322-7500

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.

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.5 Telecommunications Service Priority (TSP) System, Cont'd.

(N)

8. Rate Applications, Cont'd.

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

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

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.

	<u>Non-Recurring Charges</u>	<u>Monthly</u>
Priority Provisioning Installation (per line or trunk, or per circuit)	\$140.00	N/A
Priority Restoration Level Implementation (per line or trunk, or per circuit)	\$140.00	N/A
Priority Level Change (per line or trunk, or per circuit)	\$5.00	N/A
Administration & Maintenance of Priority Restoration (per circuit, line or trunk)	N/A	\$5.00
Labor, construction, special Equipment , additional facilities, and other resources related to delivery of services under TSP conditions.	ICB	ICB

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.6 Foreign Exchange Service

1. General

Foreign Exchange Service (FX) provides dial tone service in an exchange different from which the Customer would normally be served. The service is available to Business Customers and is provided as a voice grade service.

2 Regulations

1. FX is available only between exchanges where all facilities and service points are located in the same LATA.
2. FX may not be used as a means to bypass charges for intraLATA or interLATA toll services.

3. Directory Listings

1. One directory listing will be provided for FX in the exchange where the Customer's dial tone is obtained.
2. Additional listings will be provided at regular rates and charges.
3. Listings in other directories will be provided at the regular rate for foreign listings.

4. Rates

	<u>NRC</u>		<u>MRC</u>		
	<u>Current</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>	
1. <u>Service Provisioning</u>					
Initial	\$50 (R)	\$500	\$0	\$0	(R)
Subsequent	N/C (R)	\$250	\$0	\$0	(R)
2. <u>Network Access</u>					
Per DS1/PRI	\$0	\$0	\$20 (R)	\$180	(R)
Per Line	\$0	\$0	\$5 (R)	\$45	(R)

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.7 Trouble Isolation Charge

Trouble Isolation Charge applies to Business Customers that do not subscribe to the Company's inside wire maintenance plan, Cox Service Assurance Plan (CSAP), for each repair visit made to a premises to test the access line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities.

NONRECURRING CHARGE:

Business: Maximum = 450.00, Current = \$300.00

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.8 Cox Nationwide 1,000 Minute Call Plan:

A. General:

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

B. Eligibility:

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

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

(N)

C. Terms and Conditions:

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

D. Rates and Charges:

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

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.9 Reserved

(M/T)

(M)

(M) Material moved to Page 195, Obsolete Services Section.

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.9 Reserved

(M/T)

(M)

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LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.9 Residential Bundled Services Packages

3. Reserved

(M/T)

(M)
(M1)

(M1)

(M) Material moved to Page 61.
(M1) Material moved to Page 61.1.

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.9 Residential Bundled Services Packages

3. Reserved

(M/T)

(M)

(M1)
(M1)
(M1)

(M) Material moved to Page 61.1.

(M1) Material moved to Page 61. (Monthly Recurring Charge and Maximum Rate)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service

(N)

1. General

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

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

2. Eligibility Requirements

A Customer who desires to receive service shall satisfy the following obligations to Company:

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

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

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service, cont'd.

(N)

2. Eligibility Requirements (cont'd)

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service, cont'd.

2. Eligibility Requirements (cont'd)

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

(N)

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service, cont'd.

(N)

2. Eligibility Requirements (cont'd)

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.10 Emergency Locator Service, cont'd.

(N)

2. Eligibility Requirements (cont'd)

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

3 Rates and Charges

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

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

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

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

(N)

LOCAL EXCHANGE SERVICE

SECTION 7 - Miscellaneous Service Offerings

7.11 Reserved

(M/T)

(M)

(M) Material relocated to Page 159, Obsolete Service Offerings

(N)

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

(M)

Digital Centrex – FITS I and FITS II is obsolete and will not be offered to new Customer as of January 10, 2001. 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 centrex service.

(N)

1. GENERAL

(N)

Digital Centrex Fiber Integrated Telephone Service (FITS) I is a flat rate business service with a 5 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 offices, where facilities and operating conditions permit.

(M)

FITS I standard features are included on all lines in the system as defined in (B.) below. FITS II features which are included on all lines in the system are defined in (C.) Enhanced Features following.

- 1) Digital Centrex Service is provided over loop start facilities which link the Company-provided Centrex dial switching equipment and customer-provided equipment.
- 2) Digital Centrex FITS I equips all lines in the system with the standard features shown Section B. 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 Digital Centrex FITS II enhanced features specified in Section D., 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 Digital Centrex 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

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

(M)

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.

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
- Distinctive Ring
- Direct Inward Dialing (DID)
- Direct Outward Dialing (DOD)
- Hunting
- Line Treatments
- Station-to-Station Dialing
- Three-Way Conference Calling
- Touch-Tone

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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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

(M)

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.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

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.

3.1.4.4 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
- Directed Call Pickup
- Speed Calling
- Automatic Callback
- Call Forward of Call Waiting Calls
- Call Park
- Enhanced Hunting Arrangement
- Multi Line Hunt Group(MLHG)
- Last Number Redial
- Conference Calling - up to 6 Way

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(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

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 Centrex 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 Centrex 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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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

Enhanced Hunting Arrangements Incoming - calls to a busy Centrex 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 Centrex 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 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.

(M)

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

- (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.

3.1.4.6 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.

(M)

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

(M)

RATES AND CHARGES, cont'd

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

- 1) Flexible Pricing Plan
 - (a) Digital Centrex I and II service equivalent link and equivalent port rates may be decreased selectively and in varying amounts, so long as the rates cover their relevant costs.
 - (b) Digital Centrex I and II service equivalent line and equivalent port rates may be increased selectively and in varying amounts not to exceed 25% per year.
 - (c) The Company reserves the right to change the rates as described in (a) and (b) preceding at any time upon 10 days notice to the Commission by providing a revised Rate Schedule and appropriate cost support information.
 - (d) Changes in Digital Centrex I rates will apply as of the effective date of the change.
 - (e) A rate will not be changed unless it has been in effect for at least 30 days.
 - (f) Appropriate customer notification of rate changes will be made.
 - (g) Digital Centrex I rates may be changed in accordance with the provisions of (a) through (f) preceding, on a wire center by wire center basis.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

(M)

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 using relevant costs. Customer specific prices will be made available to similarly situated customers on a non-discriminatory basis. Customer specific prices for a group of Digital Centrex customers can be developed by the Company.

3) Change of Customer Digital Centrex 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.

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

RATES AND CHARGES, cont'd

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

An existing Centrex service customer with less than 101 lines served from a digital switch may convert to Digital Centrex service with no termination liability provided that the new Digital Centrex 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 Centrex service agreement.

6) Digital Centrex FITS I and II Service Guarantee

A new Centrex customer may remove their Digital Centrex 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 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 1MB/1FB.
- (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 1MB/1FB.

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

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

(M)

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

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 PBX trunk equivalency basis according to the following table:

<u>Total Unrestricted Line</u>	<u>PBX Trunk Equivalency</u>
1	1
2	3
3	4
4 to 6	5
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)

(M)

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.1 DIGITAL CENTREX FITS I & II SERVICE

RATES AND CHARGES, cont'd

10) Payment Plans

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

	NRC ⁷	Year 1	Year 2	Year 3	Year 5
FITS I	\$100	\$21	\$20	\$19	\$17
FITS II	\$250	\$25	\$24	\$23	\$21

(M)

(M)

⁷ Service Connection Charges under Section 3 apply in addition to the non-recurring charges.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.2 Phone Control Package: Provides a residential Customer with the following features: Caller ID, Call Return, Priority Ringing, Selective Call Rejection, Selective Call Acceptance, Long Distance Alert. (M1)

Residential Custom Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use	NRC	
Phone Control Package♦	8.95	8.95		10.00	

8.3 Cox LD Solutions (M2)

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

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

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

Minutes-Of-Use	Year 1	Year 2	Year 3
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001+	\$0.065	\$0.0585	\$0.0553

(M3)

(M1) Material formerly located on page 59.1.
(M2) Material formerly located on page 62.
(M3) Material formerly located on page 92.0.1.

♦ Availability of the Phone Control package is limited to customers that have subscribed prior to the effectiveness of the Control Plus package.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.4 Cox LD Enterprise

(M)

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

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

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

Minutes-Of-Use	1 Year	2 Year	3 Year
0-10,000	\$0.070	\$0.0630	\$0.0595
10,001-20,000	\$0.065	\$0.0585	\$0.0553
20,001+	\$0.060	\$0.0540	\$0.0510

(M)

(M) Material relocated from page 92.0.2

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.5 Cox Toll-Free Solutions

(M)

The Domestic Toll-Free Term Call Plan provides Business Customers with a reduced rate for toll free calls originated in the continental United States. Business Customers may select from a one-, two- or three-year term call plan. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

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

Minutes-Of-Use	Year 1	Year 2	Year 3
0-10,000	\$0.075	\$0.0675	\$0.0638
10,001-20,000	\$0.070	\$0.0630	\$0.0595
20,001+	\$0.065	\$0.0585	\$0.0553

(M)

(M) Material formerly located on page 92.12.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.6 Cox Dedicated LD Solutions

(M)

Cox Dedicated LD Solutions, a one, two or three-year term dedicated long distance call plan, provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing customers that choose Cox Local and Cox Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

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

Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls terminating in Arizona are billed in 6-second increments with a 6-second minimum.

Minutes-of-Use	1-Year	2-Year	3-Year	Max Rate
0-10,000	\$0.075	\$0.0675	\$0.0638	\$0.15
10,001-20,000	\$0.070	\$0.0630	\$0.0595	\$0.15
20,001-40,000	\$0.065	\$0.0585	\$0.0553	\$0.15
40,001-80,000	\$0.055	\$0.0495	\$0.0468	\$0.15
80,001-160,000	\$0.050	\$0.0450	\$0.0425	\$0.15
160,000+	\$0.045	\$0.0405	\$0.0383	\$0.15

(M)

(M) Material formerly located on page 92.16

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.7 Cox Dedicated LD Enterprise

Cox Dedicated LD Enterprise, a one, two or three-year term dedicated long distance call plan, provides eligible Business Customers a competitively priced long distance product for calls terminated in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

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

Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls terminating in Arizona are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 Year	Max Rate
0-10,000	\$0.070	\$0.0630	\$0.0595	\$0.15
10,001-20,000	\$0.065	\$0.0585	\$0.0553	\$0.15
20,001-40,000	\$0.060	\$0.0540	\$0.0510	\$0.15
40,001-80,000	\$0.050	\$0.0450	\$0.0425	\$0.15
80,001-160,000	\$0.045	\$0.0405	\$0.0383	\$0.15
160,000+	\$0.040	\$0.0360	\$0.0340	\$0.15

(M)

(M)

(M) Material Formerly located on page 92.17.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.8 Cox Dedicated TF Solutions

(M)

Cox Dedicated TF Solutions, a one, two or three-year term dedicated toll free call plan, provides eligible Business Customers a competitively priced toll free product for calls that originate in the continental United States. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use charges (MOU) will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

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

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 Year	Max Rate
0-10,000	\$0.075	\$0.0675	\$0.0638	\$0.15
10,001-20,000	\$0.070	\$0.0630	\$0.0595	\$0.15
20,001-40,000	\$0.065	\$0.0585	\$0.0553	\$0.15
40,001-80,000	\$0.055	\$0.0495	\$0.0468	\$0.15
80,001-160,000	\$0.050	\$0.0450	\$0.0425	\$0.15
160,000+	\$0.045	\$0.0405	\$0.0383	\$0.15

(M)

(M) Material formerly located on page 92.22.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.9 COX OFFICE SOLUTIONS PAK

(M)

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

2. Regulations

1. Business Access Lines

Business Customers that subscribe to the Cox Office Solutions Pak will receive two flat-rate business access lines. Additional lines requested by the Customer will be billed at the normal tariffed rate for business service.

2. Custom Calling Features

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

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

(M)

(M) Material formerly located on page 111.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.9 COX OFFICE SOLUTIONS PAK, cont'd

(M)

2. Regulations, cont'd

3. 200 Minutes of Long Distance

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

4. High-Speed Internet Access

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

3. Rates and Charges

The table below defines the telephony charges associated with the Cox Office Solutions Pak offering in the State of Arizona.

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Business Access Lines	60.00	60.00	60.00
Custom Calling Features	18.00	16.00	16.00
Long Distance	15.00	15.00	15.00
Bundled Package MRC	93.00	91.00	91.00
Installation Charge ⁼	250.00	99.00	0.00

(M)

(M) Material formerly located on page 112.

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.10 Reserved

8.11 Calling Feature Packages, Residential

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

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

(c.1) Residential Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use	NRC[¥]	
Feature Packages					
Active Lifestyle Package	6.95	6.95		10.00	
Control Plus Package	10.95	10.95		10.00	

Premier Feature Pak: Provides the Residential Customer with the following features: Busy Line Redial, Call Forwarding, Call Forwarding-Busy, Call Forwarding-No Answer, Call Return, 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 is only available to Customers who subscribe to CDT Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

(M)
|
(M)

(M) Material relocated from Pg. 59.1.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.12 Busy Line Verification and Interrupt Service

(M)

Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

- 1. Busy Line Verification:** Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- 2. Busy Line Verification with Interrupt:** The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.
- 3. Rates:** Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:
 - (a) The operator verifies that the line is busy with a call in process.
 - (b) The operator verifies that the line is available for incoming calls.
 - (c) The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call advising the called party the name of the calling party. One charge will apply for both verification and interruption.

	<u>Per Request</u>
Busy Line Verification	\$5.00
Busy Line Verification with Interrupt	\$5.00

(M)

(M) Material formerly found on page 95 and 96.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

Cox Switched LD Solutions III

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

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

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

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.075	\$0.067	\$0.063	\$0.15
250-499	\$0.073	\$0.066	\$0.062	\$0.15
500-999	\$0.071	\$0.065	\$0.061	\$0.15
1,000-2,499	\$0.069	\$0.064	\$0.060	\$0.15
2,500-4,999	\$0.065	\$0.061	\$0.057	\$0.15
5,000-9,999	\$0.059	\$0.056	\$0.052	\$0.15
10,000-49,999	\$0.058	\$0.055	\$0.051	\$0.15
50,000-99,999	\$0.056	\$0.053	\$0.049	\$0.15
100,000+	\$0.054	\$0.051	\$0.047	\$0.15

(M) Material formerly found on page 92.0.1.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(M)

Cox Switched LD Enterprise III

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

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

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

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.068	\$0.061	\$0.057	\$0.15
250-499	\$0.066	\$0.060	\$0.056	\$0.15
500-999	\$0.064	\$0.059	\$0.055	\$0.15
1,000-2,499	\$0.062	\$0.058	\$0.054	\$0.15
2,500-4,999	\$0.059	\$0.055	\$0.051	\$0.15
5,000-9,999	\$0.053	\$0.050	\$0.047	\$0.15
10,000-49,999	\$0.052	\$0.049	\$0.046	\$0.15
50,000-99,999	\$0.050	\$0.048	\$0.044	\$0.15
100,000+	\$0.049	\$0.046	\$0.042	\$0.15

(M)

(M) Material formerly found on page 92.0.2.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

Cox Toll-Free Solutions III

The Cox Toll-Free Solutions III call plan provides Business Customers with a switched inbound toll free call plan. Business Customers will select from a one-, two-, three- or five-year term call plan. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

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

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.075	\$0.067	\$0.063	\$0.15
250-499	\$0.073	\$0.066	\$0.062	\$0.15
500-999	\$0.071	\$0.065	\$0.061	\$0.15
1,000-2,499	\$0.069	\$0.064	\$0.060	\$0.15
2,500-4,999	\$0.065	\$0.061	\$0.057	\$0.15
5,000-9,999	\$0.059	\$0.056	\$0.052	\$0.15
10,000-49,999	\$0.058	\$0.055	\$0.051	\$0.15
50,000-99,999	\$0.056	\$0.053	\$0.049	\$0.15
100,000+	\$0.054	\$0.051	\$0.047	\$0.15

(M)

(M)

(M) Material formerly found on page 92.12.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

Cox Toll-Free Enterprise III

The Cox Toll-Free Enterprise III call plan provides Business Customers with a switched inbound toll free call plan. Business Customers will select from a one-, two- or three/five-year term call plan. The call plan is available to new and existing customers that select Cox Local, Cox Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed Internet service. The plan covers the 48 contiguous states. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate and intrastate usage, excluding minutes from Canada, Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Domestic calls originating within the United States are billed in 6-second increments and rounded up to the next highest increment. All calls originated from Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum.

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

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.068	\$0.061	\$0.057	\$0.15
250-499	\$0.066	\$0.060	\$0.056	\$0.15
500-999	\$0.064	\$0.059	\$0.055	\$0.15
1,000-2,499	\$0.062	\$0.059	\$0.054	\$0.15
2,500-4,999	\$0.059	\$0.055	\$0.051	\$0.15
5,000-9,999	\$0.053	\$0.050	\$0.047	\$0.15
10,000-49,999	\$0.052	\$0.050	\$0.046	\$0.15
50,000-99,999	\$0.050	\$0.048	\$0.044	\$0.15
100,000+	\$0.049	\$0.046	\$0.042	\$0.15

(M)

(M)

(M) Material formerly found on page 92.12.1.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(M)

Cox Dedicated LD Solutions III

Cox Dedicated LD Solutions III is a one-, two-, three- or five-year term dedicated direct dialed long distance call plan that provides eligible Business Customers a competitively priced long distance product for calls terminating in the continental United States. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing customers that choose Cox Local and Cox Long Distance (both PIC and LPIC). All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

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

Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls terminating in Arizona are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.070	\$0.063	\$0.058	\$0.15
250-499	\$0.068	\$0.062	\$0.057	\$0.15
500-999	\$0.066	\$0.061	\$0.055	\$0.15
1,000-2,499	\$0.064	\$0.060	\$0.054	\$0.15
2,500-4,999	\$0.060	\$0.056	\$0.052	\$0.15
5,000-9,999	\$0.058	\$0.054	\$0.050	\$0.15
10,000-49,999	\$0.055	\$0.049	\$0.046	\$0.15
50,000-99,999	\$0.050	\$0.045	\$0.042	\$0.15
100,000+	\$0.045	\$0.040	\$0.038	\$0.15

(M)

(M) Material formerly found on page 92.16

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(M)

Cox Dedicated LD Enterprise III

Cox Dedicated LD Enterprise III is a one-, two-, three- or five-year term dedicated direct dialed long distance call plan. Calls to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. The call plan is available to new and existing Business Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed internet service. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated long distance minutes of interstate and intrastate usage, except for toll minutes to Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands.

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

Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges will be assessed based on the cumulative minutes of interstate (continental United States) and intrastate usage. Calls terminating in Arizona are billed in 6-second increments with a 6-second minimum.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.063	\$0.057	\$0.052	\$0.15
250-499	\$0.061	\$0.056	\$0.051	\$0.15
500-999	\$0.059	\$0.055	\$0.050	\$0.15
1,000-2,499	\$0.058	\$0.054	\$0.049	\$0.15
2,500-4,999	\$0.054	\$0.050	\$0.047	\$0.15
5,000-9,999	\$0.052	\$0.049	\$0.045	\$0.15
10,000-49,999	\$0.050	\$0.045	\$0.042	\$0.15
50,000-99,999	\$0.045	\$0.040	\$0.038	\$0.15
100,000+	\$0.040	\$0.036	\$0.034	\$0.15

(M)

(M) Material formerly found on page 92.17.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(M)

Cox Dedicated TF Solutions III

Cox Dedicated TF Solutions III is a one-, two-, three- or five-year term dedicated toll free call plan. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing Business Customers that choose Cox Local and Cox Toll Free. The plan covers the 48 contiguous states. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

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

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges are assessed based on the cumulative MOU's of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.070	\$0.063	\$0.058	\$0.15
250-499	\$0.068	\$0.062	\$0.057	\$0.15
500-999	\$0.066	\$0.061	\$0.055	\$0.15
1,000-2,499	\$0.064	\$0.060	\$0.054	\$0.15
2,500-4,999	\$0.060	\$0.056	\$0.052	\$0.15
5,000-9,999	\$0.058	\$0.054	\$0.050	\$0.15
10,000-49,999	\$0.055	\$0.049	\$0.046	\$0.15
50,000-99,999	\$0.050	\$0.045	\$0.042	\$0.15
100,000+	\$0.045	\$0.040	\$0.038	\$0.15

(M)

(M) Material formerly found on page 92.22.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(M)

Cox Dedicated TF Enterprise III

Cox Dedicated TF Enterprise III is a one-, two-, three- or five-year term dedicated toll free call plan. Calls from Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands will be assessed at the standard rate of \$0.10 per-minute. Calls from Canada will be assessed at the rate of \$.08 per minute. The call plan is available to new and existing Business Customers that choose Cox for their Local, Long Distance (both PIC and LPIC) and Cox Affiliated Company's high-speed internet service. The plan covers the 48 contiguous states. All minutes-of-use (MOU) charges will be assessed based on the cumulative dedicated toll free minutes of interstate and intrastate.

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

Domestic calls originating in the United States are billed in 6-second increments with a 6-second minimum. All calls originating in Canada, Puerto Rico and US Virgin Islands are billed in 6-second increments with a 30-second minimum. Calls that originate and terminate in Arizona will be assessed the per-minute rates as detailed below. All minutes-of-use charges are assessed based on the cumulative MOU's of interstate (continental United States) and intrastate usage.

Minutes-Of-Use	1 Year	2 Year	3 or 5 Year	Max Rate
0-249	\$0.063	\$0.057	\$0.052	\$0.15
250-499	\$0.061	\$0.056	\$0.051	\$0.15
500-999	\$0.059	\$0.055	\$0.050	\$0.15
1,000-2,499	\$0.058	\$0.054	\$0.049	\$0.15
2,500-4,999	\$0.054	\$0.050	\$0.047	\$0.15
5,000-9,999	\$0.052	\$0.049	\$0.045	\$0.15
10,000-49,999	\$0.050	\$0.045	\$0.042	\$0.15
50,000-99,999	\$0.045	\$0.040	\$0.038	\$0.15
100,000+	\$0.040	\$0.036	\$0.034	\$0.15

(M)

(M) Material formerly found on page 92.23.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(N)

Simply Three Package[◇]		\$22.99		\$26.95	
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(M1)

Cox Connection-60^(sm) Package⁼

(M2)

Where facilities and operating conditions permit, the Connection Packages will be offered to Residential Customers. The Cox Connection-60 Package is a bundled package of direct-dial local and long distance telephone services. The package includes a local access line, the Solution feature package, 60 minutes of long distance service, and the Simply Five Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following services are included in the package.

1. One (1) Local Access Line,
2. Solutions feature package,
3. 60 minutes of long distance service, and
4. Simply Five Savings Plan, five cents per minute long distance calling plan.

	<u>Current</u>	<u>Max Rate</u>
Monthly Recurring Charge:	\$31.99	\$40.00 (I)
Non-Recurring Charge ^H		

(M2)

(M1) Material relocated from Page 61.

(M2) Material relocated from Page 62.1.

[◇] Simply Three Package consists of an access line, Call Waiting ID and Voice Mail.

⁼ Service is limited to one (1) Connection Package per account.

^H 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 Customers upgrading to Connection-60 or Connection-90 Packages on existing Local Access Lines.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.13 Optional Calling Plans, cont'd.

(N)

Cox Unlimited Connection^(sm) Package

(M)

General

Where facilities exist and operating conditions permit, the Cox Unlimited Connection^(sm) Package will be offered to Residential Customers. The package is a bundled of local and long distance telephone services. An eligibility condition of the package requires that the Customer select Cox LD for both PIC and LPIC elections. The following services are included in the package:

1. A local access line,
2. The Solution Feature Package,
3. Unlimited residential minutes of direct dial long distance service, and
4. Voice Mail, optional.

Terms and Conditions

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

Rates and Charges

Current

Maximum

Monthly Recurring Charge

\$39.95

\$50.00 (I)

Non-Recurring Charge^H

(M)

(M) Material relocated from Page 62.2.

^H 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.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.14 Local Exchange Service, cont'd.

8.14.1 Local Line, Rates and Charges, cont'd

(c.1) Residential Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use⁸	Max Rate	NRC⁹	Max Rate
Selective Call Rejection*	2.75	4.00			10.00	15.00
Speed Calling - 8*	2.75	4.00			10.00	15.00

8.15 Residential Bundled Services Packages

1. CDT Essential Package

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

Monthly Recurring Rate: **\$25.00**
Maximum Rate \$36.00

(I)

(D)

⁸ Per Use charges will not exceed the charges for seven uses per billing period.

⁹ Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order. For Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.16 Miscellaneous Service Offerings

(M)

1. Retention Offer - Cord Cutter (Limited Basic Telephone Service)

1. Description

The Retention Program may be offered as an incentive to a Residential Customer to continue service with Cox Digital Telephone (CDT). If the Customer informs Cox that they are considering the discontinuation of CDT service and will thereby only use their cell phone to replace their home phone, a Cox representative may offer the Customer a measured rate service at a Monthly Recurring Charge (MRC) of \$9.99, which includes 30 minutes of local calling; additional local calling minutes are assessed \$0.50 per minute with a \$35 overall cap.

2. Terms & Conditions

- a. Applies to the Customer's Primary Line only.
- b. Local Measured Service calls for Residential Customers are timed in sixty (60) second increments and are rounded up to the next whole minute.
- c. Customer may select only one of a selected number of features at the tariffed rate.
- d. Residential Customers must select Cox as their long distance carrier and are limited to the default LD plan, no discounted call plans.
- e. The offer is only valid through the Retention Team and Retail Centers. This offer is only for Residential Customers that call or visit Cox Customer Service to discontinue their Cox Digital Telephone (CDT) service and utilize their cell phone for their communications needs.
- f. The monthly service charges associated with the services above do not include any "usage" charges. All fees, taxes, usage charges, assessments and surcharges apply.

(M)

(M) Material relocated from Page 122.6

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service

8.17.1 Calling Feature Packages

RESIDENTIAL:

Solution Package: Provides the subscriber with the following features: Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert.

Essential Feature Pak: Provides the Residential Customer with the following features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID calling features.

8.17.2 Local Line, Rates and Charges

(c.1) Residential Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use⁹	Max Rate	NRC[¥]	Max Rate
Feature Packages						
Solution Package	14.95	20.00			10.00	15.00

(D)

8.17.3 Intrastate Toll Service

6. Optional Calling Plans

Cox U.S. Savings Plan

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

	MRC	Max Rate
Monthly Charge:	\$3.95	\$6.00
Per Minute:	\$0.07	\$0.20

⁹ Per Use charges will not exceed the charges for seven uses per billing period.

[¥] Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order. For Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.3 Intrastate Toll Service, cont'd.

6. Optional Calling Plans, cont'd.

Cox U.S. 250 Savings Plan

This optional residential long distance calling plan provides Cox Customers a competitively priced alternative for moderate users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The plan has a monthly recurring charge of \$15.00, which includes up to 250 minutes of intrastate and interstate usage. Additional minutes over the included 250 will be assessed \$0.07 per minute all day, everyday on direct dialed calls.

Cox U.S. 500 Savings Plan

This optional residential long distance calling plan provides Cox Customers a competitively priced alternative for substantial users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The plan has a monthly recurring charge of \$25.00, which includes up to 500 minutes of intrastate and interstate usage. Additional minutes over the included 500 will be assessed \$0.05 per minute all day, everyday on direct dialed calls.

Cox Online LD Plan

The Cox Online LD Plan includes local toll (intrastate) calls if Cox Long Distance Service is selected as the service provider for local toll service. Customer must subscribe to Cox Digital Telephone service and this optional calling plan through the Cox online website to be eligible for subscription to the Online LD Plan. There is no monthly recurring charge for this plan. A per minute rate of 10 cents, with a max rate of \$0.40, applies to direct dialed local toll usage. Additional charges apply for international, Calling Card, Directory Assistance, or Operator Services calls. Calls are billed in whole minute increments. Taxes, fees and other charges, including Universal Service Fund, apply to the usage charges assessed on this plan.

(M)

(M)

(M) Material relocated from Page 92.0.3.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.4 Local Line, Rates and Charges

(c.1) Residential Calling Features (per-line equipped)	Monthly Rate	Monthly Max Rate	Per Use <u>10</u>	Max Rate	NRC [¥]	Max Rate
Basic Calling Features						
Anonymous Call Rejection*	0.99	4.00			N/C	
Busy Line Redial*	2.75	4.00	0.75	\$3.00	10.00	15.00
Call Forwarding*	3.75	6.00			10.00	15.00
Call Return*	2.75	4.00	0.75	\$3.00	10.00	15.00
Long Distance Alert*	2.75	4.00			10.00	15.00
Selective Call Forwarding*	2.75	4.00			10.00	15.00
Three-Way Calling*	4.00	7.00	0.75	\$3.00	10.00	15.00
Custom Calling Features						
Caller ID*	9.00	15.00			10.00	15.00
Call Waiting*	4.95	10.00			10.00	15.00
Call Waiting ID*	7.95	15.00			10.00	15.00
Privacy Control	3.95	4.00			10.00	10.00
Miscellaneous Features						
Remote Call Forwarding	17.00	20.00			30.00	30.00

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

¹⁰ Per Use charges will not exceed the charges for seven uses per billing period.

[¥] Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order. For Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

* Denotes features included with the Solution Package.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.5 Calling Feature Packages

BUSINESS:

Business Solution Package: Provides the subscriber with the following features:

Call Forwarding, Call Waiting, Speed Calling - 8, Three-Way Calling, Call Return, Busy Line Redial, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Call Forwarding Busy, Call Forwarding No Answer, Call Waiting ID, Caller ID, Priority Ringing, and Long Distance Alert.

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

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

(M)

(M)

(M) Material moved from Page 59.1.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.6 Local Line, Rates and Charges

(d.1) Monthly Recurring Charge - Business

Business Line Rates:

Local Access Line Flat-Rate Service	Business	Max Rate	Home Office	Max Rate
Per Business Line [¶]				
Month-to-Month	\$37.00	\$40.00	\$30.00	\$30.00
1 Year ^ψ	\$35.00	\$40.00	\$28.00	\$30.00
2-Year ^ψ	\$35.00	\$40.00	\$28.00	\$30.00
3-Year ^ψ	\$35.00	\$40.00	\$28.00	\$30.00
4-Year ^ψ	\$35.00	\$40.00	\$28.00	\$30.00
5-Year ^ψ	\$33.00	\$40.00	\$26.00	\$30.00
Local Access Line Measured-Rate				
Measured Service	\$20.00	\$25.00	N/A	N/A
Per Minute	\$0.10	\$0.40	N/A	N/A
Seasonal Service^β	\$9.00	\$20.00	N/A	N/A
Cox Utility Line[♦]	25.00	30.00	25.00	30.00

(M) Material moved from Page 62.3.

(M)

(M)

[¶] In response to a competitive offer, rates and charges may be provided on an individual case basis. Non-Profit businesses, organized under IRS Code 501(c)3, are eligible to receive an \$8 discount off the monthly recurring charges for a month-to-month flat rate business line with a minimum two-year term commitment for telephone service and a current subscription to a Cox Affiliated Company's service. The Non-Profit discount is not to be used with any other discount offer or promotion.

^ψ Pricing effective September 1, 2010 applies to new Customers only. Customers currently under contract will be assessed the rates pursuant to their current contract. All term contracts will include, at no additional charge for the duration of the contract, three standard features: Call Forwarding, Call Waiting, and Caller ID, or a choice of the following features: Call Forwarding, Call Waiting, Caller ID, Call Forward-Busy, Call Forward-No Answer, 3-Way Calling, Call Transfer, Speed Call 30, Hunting*, Call Forwarding-Busy/No Answer and Call Waiting ID. Offer not available on month-to-month service.

*Hunting is not offered with Call Waiting, Call Forward-Busy or Call Forward-No Answer.

^β For description of Seasonal Service, see Section 7.2, page 106.

[♦] The Cox Utility Line is a line with no features or directory listing. It can be used as a fax or modem line. The Customer must have at least one regular Business Line on the account to qualify for this offering.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.7 Cox Connect Trunks

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

1. Cox Connect Trunk

Local 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 analog connection which is restricted to carry outbound traffic only.

(b) One-Way Inbound or Two-Way

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

1. Hunting Service

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

Rates and Charges	<u>NRC</u>	<u>Monthly</u>
Hunting, per line	\$13.00	\$3.50

(c) Cox Connect Trunk - Rates and Charges:

A Cox Connect Trunk Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.1.(c).1 and 3.1.3.1.(c).2 respectively. Local Line charges are only offered on a flat rate service basis. In response to a competitive offer, rates and charges may be provided on an individual case basis.

1. Non-Recurring Charges

Line Connection (per Trunk) \$50.00

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.7 Cox Connect Trunk, cont'd.

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

1. Non-Recurring Charges, cont'd.

Account/Number Changes (Per Billing Record Change)	\$20.00
Initial PIC-2 Change (per line) after initial set-up*	N/C 5.00
Line Restoral Charge ¹¹ (per trunk)	\$25.00
Suspension of Service Restoral Charge (per trunk) (Applies for trunk restoral after Customer-initiated suspension.)	\$25.00

2. Monthly Recurring Charges[♦]

Cox Connect Trunk (per trunk) Flat Rate	\$35.00
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* Waive PIC change charge if Cox Long Distance is selected.

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¹¹ 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.

♦ In response to a competitive offer, rates and charges may be provided on an individual case basis.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.7 Cox Connect Trunk, cont'd.

2. Direct Inward Dialing (DID)

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

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

(a) Rates and Charges²

	---NRC---		Monthly Recurring
	<u>Current</u>	<u>Max</u>	
DID Service Lines (each)	\$50.00	\$50.00	\$45.00
Each 20 DID Line Numbers (per block)	\$20.00	\$20.00	\$3.00
Block Compromise Charge ³	\$00.00	\$450.00	N/A

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² * **In response to a competitive offer, rates and charges may be provided on an individual case basis.** In addition to the rates and charges identified above, the charges as specified for PBX Trunks in Section 3.1.3.1.(c) 1 & 2 would apply.

³ Permanent removal of a telephone number from a sequential number group per sequential number block.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.7 Cox Connect Trunk, cont'd.

3. Cox Connect Trunk- DS1 Service

Cox Connect DS1 Trunk provides an On-Net Business Customer with a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System.

Cox Connect DS1 can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, with or without Direct Inward Dialing.

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

(a) DS1 Provisioning

One-Way Outbound

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

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.

(i) DS1 Optional Features

Hunting

Trunks may be provisioned in a hunt group to accommodate overflow traffic on the inbound trunks.

Direct-Inward-Dialing (DID)

Trunks may be provisioned as DID on one-way inbound or 2-way trunks.

(b) Cox Connect DS1 Charges

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.8 ISDN-PRI SERVICE

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1. Description

Integrated Service Digital Network (ISDN) is digital telecommunications network architecture. ISDN Primary Rate Interface (PRI) provides an On-Net Business Customer with a 1.5 Mbps connection between compatible Customer Premise Equipment (CPE) and the public switched network. The transmission facility used for a PRI circuit is a DS1. Each PRI connection provides 24-64 Kpbs voice grade channels. The standard configuration has 23 B (bearer) channels to transmit voice or data traffic and one D or data channel for call set-up and other control functions and signaling.

2. Features

a. Standard Service Features

1. Calling Line Identification displays the identification and directory number of the calling party.

b. Optional Service Features

1. Service Configurations

- 23B+D – provides 23 B channels for voice and one D channel for signaling control.
- 24B – provides 24 B channels for voice. Must be installed with a 23B+D configuration arrangement.
- 23B+D Backup – provides 23 B channels for voice and one D channel for back-up signaling control for a 23B+D circuit. Must be installed with a 23B+D configuration arrangement.

2. Trunk Connection Types:

- Call-by-Call Selection – provides automatic definition of the B-channels as inbound or outbound based on traffic requirements.
- Dedicated Outbound – provides channels, which are restricted to carry one-way outbound traffic only.
- Dedicated Inbound – provides channels, which are used to carry one-way inbound traffic only.
- Dedicated 2-Way - provides channels, which are used to carry two-way traffic.

3. 2 B-Channel Transfer allows CPE to increase trunk utilization for multi-party calls. When a transferred call is set up using two PRI channels, the channel used to initiate the call can be dropped and made available for future calls or data transmissions, thereby increasing trunk capacity and utilization.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.8 ISDN-PRI SERVICE

3. Service Capabilities

ISDN-PRI provides the capability to:

- a. Transport customer information in the form of circuit-switched voice or data up to 64 kbps over any B channel.
- b. Where available, one D channel can control up to 20 PRI Interface Arrangements depending on facility capabilities. In such cases, a single D channel in one PRI Interface Arrangement handles all the signaling and control requirements of multiple PRI Interface Arrangements in a specific grouping allowing supplemental PRI Interface Arrangements to consist of 24 B channels.
- c. In a 23B + Backup D configuration, the backup D channel will automatically become the active control channel for the primary D channel that has failed.
- d. 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.
- e. Allow the user to have access to the directory number of the calling party.

4. Conditions

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

- a. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
- b. ISDN compatible terminal equipment is a requirement for operation. It is the customer's responsibility to obtain and power such equipment.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.8 ISDN-PRI SERVICE

4. Conditions, cont'd.

- c. ISDN-PRI service does not preclude the customer from originating or receiving circuit-switched voice calls from inside or outside either the serving central office or the Local Exchange Area. Where facilities are available, the customer will be able to originate and receive circuit-switched data calls outside of the 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.

5. Rates and Charges

1. Application of Rates

- a. The PBX Trunk dial tone is included in the ISDN-PRI Service rates and charges.
- b. The PBX Trunk Flat rate Monthly Usage Option, measured rate charges and message rate charges specified in the Local Exchange Services tariff apply, as appropriate, to each PBX trunk provisioned on the ISDN-PRI Service using the circuit-switched voice arrangement.
- c. Existing tariff rates, charges and regulations for DID service apply, where required. This includes DID numbers and trunk connection charges. Tariffed DID trunk connection charges apply for each DID trunk provisioned on the ISDN-PRI Interface Arrangement.
- d. Individual Additional Telephone Numbers may be ordered from this tariff without incurring DID trunk connection charges.
- e. Trunk hunting is included in the ISDN-PRI Service rates and charges.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.8 ISDN-PRI SERVICE

5. Rates and Charges, cont'd.

2. Rates[♦]

	<u>NRC</u>	<u>Monthly</u>
	(\$)	(\$)
a. Primary Rate Access Facility, each	800	250
b. ISDN-PRI Configuration Options:		
23B+D	700	300
24B	700	300
23B+Back-up D	700	350
c. Trunk Connection Types:		
Call-By-Call Service selection	100	75
Dedicated Services	50	45
d. Features:		
PRI 2 B-Channel Transfer		
Per Facility (current rate)	100	25
Per Facility (maximum rate)	200	50
e. PRI Reconfiguration Charge		
Trunk Change Charge, per PRI		
Change in D-channel configuration (23B+D; 24B; 23B+Back-up D)	300	N/A
f. Individual Additional Telephone Numbers, each number	25	3
g. Bulk Facilities		
The following rates apply for Bulk-rated PRI services for terms of 1 month to 5 years. The rate includes the access facility, configuration option (23B+D, 24B, or 23+D Backup), trunk connection type (DOD, DID, 2-way, Call-by-Call Selection), and 100 DID numbers.		

	<u>NRC</u>	<u>Max NRC</u>	<u>MRC</u>	<u>Max MRC</u>
	(\$)	(\$)	(\$)	(\$)
Month-to-Month	waived	\$1000	\$975	\$1200
1-Year Contract	waived	\$1000	\$950	\$1200
2-Year Contract	waived	\$1000	\$800	\$1200
3-Year Contract	waived	\$1000	\$775	\$1200
5-Year Contract	waived	\$1000	\$750	\$1200

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[♦] In response to a competitive offer, rates and charges may be provided on an individual case basis.

LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17. Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

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1. Switched Toll Free Service

1. Service Description

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

A) The Company reserves the right to require an applicant for Toll-Free Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that the Customer submit a new traffic forecast quarterly after service is initiated.

B) The Company's Toll-Free Service is furnished upon condition that the Customer contracts for adequate facilities to permit the use of this service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish the Company's Toll-Free Service to any applicant, without incurring any liability and without notice to the Customer, if the use of the service would interfere with or impair any service rendered by the Company. (M)

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

1. Switched Toll Free Service

1. Service Description (cont'd)

C) The Customer must obtain an adequate number of access lines for Company Toll-Free Services to handle the Customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (1) total call volume; (2) average call duration; (3) time-of-day characteristics; and (4) peak calling period. The Company, without incurring any liability and without notice to the Customer, may disconnect or refuse to furnish Company Toll-Free Service to any Customer that fails to comply with these conditions.

D) If the Customer requests assignment of a specific Toll-Free Service telephone number, the Company may require the Customer to submit a number reservation agreement form to the Company. At no time may a Customer have more than ten (10) numbers reserved. Any reservation shall be for no more than fifteen (15) days and shall be subject to a reservation fee which will be credited to Customer's unpaid balance after the Company's Toll-Free Service has been in actual and substantial use for a consecutive sixty (60) day period.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

1. Switched Toll Free Service

1. Service Description (cont'd)

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

1. Switched Toll Free Service

1. Service Description (cont'd)

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

1. Service Description (cont'd)

G) Subject to execution of a Resp. Org. Service Agreement between the Company and the Customer, the Company Resp. Org. will perform the function of Resp. Org. for all Company Toll-Free Service orders unless the Customer requests another Resp. Org. The Company's Resp. Org. functions include 1) search for and reservation of toll-free numbers in the SMS/800; 2) creating and maintaining the toll-free number Customer record in the SMS/800; and 3) provision of a single point of contact for trouble reporting.

(1) Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, the Company will, at the Customer's request, subscribe to Toll-Free Directory Listing for the toll-free number(s) assigned to the Customer. A charge for Toll-Free Directory Listings will apply as set forth in this Tariff. In the event that a Customer transfers its toll-free service to another Resp. Org., the Company shall cease to subscribe to Toll-Free Directory Listing Service on behalf of the Customer and the Customer is responsible for assuring that Toll-Free Directory Listing Service is maintained through the new Resp. Org. Customer is responsible for payment of any outstanding Toll-Free Directory Listing charges, including any unexpired portion of any minimum period applicable to such services, and the Company shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of Toll-Free Directory Listing responsibility.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

1.G) Service Description (cont'd)

- (2) Where the Company serves as the Resp. Org. for a Company Toll-Free Service Customer, it will, at the Customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a Company Toll-Free Service Customer uses Vertical Features obtained by Company from Local Exchange Company tariffs, a charge will apply. This charge may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.
- (3) In the event that a Customer cancels its Company Toll-Free Service, the Customer may elect to retain the Company as its Resp. Org. Where the Company serves as Resp. Org. for a non-Company Toll-Free Service Customer, a charge for Resp. Org. Service will apply as set forth in this Tariff.
- (4) In the event that a Customer cancels its Company Resp. Org. or Toll-Free Service, the Customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any services obtained by or on behalf of the Customer by Company.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

1. Service Description (cont'd)

H) It is the Customer's responsibility to provide answer supervision back to the Company point of connection even when the Company Toll-Free Service is connected to switching equipment or a Customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon delivery of the call to the Customer's switching equipment or communications system and ends upon termination of the call.

I) In accordance with FCC regulations, ANI shall only be used for billing and collection, routing, screening, and completion of the originating subscriber's call or transaction or for service directly related to the originating subscriber's call or transaction.

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

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

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

2. Toll Free Service Termination

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

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

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

3. Basic Service

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

(1) Toll-Free Monthly Recurring and Usage Charge

The Toll-Free Number Charge applies to Basic Toll-Free Service. Domestic calls originated from 49 states are billed in 6-second increments with a 6-second minimum.

	<u>Monthly Rate</u>	<u>Max Rate</u>
Monthly Recurring Charge: per number [♦]	\$5.00	\$12.00
Change Charge: per change	\$4.50	
Per-Minute Charge	\$0.10	

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♦ The MRC charge will be capped at five numbers (\$25.00).

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

7. Switched Toll Free Service

3. Basic Service

(2) Reserved

(3) Toll-Free Directory Assistance Listing

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

	Current Rate	Max Rate
Non-Recurring Charge: per number	\$35.00	\$70.00
Expedite Request: per request	\$50.00	\$100.00
Change Charge: per change	\$35.00	\$100.00
Monthly Recurring Charge: per number	\$14.50	

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

8. Dedicated Long Distance Service

1. General

Dedicated outbound long distance service permits Business Customers, with substantial outbound call volumes, to complete calls to diverse service areas. Dedicated outbound service is distinguished from other services by the existence of a dedicated, special access connection from the Customer's premises to the Company's Point of Presence (POP). The dedicated facility would at a minimum be an Integrated DS-1 that provides a digital connection to the Customer. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

2. Terms and Conditions

Minimum Service Period:

The minimum service period for Dedicated LD service is one year except where special construction is requested and in which case the minimum period may be longer. Special construction agreements require minimum commitment periods and are defined via contractual agreements.

Minimum Facility Requirements:

The Dedicated LD minutes will be carried on an Integrated DS-1 facility. Integrated DS-1 facility allows a Customer to access multiple Company Services on the same facility. These facility arrangements are normally at minimum one-year commitments and are billed in advance of Service and reflect the rates in effect as of the date of the invoice. The non-recurring and monthly recurring charges for the dedicated access facility are in addition to the usage rates detailed below for the dedicated LD product.

Facility Ordering:

In order to prevent interference or impairment of this service and any other service provided on the facility, the Customer must order an adequate number of access paths to handle the expected demand. The Customer should consider the following items when ordering the facility: (1) total call volume, (2) average call duration, (3) time-of-day sensitivity, and (4) busy hour.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

8. Dedicated Long Distance Service

2. Terms and Conditions, cont'd

Early Termination Charges:

If service is disconnected prior to the expiration of the term, early termination charges will apply for both the dedicated facility and dedicated LD usage.

a. Early Termination of the dedicated facility:

Customers who terminate service prior to the end of the service term as selected will be liable for the termination charge associated with all costs, fees and expenses incurred in connection with the dedicated facility and shall be calculated as follows:

1. all charges waived by the Company to establish the dedicated facility 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 Monthly Recurring Charges associated with the dedicated facility for the unexpired balance of the current term.

b. Early Termination of usage charges:

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

8. Dedicated Long Distance Service

2. Terms and Conditions, cont'd

Customer Requirements:

The Business Customer must select Cox as its local and long distance service provider.

3. Rates and Charges

Dedicated DS-1 Facility Charge:

Dedicated DS-1 Facility Charges are billed monthly in advance. Term and volume discounts may apply.

Rates and Charges	Monthly Recurring Charge	Maximum Recurring Charge	Non-Recurring Charge	Max Non-Recurring Charge
Dedicated DS-1 Facility (per facility)	\$300.00	\$500.00	\$250.00	\$500.00

Dedicated LD Usage Charges:

Usage charges are billed monthly in arrears. The usage rates charged to a Customer will be the rates in effect on the day the call was placed. Domestic calls are billed in 6-second increments with a 6-second minimum.

	<u>Current Rate</u>	<u>Maximum Rate</u>
Rate per minute	\$0.10	\$0.15

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

9. Dedicated Toll Free Service

1. General

Dedicated toll free (TF) service permits Business Customers, with substantial toll free call volume, to receive inbound calls from diverse service areas. Dedicated toll free service is distinguished from other services by the existence of a dedicated, special access connection from the Customer's premises to the Company's Point of Presence (POP). The dedicated facility would at a minimum be an Integrated DS-1 that provides a digital connection to the Customer. The Rates and Charges as detailed in Section 3, herein, are provided for On-Net facilities only. Off-Net facility pricing will be provided on a case-by-case basis.

2. Terms and Conditions

Minimum Service Period:

The minimum service period for Dedicated TF service is one year except where special construction is requested and in which case the minimum period may be longer. Special construction agreements require minimum commitment periods and are defined via contractual agreements.

Minimum Facility Requirements:

The Dedicated TF minutes will be carried on an Integrated DS-1 facility. An Integrated DS-1 facility allows a Customer to access multiple Company Services on the same facility. These facility arrangements are normally at minimum one-year commitments and are billed in advance of service and reflect the rates in effect as of the date of the invoice. The non-recurring and monthly recurring charges for the dedicated access facility are in addition to the usage rates detailed below for the dedicated TF product.

Facility Ordering:

In order to prevent interference or impairment of this service and any other service provided on the facility, the Customer must order an adequate number of access paths to handle the expected demand. The Customer should consider the following items when ordering the facility: (1) total call volume, (2) average call duration, (3) time-of-day sensitivity, and (4) busy hour.

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

9. Dedicated Toll Free Service

2. Terms and Conditions, cont'd.

Early Termination Charges:

If service is disconnected prior to the expiration of the term, early termination charges will apply for both the dedicated facility and dedicated TF usage.

a. Early Termination of the dedicated facility:

Customers who terminate service prior to the end of the service term as selected will be liable for the termination charge associated with all costs, fees and expenses incurred in connection with the dedicated facility and shall be calculated as follows:

1. all charges waived by the Company to establish the dedicated facility 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 Monthly Recurring Charges associated with the dedicated facility for the unexpired balance of the current term.

b. Early Termination of usage charges:

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

9. Dedicated Toll Free Service

2. Terms and Conditions, cont'd.

Customer Requirements:

The Business Customer must select Cox as its local and toll free service provider.

3. Rates and Charges

Dedicated DS-1 Facility Charge:

Dedicated DS-1 Facility Charges are billed monthly in advance. Term and volume discounts may apply.

Rates and Charges	Monthly Recurring Charge	Maximum Recurring Charge	Non-Recurring Charge	Max Non-Recurring Charge
Dedicated DS-1 Facility (per facility)	\$300.00	\$500.00	\$250.00	\$500.00

Dedicated TF Usage Charges:

Usage charges are billed monthly in arrears. The usage rates charged to a Customer will be the rates in effect on the day the call was placed. Domestic calls are billed in 6-second increments with a 6-second minimum.

	<u>Current Rate</u>	<u>Maximum Rate</u>
Rate per minute	\$0.10	\$0.15

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.17 Local Exchange Service, cont'd.

8.17.9 Intrastate Toll Service, cont'd.

9. Dedicated Toll Free Service

3. Rates and Charges, cont'd.

Charges for Dialed Number Identification Service (DNIS)

DNIS permits dedicated Customers with multiple toll-free numbers that terminate on the same facilities the ability to determine which toll-free number the caller dialed when receiving toll-free calls. Identification is achieved through out-pulsed digits from the Company network to the Customer's facilities. Customers will furnish the Company with the digits desired for each toll-free number. The Change Charge will apply to any reconfiguration of out-pulsed digits, to the cancellation of this feature, or to the cancellation of the toll-free service number with which the feature has been associated.

	———— RATES ————	
	<u>Current</u>	<u>Maximum</u>
Non-Recurring Charge: (per toll free number)	\$35.00	\$50.00
Monthly Recurring Charge: (per toll free number)	\$ 0.00	\$25.00
Change Charge: (per change)	\$15.00	\$25.00

Charge for Real Time ANI Delivery

This feature enables the Customer to have calls to a Company toll-free service number forwarded to their location with the callers ANI (ten digit billing telephone number) as part of the call setup. Customers must have their own equipment for reading ANI digits passed on from the Company network. Full 10-digit ANI is provided whenever passed on from the originating Local Exchange Carrier. ANI is sent via in-band signaling.

	———— RATES ————	
	<u>Current</u>	<u>Maximum</u>
Non-Recurring Charge: (per toll free number)	\$35.00	\$50.00
Monthly Recurring Charge: (per toll free number)	\$ 0.00	\$25.00
Change Charge: (per change)	\$15.00	\$25.00

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.18 Number Referral Service

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

7.4.1 Rates and Charges

1. Residence Service

<u>Basic Referral Service</u>	<u>Charge</u>
<u>Primary Number</u>	
* first 3 month	
period	N/C
* one additional :	
month period	\$10.00
 <u>Additional Numbers</u>	
* first 3 month	
period	N/C
* one additional :	
month period	\$10.00

2. Business Service

<u>Basic Referral Service</u>	
<u>Primary Number</u>	
* first month	
* N/C	
* each month	
up to 12 months or new directory	
issue date, whichever is longer	N/C
* 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

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6205-B Peachtree Dunwoody Road
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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.18 Number Referral Service, cont'd

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8.18.1. Rates and Charges

Direct Inward Dial Service

Sequential Referral Service	<u>Charge</u>
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Primary Number

* month	first N/C
* months or new directory issue date, whichever is longer	each month up to 12
* months or new directory issue date, whichever is longer	N/C each month beyond 12
	\$7.00

Additional Numbers

* month, each sequential number referred	first and additional \$7.00
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Non-Sequential Referral Service

Primary Number

* month	first N/C
* months or new directory issue date, whichever is longer	each month up to 12
* months or new directory issue date, whichever is longer	N/C each month beyond 12
	\$7.50

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Additional Numbers

* month each non-sequential number referred	first and each additional \$7.50
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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.18 Number Referral Service, cont'd

8.18.2. Exceptions

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.19 Local Exchange Service

8.19.1 Calling Feature Packages

RESIDENTIAL:

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.19 Local Exchange Service, cont'd.

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

(a) Monthly Recurring Charges

Residential Rates:

Local Access Line Flat-Rate Service	Current Rate	Maximum Rate	
Standard Service	\$15.00	\$17.00	
Additional lines	\$15.00	\$17.00	
Combination Service	\$15.00	\$17.00	
Second line	\$15.00	\$17.00	
Additional lines	\$15.00	\$17.00	

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.20 Residential Bundled Services Packages

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1. Cox Voice Economy

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

Monthly Recurring Rate: **\$18.40**
Maximum Rate \$18.50

2. Cox Voice Premier Package

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

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

Terms and Conditions

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

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LOCAL EXCHANGE SERVICE

SECTION 8 - Obsolete Service Offerings

8.20 Residential Bundled Services Packages, cont'd.

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2. Cox Voice Premier Package, cont'd.

Terms and Conditions, cont'd

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 offer the Customer an alternative plan or suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical Residential voice use include but are not limited to: non-voice services, use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Cox Unlimited plan. This is a flat rate call plan; call detail is not available with this plan. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This plan is available to Customers on a per-line basis and will be provisioned only on the Primary Line. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party conference calls or multiparty chat lines, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges apply.

Rates and Charges

Monthly Recurring Charge: **\$35.00**

Maximum Rate \$70.00

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