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**LOCAL EXCHANGE SERVICES**

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**TITLE SHEET**

**FLORIDA TELECOMMUNICATIONS PRICE LIST**

This Price List sets forth the descriptions, regulations and rates applicable to the furnishing of services and facilities for alternative local exchange telecommunications services provided by Cox Florida Telcom, L.P., d/b/a Cox Communications, with **principal** offices at **6205-B Peachtree Dunwoody Road, Atlanta, GA 30328**. This Price List applies for services furnished within the State of Florida. This Price List is on file with the Florida Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business.

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**LOCAL EXCHANGE SERVICES**

**CHECK SHEET**

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

<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>
1	2 <sup>nd</sup> Revised	40	Original	73	2 <sup>nd</sup> Revised
<b>2 *</b>	<b>157<sup>th</sup> Revised</b>	41	Original	74	3 <sup>rd</sup> Revised
3	134 <sup>th</sup> Revised	42	Original	75	9 <sup>th</sup> Revised
4	Original	43	Original	75.1	3 <sup>rd</sup> Revised
5	Original	44	Original	75.2	3 <sup>rd</sup> Revised
6	Original	45	Original	76	6 <sup>th</sup> Revised
7	2 <sup>nd</sup> Revised	46	Third Revised	76.1	1 <sup>st</sup> Revised
8	2 <sup>nd</sup> Revised	47	Original	77	8 <sup>th</sup> Revised
9	Original	48	Original	78	1 <sup>st</sup> Revised
10	2 <sup>nd</sup> Revised	49	2 <sup>nd</sup> Revised	79	4 <sup>th</sup> Revised
11	Original	50	Original	80	1 <sup>st</sup> Revised
12	Original	51	3 <sup>rd</sup> Revised	81	Original
13	Original	52	2 <sup>nd</sup> Revised	82	4 <sup>th</sup> Revised
14	Original	52.1	1 <sup>st</sup> Revised	82.1	Original
15	First Revised	53	3 <sup>rd</sup> Revised	83	Original
16	Original	53.1	1 <sup>st</sup> Revised	84	Original
17	6 <sup>th</sup> Revised	54	1 <sup>st</sup> Revised	<b>85 *</b>	<b>10<sup>th</sup> Revised</b>
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18	Original	56	11 <sup>th</sup> Revised	87	53 <sup>rd</sup> Revised
19	1 <sup>st</sup> Revised	56.1	6 <sup>th</sup> Revised	87.1	38 <sup>th</sup> Revised
20	3 <sup>rd</sup> Revised	56.2	17 <sup>th</sup> Revised	87.1.0	26 <sup>th</sup> Revised
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22	2 <sup>nd</sup> Revised	58	2 <sup>nd</sup> Revised	87.2.2	17 <sup>th</sup> Revised
23	1 <sup>st</sup> Revised	59	2 <sup>nd</sup> Revised	87.3	38 <sup>th</sup> Revised
24	2 <sup>nd</sup> Revised	60	3 <sup>rd</sup> Revised	87.4	24 <sup>th</sup> Revised
25	Original	61	6 <sup>th</sup> Revised	87.5	20 <sup>th</sup> Revised
26	Original	62	10 <sup>th</sup> Revised	87.6	25 <sup>th</sup> Revised
27	2 <sup>nd</sup> Revised	62.1	2 <sup>nd</sup> Revised	87.7	19 <sup>th</sup> Revised
28	4 <sup>th</sup> Revised	62.2	1 <sup>st</sup> Revised	87.8	14 <sup>th</sup> Revised
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30	1 <sup>st</sup> Revised	63.1	1 <sup>st</sup> Revised	88	3 <sup>rd</sup> Revised
31	1 <sup>st</sup> Revised	64	1 <sup>st</sup> Revised	89	3 <sup>rd</sup> Revised
32	Original	65	3 <sup>rd</sup> Revised	89.1	4 <sup>th</sup> Revised
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		71	2 <sup>nd</sup> Revised		
		72	2 <sup>nd</sup> Revised		

(\* ) Denotes new or revised page.

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Issued: July 29, 2005

Issued by: Ida Bourne  
Manager, Tariff Development  
1400 Lake Hearn Drive, N.E.  
Atlanta, GA 30319

Effective: August 11, 2005

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**LOCAL EXCHANGE SERVICES**

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**CHECK SHEET**

**Reserved for Future Use**

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Issued: July 29, 2005

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Manager, Tariff Development  
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**EXPLANATION SYMBOLS**

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

- (D) To signify Delete or Discontinued rate or regulation
- (I) To signify change resulting in an Increase in rate
- (M) To signify a Moved Text from another Price List Location
- (N) To signify a New Rate or Regulation
- (R) To signify a change resulting in a Reduction in rate
- (T) To signify Change in Text or Regulation but no change in rate or charge

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**LOCAL EXCHANGE SERVICES**

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**SECTION 1 - DEFINITIONS**

Certain terms used generally throughout this Price List are defined below.

**Access Line:** An arrangement which connects the Customer's telephone to a Cox designated switching center or point of presence.

**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.

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

**Calling Card:** A billing convenience whereby the End User may bill the charges for a call to an approved telephone company-issued calling card. The terms and conditions of the local telephone company will apply to payment arrangements.

**Company:** Cox Florida Telcom, L.P., which is the issuer of this Price List.

**Commission:** Florida Public Service Commission.

**Company:** Cox Florida Telcom, L.P.

**Cox:** Cox Florida Telcom, L.P., which is the issuer of this Price List.

**Cox-Affiliated Company:** shall mean a wholly owned subsidiary of Cox Florida Telcom, LP.'s parent company, Cox Communications, **LLC**, which provides cable and high speed internet access in the State of Florida.

**Customer or Subscriber:** 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 Price List regulations.

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

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

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

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**LOCAL EXCHANGE SERVICES**

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

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

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

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

**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.

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

**Local Calling Area:** The local calling areas for all Customers served by the Company shall include the exchange areas as defined in Section 3.1.1.

**Local Exchange Carrier ("LEC"):** A company which furnishes exchange telephone service.

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

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

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**LOCAL EXCHANGE SERVICES**

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

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

**Operator-Station Call:** A service whereby an End User places a non-Person-to-Person call with the assistance of an operator.

**Person-to-Person Call:** A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant.

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

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

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

**Residential Service:** Service to the following locations:

- Individual lines which terminate at a private residence location that is not advertised or used as a place of business, and where a business listing is not employed in the Company's telephone directory.
- Subscribers residing in private apartments, rooming houses or boarding houses, clubs or hospitals who request their own individual residential service and where business listing is not employed in the Company's telephone directory.
- Detached structures when strictly used as a part of the residence on the same premises and is not used as a place of business.
- Subscribers residing in college sorority or fraternity houses or University Dormitory Rooms who order their own individual residence service for their answering bureau.

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**LOCAL EXCHANGE SERVICES**

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

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

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

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

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

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**LOCAL EXCHANGE SERVICES**

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

**Third Party Billing:** A billing arrangement by which the charges for a call may be billed to a telephone number that is different from the calling number and the called number.

**United States:** The forty-eight states contained within the mainland United States, the District of Columbia, Alaska, Hawaii, Puerto Rico, the U.S. Virgin Islands, Guam, and the Commonwealth of the Northern Marianas Islands (CNMI).

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 – Regulations**

**2.1 Undertaking of the Company**

**2.1.1 Scope**

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

**2.1.2 Shortage of Equipment or Facilities**

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 – Regulations, cont'd.**

**2.1 Undertaking of the Company**

**2.1.3 Terms and Conditions**

1. Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer. Unless otherwise specified herein, for the purpose of computing charges in this Price List, a month is considered to have 30 days. All calculations of dates set forth in this Price List shall be based on calendar days, unless otherwise specified herein. When service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.
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 Price List.
3. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this Price List prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.
4. This Price List shall be interpreted and governed by the laws of the State of Florida without regard for the State's choice of laws provisions.
5. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.



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LOCAL EXCHANGE SERVICES

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SECTION 2 – Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.3 Terms and Conditions, cont'd.

1. Cox will reserve the telephone numbers for Customer's new telephone service. Reserved telephone numbers may change prior to the time of installation of service. Customers shall not use, publish or advertise reserved numbers until service has been activated. Customer is solely responsible for any expense or loss resulting from Customer's use, publication or dissemination of these numbers. The Customer has no property right in the telephone number associated with Cox telephone service; however, if Customer ports telephone numbers from another carrier to Cox, subject to federal or state law, or telephony industry guidelines, Cox will use such numbers with Customer's telephone service. After activation, Cox reserves the right to change telephone numbers subject to federal or state law, or telephony industry guidelines.

Business Customers may switch class-of-service from Business to Residential, only at the expiration or termination of a commercial services agreement. Customers who switch class-of-service prior to either of the forgoing will be issued a new telephone number when the service is transferred to a Residential class-of-service. Additionally, call intercept will not be deployed to inform the caller of the new Residential service telephone number.

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

- a. If the Customer ordered phone service before November 1, 2013, Cox will provide a battery and all replacements at no charge. The Customer is responsible for monitoring the battery and contacting Cox when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.
- b. If the Residential Customer ordered phone service on or after November 1, 2013, Cox will provide a battery upon request at the then-prevailing retail price, plus shipping if applicable. The Customer may obtain batteries from sources other than Cox if available, but the Customer is responsible for ensuring that any battery obtained from another source is compatible with the EMTA. The Customer is responsible for installation of the battery and for monitoring the battery and determining when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 2 – Regulations, cont'd.**

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

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

- 8.** 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 2.1.3.8 below.
- 9.** The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.1.4 Liability of the Company**

1. Delays or Interruption of Service - The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the company or arising out of failure of the company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as noted in Section 2.10.1, Credit Allowance for Interruptions, following.
2. The maximum credit allowable with respect to local exchange service shall not exceed the amount of local exchange service and expanded calling scope charges during a single billing period. The liability of the company for damages shall in no event, by reason of any delays, interruptions, omissions, errors, failures or defects in installation or service, exceed an amount equal to the Customers local exchange service and expanded local calling scope charges for a regular billing period with respect to such delayed, defective or interrupted local exchange service. No other liability shall in any way attach to the company in consideration of such delays or interruptions. The company will not be liable for any loss or damage, nor for any impairment or failure of service arising from or in connection with the use of Customer-owned facilities or equipment.
3. The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this Price List. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, shall not exceed \$1,000. With respect to any other claim or suit, by a Customer or by any others, for damages (including any such claim or suit arising out of or related to the reservation of any specific number for use with a service), associated with the ordinary" installation (including delays thereof) provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this Price List, and subject to the provisions of Section 2.10, Allowances for Interruption of Service, the Company's liability, if any, shall be limited as provided herein.

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LOCAL EXCHANGE SERVICES

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SECTION 2 - Regulations, cont'd.

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

1. Indemnification – The Customer indemnifies and saves harmless the company against claims, losses or suits for injury to or death of any person, or damage to any property which arises from the use, placement or presence or removal of the company's equipment, facilities and associated wiring on the Customer's premises and further, the Customer indemnifies and saves harmless the company against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the company or the use thereof by the Customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the company, and apparatus, equipment, and systems provided by the Customer; and against all other claims arising out of any act or omission of the Customer in connection with the services or facilities provided by the Company.

The services furnished by the Company, in addition to the limitations set forth above, also are subject to the following limitation. The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the company, either:

- a. caused by Customer-provided equipment, **including batteries** (except where a contributing cause is the malfunctioning of a company-provided connecting arrangement, in which event the liability of the company shall not exceed an amount equal to a proportional amount of the company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or
- b. not prevented by Customer provided equipment.

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**LOCAL EXCHANGE SERVICES**

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

2.1 Undertaking of the Company, cont'd.

2.1.4 Liability of the Company, cont'd.

5. Defacement of Premises - No liability shall attach to the company by reason of any defacement or damage to the Customer's premises resulting from the company's equipment, facilities and associated wiring on such premises, or by the installation or removal thereof when such defacement or damage is not the result of the negligence of the company or its employees.
6. The Company shall not be liable for any delay or failure of performance or equipment or service interruption due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; terrorism, civil Commotions, 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 or other natural disaster; unavailability of rights-of-way or materials, or strikes, lockouts, or work stoppages or other labor difficulties beyond the direct control of the Company.
7. The Company shall not be liable for any damages or losses nor for any .impairment or failure of service arising from or in connection with the use of Customer-owned/provided facilities or .equipment including service interruptions due to power outages and battery failure.

**Service to certain Customers is provided via an Embedded Multimedia Terminal Adapter 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 fully-charged battery to operate during a power outage. The battery will operate for up to 8 hours in case of a power outage depending on usage. Services, including access to 9-1-1 services will not be available during outages without a battery or if the battery has been drained. The Customer may order a battery from Cox by calling the Cox customer service number or visiting a Cox retail store after telephone service is installed.**

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

**If the Customer is a Lifeline Customer, the Customer is entitled to receive one battery for each Equipment item installed at the Customer premises. The battery will be delivered to the Lifeline Customer at the service address where Lifeline eligibility was established. The Lifeline Customer is responsible for installing and monitoring the battery, and contacting Cox when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced. Lifeline customers may request a replacement battery from Cox free of charge.**

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**LOCAL EXCHANGE SERVICES**

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

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

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

5. With respect to Emergency Number 911 Service:
- a. Cox shall not be liable to the Customer, or to any other person, for any damages arising out of errors, interruptions, defects, failures or malfunctions of 911 and/or E911 Service, including damages arising from errors or defects of associated equipment and data processing systems, except that the Customer shall be entitled to an allowance for interruptions as specified in this Price List.
  - 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. The Customer agrees to release, indemnify and hold Cox harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, of for any loss, damage or destruction of any property, whether owned by the Customer or others.
  - d. The 911 Customer also agrees to release, indemnify and hold Cox harmless for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, conditions, occasion or use of 911 service features and the equipment associated with it, or by an services furnished by Cox, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 service, and which arise out of the negligence or other wrongful act of Cox, the 911 Customer, its users, agencies or municipalities, or the employees or agents of anyone of them.
  - e. For non-eMTA provisioned voice services and for e-MTA provisioned voices services, when the Customer purchases and maintains a battery for the eMTA, 911 service is designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services while household power is available and during outages for the period when the e-MTA battery, if applicable, is in operation.
  - f. For eMTA provisioned voice services when the Customer purchases and maintains a battery for the eMTA, and for non-eMTA provisioned voice services, 911 service will 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 SERVICES**

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

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

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

8. With respect to Emergency Number 911 Service:

g. 911 service is provided solely for the benefit of the 911 Customer. The provision of such service shall not be interpreted, construed or regarded as being for the benefit of, or creating any company obligation toward, or any right of action on behalf of, any third person or other legal entity. (T)

h. 911 service will be designed by the company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchanges where 911 systems are equipped with the features required to provide 911 services. (T)

i. Emergency Locator Service (T)

As set forth in Section 7.4.1 of this Price List, Cox offers Business Customers an Emergency Locator Service. Cox Business Customers who order this service acknowledge and understand that the E911 database will provide accurate information to first responders and others who access the database only if the Customer assures that the information is accurate at every moment of time. Company shall have no liability for any delay, incorrect response, or any injury that Customer or any person suffers as a result of any inaccuracy in the E911 database caused by Customer's actions or failure to act. The Customer must advise the Company of E911 move, add, change, or delete information in writing within twenty-four (24) hours of the effective date of the change. Company makes no warranties, express or implied, regarding the accuracy of E911 information provided by the Customer.

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

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**LOCAL EXCHANGE SERVICES**

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

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

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

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

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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, facilities or services which are interconnected with Company services.

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

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**LOCAL EXCHANGE SERVICES**

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

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

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

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, Provision of Equipment and Facilities, following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company personnel, equipment, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the company may, upon written notice, terminate the Customer's service without liability. (T)
14. The Company's liability arising from errors or omissions in Directory Listings, other than charged listings, 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. (T)
15. In conjunction with a non-published telephone number, as described in Section 3.4.5.3, Non-Published Listings, following, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged. (T)
16. When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined to the appropriate local governmental authority responsible for the Emergency 911 Service upon request of such governmental authority. By subscribing to service under this Price List, Customer acknowledges and agrees with the release of information as described above. (T)

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**LOCAL EXCHANGE SERVICES**

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

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

**2.1.5 Temporary Suspension for Repairs and Maintenance**

(N)

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.

(N)

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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 Price List. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
2. The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.

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**LOCAL EXCHANGE SERVICES**

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

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

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

3. Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.
4. The Company shall not be responsible for the installation, operation or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Price List, the responsibility of the Company shall be limited to the furnishing of facilities offered under this Price List and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:
  - a. the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
  - b. the reception of signals by Customer provided equipment; or
  - c. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.1.7 Non-routine Installation**

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

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

**2.1.8 Ownership of Facilities**

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

**2.2 Prohibited Uses**

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

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

**2.3 Reserved for Future Use**

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**LOCAL EXCHANGE SERVICES**

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

**2.4 Obligations of the Customer**

**2.4.1 General**

The Customer shall be responsible for:

1. the payment of all applicable charges pursuant to this Price List;
2. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
3. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;
4. If an eMTA is installed at the customer premises, monitoring the battery in the eMTA and contacting Cox for a replacement when the battery no longer is able to function properly, including but not limited to the ability to maintain a charge, and must be replaced;

(D)  
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(D)

5. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.4.1.3, above. 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)

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**LOCAL EXCHANGE SERVICES**

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

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

**2.4.1 General, cont'd.**

The Customer shall be responsible for: cont'd.

- 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 2.4.1.4 above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; (T)
- 8.** not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and (T)
- 9.** making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes. (T)
- 10.** allowing the Company, or its agent, access to the property, with no notice, to remove Company facilities and/or equipment after the Customer has discontinued service. (T)
- 11.** providing the Company with written notification of any change in name, ownership or control. (T)
- 12.** ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (T)
- 13.** ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs is current in the PS-ALO so that emergency responders have the ability to locate the station in emergency situations. (T)

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**LOCAL EXCHANGE SERVICES**

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

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

**2.4.2 Residential Service**

Residential service is as defined in Section 1, Definitions, of this Tariff. In the event, a Customer's service is discovered to be in violation of the provisions above, Cox shall back-bill to recover the under charge(s). To determine the amount of under charge the telephone company shall first review its' service records to determine the period of under charge. Should the Customer dispute the period determined by the telephone company, the Customer has the burden of demonstrating a shorter period of under charge. In cases where Company service records do not indicate a probable period of under charge, a period of 12 months shall be used and the burden of demonstrating a shorter period shall be upon the Customer. The under charge shall be assessed based upon business rates less prior payments.

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

A Residential Customer may not port a Business telephone number to the Company as a Residential telephone number.

**LOCAL EXCHANGE SERVICES**

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

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

**2.4.3 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.

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

(N)

The F.C.C. required 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 Cox privacy policy posted at <http://www.cox.com/policy/#OnlinePrivacyPolicy>.

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**.L EXCHANGE SERVICES**

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

**2.5 Customer Equipment and Channels**

**2.5.1 General**

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

**2.5.2 Station Equipment**

A Customer shall be responsible for:

1. providing and maintaining any terminal equipment on the Customer's premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.10, Allowance for Interruption of Service, following, is not applicable. (T)
2. 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. (T)
3. ensuring that the Customer-provided equipment (CPE), such as a Private-Branch Exchange (PBX), provisioned on the Company's network is maintained and operated in a fashion to deter fraudulent or unauthorized access to the CPE. The Customer is responsible for payment of all charges incurred on their monthly billing statement. (N)
4. ensuring that station location information for all Customer-provided Multi-Line Telephone Systems (MLTS), or PBXs is current in the PS-ALO so that emergency responders have the ability to locate the station in emergency situations. (N)

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**LOCAL EXCHANGE SERVICES**

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

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

**2.5.3 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 price lists of the other communications carriers which are applicable to such connections.
3. Facilities furnished under this Price List may be connected to Customer provided terminal equipment in accordance with the provisions of this Price List.

**2.5.4 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 2.5.2.2, Station Equipment, for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.
2. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within 10 days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to take such actions and provide such notice, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

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**LOCAL EXCHANGE SERVICES**

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

**2.6 Payment Arrangements**

**2.6.1 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. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

1. Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.
2. A Surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipts tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state.<sup>1</sup> This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

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

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer:

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Usage charges based on measured or message service will be assessed on the next invoice rendered following the end of the billing period in which the usage occurs or as soon as practical, and will be due and payable within 20 days after the bill date "(due date)". Amounts not paid within 20 days after the bill date will be considered past due and late fees will be assessed as indicated in 2.6.2.5 and 2.6.2.6 following.
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. When a Customer makes a payment to the Company in the form of a check, bank draft, credit card, debit card or other non-cash payment method, and the payment is returned to Cox unpaid due to insufficient funds or rejection of charges on the Customer's credit card, a \$25.00 returned item fee may be applied to the Customer's account.

5. Residential late payment fee:

Gulf Coast: If a Customer's account is carrying a past due balance as outlined in 2 above and payment is not applied within 6 days after the due date, the Customer's account will be assessed a \$3.50 late fee. If the account remains past due 25 days past the original due date, a \$4.50 charge will be applied until the balance is paid in full.

Central Florida: If a Customer's account is carrying a past due balance as outlined in 2 above and payment is not applied within 10 days after the due date, the Customer's account will be assessed a \$3.99 late fee. If the account remains past due 25 days past the original due date, a \$4.99 charge will be applied until the balance is paid in full.

6. Business late payment fee: if a Customer's account is carrying a past due balance as outlined in 2 above and payment is not applied with in 30 days after the due date, the Customer's account will be assessed a \$25.00 late fee.
7. Should service be suspended for nonpayment of charges, it will be restored upon the Customer's payment of the charges applicable for restoration of service as set forth in Section 3.1.A.2.1 and Section 3.1.B.2.1 for Central Florida and Gulf Coast, respectively, of this Tariff and as further outlined in Section 2.7, Restoration of Service, following.

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

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.2 Billing and Collection of Charges, cont'd.**

Bills will be rendered monthly to Customer: cont'd.

8. Except as otherwise set forth in this tariff, where any undercharge in billing of the Customer is the result of a Company mistake, the Company may not back-bill in excess of twelve (12) months. Where over billing of a subscriber occurs, due either to Company or Customer error, no liability exists which will require the Company to pay any interest, dividend or other compensations on the amount over billed.

**2.6.3 Disputed Bills**

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

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

**2.6.4 Advance Payments**

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

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.5 Deposits**

1. A cash deposit for local exchange service and toll service may be required of an applicant, if satisfactory credit is not established, in an amount not to exceed the charges for one month's local exchange service plus the Company's estimate of two month's long distance service.

An additional amount of deposit for a reasonable amount may be required where the Company, provides terminal equipment of special arrangements; having a termination liability; carrying any requirement that the Customer continue to subscribe to the equipment or arrangement for more than one month; or requiring the Customer to pay an amount greater than one month's billing upon disconnection in whole or in part.

2. New or Additional Deposits for Existing Customers.

The Company may require, upon reasonable written notice of not less than 15 days, a new deposit, where previously waived or returned, or an additional deposit, in order to secure payment of current bills. Provided, however that the total amount of required deposit should not exceed twice the actual average monthly toll billing plus one month's local service charge for the 90-day period immediately prior to the date of notice. In the event the Customer has had service less than 90-days, then the Company shall base its new or additional deposit upon the actual average monthly billing available. When the Company has good reason to believe payment by a non-residential Customer is in jeopardy and the usage is significantly above normal for that Customer, the Company may request a new or additional deposit. If the deposit requested is not paid within 48-hours, the Company may discontinue service. Should the Company determine that credit information given by a Customer is false or materially incorrect, the Company may immediately require the Customer to pay a new or additional deposit equal to the deposit which would have been charged at the time of the request for service had the correct credit information been given by the Customer.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.5 Deposits, cont'd.**

3. 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;
  - b. When the Company, at its discretion, verifies that an applicant had previous service with any telecommunications service provider in the State of Florida for the same type of service within the last two years and the Company also verifies through regional and/or national data exchanges that the applicant's payment record was satisfactory, applicant would obtain service without a deposit. If the applicant had been delinquent in the payment of a telecommunications service provider account on more than two (2) occasions within the past 12 months, presented a dishonored check for payment of a telecommunications service account within the past 12 months or had service disconnected due to nonpayment as reported in the regional and/or national data exchanges within the past 12 months, the Company may require a deposit prior to delivery of telephone service; or
  - c. When the Company, at its discretion, verifies satisfactory credit information derived from a national credit bureau agency(s), the Company will not require a deposit
4. Residential customer's may arrange to make the payment over three billing periods. However, the Company may allow a residential customer to extend the payments of any required deposit over a longer period of time to avoid undue hardship.
5. Interest on Deposit

All deposits required by the Company shall bear interest at 0.458% per annum to begin and run from the date said deposit is made except that, no interest shall apply on a deposit unless the deposit and the service have been in existence for a continuous period of six months.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.5 Deposits, cont'd.**

6. If a refund of the deposit is made within one-hundred eighty (180) days of receipt of the deposit, no interest payment shall be made. If Cox retains the deposit more than one-hundred eighty (180) days, payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service. Cox will provide payment of accrued interest for all end-users annually by negotiable instrument or by credit against current billing.
7. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.
8. In determining the amount of any deposit, no charges for estimated telephone directory advertising will be used.
9. The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the customer within thirty (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.
10. If service is not connected, or after disconnection of service, Cox shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) 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 the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check, credit card or other negotiable instrument acceptable to the Company that is subsequently dishonored or refused. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsections 5. and 6. of this Section.



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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.5 Deposits, cont'd.**

12. Cox shall automatically refund the deposit for business service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored. Cox may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit. If the customer does not meet these refund criteria, the deposit and interest may be retained in accordance with subsection 5 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 provide means whereby a Customer may verify a deposit has been paid.
15. Such records shall be retained for two (2) years after deposit and/or interest is refunded or applied.
16. The deposit made by the end-user with Cox at the time of application for telephone service shall not constitute an advance payment to cover service bills, but for all purposes it is to be considered as security for the payment of monthly bills or other proper charges.
17. If, as a result of a Customer's bankruptcy filing, the Company is required to write off debts owed to it by the Customer, and the Customer requests to continue service, the Company has the right to collect a deposit. If the Company is not listed as a creditor in the bankruptcy, the Company is no longer obligated to continue to provide service. If the Company is listed as a creditor in the Customer's bankruptcy proceeding, the Company will continue to provide service so long as the Customer pays the requested deposit.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.6 Refusal or Discontinuance of Service by the Company**

1. Cox may refuse service, suspend or terminate existing service to an end-user without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or other end-users.
2. Cox may refuse service, suspend or terminate existing service to a Customer pursuant to the disconnect procedure defined below for any of the following reasons:
  - a. Nonpayment of a bill for regulated services within the period prescribed by this Price List and/or nonpayment of a single bill within a multiple-billed account.
  - b. Failure to make a security deposit as set forth in this Price List.
  - c. Violation of or noncompliance with all applications of state and municipal regulations or provision of this Price List.
  - d. Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.
  - e. Interconnection of a device, line, or channel to Cox's facilities or equipment contrary to Cox's terms and conditions of service on file with and approved by the Commission.
  - f. Improper use of telephone service, or use in such manner as to interfere with reasonable service to other Customers.
  - g. Abandonment of service.
  - h. Impersonation of another with fraudulent intent.
  - i. Use of service or facilities for a call or calls, in a manner reasonably expected to frighten, abuse, torment, or harass another user of Cox's Network.
  - j. Failure to establish new account after change in control or ownership of the account.
  - k. Cox may refuse service to an applicant or Customer who has not paid for prior service or has a current past due balance for service rendered by a Cox affiliate.
  - l. Any other violation of the Company's regulations.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.6 Refusal or Discontinuance of Service by the Company, cont'd.**

3. Residential Customers whose telephone services have been temporarily suspended for non-payment will continue to have access to 911 Service (outgoing service only).
4. Upon a Customer's request to terminate local exchange service, Cox will inform such Customer of the Customer's responsibility to contact the Customer's IXC regarding continuance or termination of such service from the IXC.
5. Cox shall not be required to provide service to an applicant or Customer who has not paid for prior telephone service rendered by a telecommunications service provider in the same or different location, and furnished to the same person or legal entity.
6. Cox shall not be required to furnish or continue furnishing service when applied for in the name of another person or legal entity, or a fictitious name or other member of the same household, for the purpose of avoiding payment of an unpaid obligation for telephone service previously furnished.
7. Customers will not be held responsible for the nonpayment of another Customer's bill unless the Customer superseded the service or was a co-applicant or guarantor for the service or shared the service of the non-paid account.
8. 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 customers cannot be disconnected for failure to pay a bill for a Business service.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.6 Refusal or Discontinuance of Service by the Company, cont'd.**

10. Service may not be withheld from a Customer whose name is fraudulently used to obtain service at another location without the Customer's permission or knowledge.
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.
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 Florida.
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.
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.
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.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.6 Refusal or Discontinuance of Service by the Company, cont'd.**

16. Telephone Calls with Intent to Annoy:
- a. The Company may discontinue service to any Customer, who with intent to annoy, telephones another and addresses to or about such other person any obscene language or addresses to such person any threat to inflict injury to the person or property of the person addressed or any family member.
  - b. The Company may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another with or without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.
  - c. The Company may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by the Company that is intended to vex, harass or annoy the Company, its employees, agents or other Users of the Publicly Switched Telephone Network. A pattern of behavior is intended to vex, harass or annoy if it disturbs, irritates or interrupts the Company's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.
  - d. Prior to disconnection of service for calls described in sections a., b., or c. above, the Company will make reasonable effort to persuade the Customer placing such calls to cease all such activity. If such activity persists, the Company may, at its option, disconnect service. Prior to disconnection of service for calls described in part C. above, the Company may, at its option, refuse to transact business with the Customer except by written communication. If the Customer continues to engage in conduct set forth in section C above, the Company may, at its option, immediately discontinue service.
  - e. For the purpose of this section 2.6.6, telephone calls shall include Customer usage of facsimile, paging or any other communication devices to access the service provided by the Company.
  - f. Company may disconnect service to any Customer who violates 47 U.S.C. §227, Restrictions on the Use of Telephone Equipment.

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**LOCAL EXCHANGE SERVICES**

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

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

**2.6.6 Refusal or Discontinuance of Service by the Company, cont'd.**

17. After the cause for suspension or disconnection has been cured, Cox will connect, restore or reconnect service as soon as possible.
18. Upon the Company's discontinuance of service to the Customer under this Section, all applicable charges, including termination charges shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Price List.

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**LOCAL EXCHANGE SERVICES**

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

**2.7 Restoration of Service**

If service has been discontinued for nonpayment as set forth in 2.6.2.7, preceding, or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected.

**2.8 High Toll Usage Restriction – Company Initiated<sup>1</sup>**

If a Customer in any single month, accrues toll charges in excess of twice the average monthly toll charges of the Company's Customers in the same class of service (residential or business) or twice the actual monthly average of the individual Customer's charges, whichever is greater, the Company will review the Customer's previous billing, payment and credit history. If the Customer's account is deemed to be a credit risk, as described in Section 2.6.5, Deposits, preceding, the Company will attempt to contact the Customer to make inquiries concerning the abnormal usage and may require a security and/or payment of charges on the account to continue toll service. If the Customer does not respond, the Company may suspend toll service. The Company will notify the Customer within 24 hours of initiating the toll restriction.

A Customer who has had toll restriction placed on their account will not be able to dial or complete inter/intraLATA toll calls.

**2.9 Reserved for Future Use**

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<sup>1</sup> Toll services are contained in Cox' Florida PSC Tariff No. 1, Interexchange Services, and are unregulated under this Price List.

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**LOCAL EXCHANGE SERVICES**

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

**2.10 Delays or Interruptions of Service**

The Customer assumes all risk for damages arising out of delays in installation of service or facilities, mistakes, omissions, interruptions, delays, errors or defects in transmission, failures or defects in equipment or facilities furnished by the Company or arising out of failure of the Company to maintain proper standards of maintenance of operations or to exercise reasonable supervision, except as follows:

**2.10.1 Credit Allowances for Interruptions:**

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

(N)  
(N)  
(N)



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**LOCAL EXCHANGE SERVICES**

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

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

**2.10.2 Limitations on Allowances**

No credit allowance will be made for:

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

**2.10.3 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 price listed rates and charges for the alternative service used.

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**LOCAL EXCHANGE SERVICES**

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

**2.11 Cancellation of Service**

**2.11.1 Cancellation of Application for Service**

1. Applications for service are non-cancelable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
2. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
3. The special charges described in 1. and 2. of this sub-section 2.11.1 will be calculated and applied on a case-by-case basis.

**LOCAL EXCHANGE SERVICES**

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

**2.11 Cancellation of Service, cont'd.**

**2.11.2 Cancellation of Service by the Customer**

If a Customer cancels or terminates service before the completion of the term as set forth in this Tariff for any reason whatsoever other than a service interruption (as defined in 2.10 above) Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and payable within the period set forth in 2.6.2.2 and 2.6.2.3, Billing and Collection of Charges, all costs, fees and expenses incurred in connection with:

- a. all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
- b. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- c. all Recurring Charges specified in the applicable Commercial Services Agreement for the balance of the then current term.

**2.11.3 Auto Renewal of Term Agreements**

If the Customer orders a service via a term agreement with a term period that extends beyond the minimum term as set forth in this tariff, after the initial term, the Agreement shall automatically renew for one (1) year terms unless the Customer or Cox gives the other written termination notice at least sixty (60) days prior to the expiration of the then existing term.

**2.11.4 30-Day Offer Period for ICB Pricing**

Rates, terms and conditions contained 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, these elements will be developed on a case-by-case basis.

(N)

(N)

(N)

(N)

**2.12 Transfer and Assignments**

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

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**LOCAL EXCHANGE SERVICES**

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

**2.13 Notices and Communications**

- 2.13.1** 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.
- 2.13.2** 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.
- 2.13.3** All notices or other communications required to be given pursuant to this Price List will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first
- 2.13.4** The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service**

**3.1 Local Exchange Service**

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

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service;
  
- access Operator Services;
- access Directory Assistance for the local calling area;
- place or receive calls to 8XX, 700 and 900 telephone numbers;
- access Telephone Relay Service.
- touch tone;
- a white pages directory listing.

(D)  
(D)

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

The following exchange access services are offered by Cox, where facilities and operating conditions permit:

- Basic Residential Service (Local Residential)  
(limited to two local access lines)
  
- Basic Business Service (Local Business)

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

(T)

**3.1.1 Service Areas/Local Calling Area**

(T)

Where facilities are available, Cox exchanges are defined by the following areas which are equivalent to similarly named BellSouth, and Sprint Florida:

**1. Central Florida Exchanges**

(T)

Alachua	Brooker	Ocala
Archer	Gainesville	Silver Springs Shores
Bellevue	Newberry	

**a. Local Calling Areas**

(T)

<b>Exchange</b>	<b>Exchanges included in Local Calling Area</b>
Alachua	Brooker, Fort White, Gainesville, High Springs, Lake Butler, Newberry
Archer	Astor, Bellevue, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, Lady lake, Leesburg, McIntosh, Melrose, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Tavares, Tranton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Wildwood, Williston, Yankeetown
Bellevue	Archer, Astor, Bellview, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, Lady Lake, Leesburg, McIntosh, Melrose, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, Silver Springs Shores, Tavares, Trenton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Yankeetown
Brooker	Alachua, Archer, Astor, Bellevue, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Cheifland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, lady Lake, Lake Butler, Lawtey, Leesburg, McIntosh, Melrone, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Starke, Tavares, Trenton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Williston, Yankeetown

(M)

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(M) Material previously appeared on Original Page 52.1.

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**1. Central Florida Exchanges, cont’d.**

**a. Local Calling Areas, cont’d.**

<b>Exchange</b>	<b>Exchanges included in Local Calling Area</b>
Gainesville	Alachua, Archer, Astor, Belleview, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Fort White, Gainesville, Groveland, Hawthorne, High Springs, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, Lake Butler, Leesburg, McIntosh, Melrose, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Tavares, Trenton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Williston, Yankeetown
Newberry	Alachua, Archer, Astor, Belleview, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, High Springs, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, Lady lake, Leesburg, McIntosh, Melrose, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Trenton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Williston, Yankeetown
Ocala	Archer, Astor, Belleview, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, Homosassa Springs, Howey-in-the-Hills, Inverness, Keystone Heights, Lady Lake, Leesburg, McIntosh, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Tavares, Trenton, Trilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Williston, Yankeetown
Silver Springs Shores	Archer, Astor, Belleview, Beverly Hills, Bronson, Brooker, Brooksville, Bushnell, Cedar Key, Chiefland, Citra, Clermont, Cross City, Crystal River, Dade City, Dunnellon, Eustis, Forest, Gainesville, Groveland, Hawthorne, Homosassa Springs, howey-in-the-Hills, Inverness, Keystone heights, Lady Lake, Leesburg, McIntosh, Melrose, Micanopy, Mount Dora, Newberry, Ocala, Ocklawaha, Old Town, Orange Springs, Salt Springs, San Antonio, Silver Springs Shores, Tavares, Trenton, Tilacoochee, Umatilla, Waldo, Weekiwachee Springs, Weirsdale, Wildwood, Williston, Yankeetown

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(M) Moved to 2nd revised sheet 52.

(M1) Moved from 1st revised sheet 53

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**2. Gulf Coast Exchanges**

Cantonment	Destin	Pensacola
Clear Springs, AL	Freeport	Santa Rosa Beach
Crestview	Fort Walton Beach	Shalimar
De Funiak Springs	Laurel Hill	Valparaiso

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a. Local Calling Areas

<b>Exchanges</b>	<b>Exchanges included in Local Calling Area</b>
Cantonment Including Clear Springs, AL	Baker; Cantonment; Century; Clear Spring, AL; Crestview; De Funiak Springs; Destin, Florida, AL; Freeport; Fort Walton Beach; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurel Hill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Walnut Hill; Wing, AL
Crestview	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florida, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurel Hill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove; Shalimar; Valparaiso; Wing, AL
Destin	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florida, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurel Hill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Wing, AL
Fort Walton Beach	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florida, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Wing, AL



**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.1 Service Areas/Local Calling Area, cont’d.**

**2. Gulf Coast Exchanges, cont’d.**

a. Local Calling Areas, cont’d.

<b>Exchanges</b>	<b>Exchanges included in Local Calling Area</b>
Freeport	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florala, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Pone de Leon; Santa Rosa Beach; Shalimar; Seagrove Beach; Valparaiso; Wing, AL
Laurel Hill	Crestview; Florala, AL; Laurel Hill; Paxton; Wing, AL
Pensacola	Baker; Cantonment; Century; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florala, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Walnut Hill; Wing, AL
Santa Rosa Beach	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florala, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Wing, AL
Shalimar	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florala, AL; Fort Walton Beach; Freeport; Glendale, Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove Beach; Shalimar; Valparaiso; Wing, AL
Valparaiso	Baker; Cantonment; Clear Springs, AL; Crestview; De Funiak Springs; Destin; Florala, AL; Fort Walton Beach; Freeport; Glendale; Gulf Breeze; Holley-Navarre; Jay; Laurelhill; Milton; Molino; Munson; Pace; Paxton; Pensacola; Ponce de Leon; Santa Rosa Beach; Seagrove; Shalimar; Valparaiso; Wing, AL

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

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**3.1.2 Local Line**

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

**1. Local Line Rates & Charges**

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs) and monthly Recurring Charges as specified in Sections **3.1.2.1**. Applicable charges are defined below:

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Definitions:

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

Moves, Adds, Changes: Applies per line where the customer changes the access line configuration (e.g. by moving a line at the same premises, adding DID service to existing lines, changing inward only trunks to two way, etc.).

Feature Change: Applies per line when the customer adds or removes a feature to an existing line after the initial installation of the line.

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

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**3.1.2 Local Line, cont’d.**

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**1. Local Line Rates & Charges, cont’d.**

Definitions, cont’d.

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

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

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Local Line Rates & Charges, cont’d.**

a. Non-Recurring Charges - Residential

	<b>Central Florida</b>	<b>Gulf Coast</b>
Line Connection Charge-		
- Professional Install <sup>1</sup>	<b>\$100.00</b>	<b>\$100.00</b>
- Self Install	<b>\$0.00</b>	<b>\$0.00</b>
- Self Install Failure	<b>\$100.00</b>	<b>\$100.00</b>
Account Changes - Billing Record <sup>2</sup>		
-per billing record change	\$4.99	\$4.99
Telephone Number Change Charge	\$25.00	\$25.00
Electronic Reconnect Charge, per line <sup>3</sup>	\$20.00	\$20.00
Telephony Reconnect Charge	\$50.00	\$50.00
Feature Change Charge	\$4.99	\$4.99
Professional Transfer Installation <sup>4</sup>	\$15.00	\$15.00

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0% discount applies on Line Connection Charge when telephone installation is part of installation of a bundle that includes Cox Video and Cox High Speed Internet service.

<sup>2</sup> Nonrecurring charges may be waived at the discretion of Cox.

<sup>3</sup> If service is temporarily interrupted (soft disconnect) for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established (reconnected), Line Connection Charges apply.

<sup>4</sup> Applies to existing customers who transfer phone service to a new location and does not include move of HD and DVR\*.

\* Unregulated service(s) under this Price List.

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Local Line Rates & Charges, cont’d.**

b. Non-Recurring Charges - Business

	<b>Central Florida</b>	<b>Gulf Coast</b>
Line Connection Charge <sup>1</sup>		
- First Line, per order	56.24	56.24
- Additional Line, per order, same trip	10.00	10.00
- Additional Line, per order, separate trip	56.24	56.24
Account Changes - Billing Record		
-per billing record change	19.00	19.00
Telephone Number Change Charge	19.00	19.00
Electronic Reconnect Charge, per line <sup>2</sup>	55.00	55.00
Telephony Reconnect Charge		
- First Line, per order	56.24	56.24
- Additional Line, per order, same trip	10.00	10.00
- Additional Line, per order, separate trip	56.24	56.24
Feature Installation / Change Charge	19.00	19.00
Line/Trunk Move, Add, Change	19.00	19.00
Custom Number Installation	10.00	10.00
Hunt Group Change Charge	19.00	19.00

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<sup>1</sup> Charge will be discounted 50% when telephone installation is part of a bundle installation with Cox Video and Cox High Speed Internet.

<sup>2</sup> If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established (reconnected), Line Connection Charges apply.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**1. Local Line Rates & Charges, cont’d.**

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d. **Cox Voice Preferred**

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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:

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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.

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, 2<sup>nd</sup> Revised Sheet 110.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.1.2 Local Line, cont'd.**

**1. Local Line Rates & Charges, cont'd.**

**d. Cox Voice Preferred, Cont'd.**

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

**Rates and Charges**

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

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**3.1.2 Local Line, cont’d.**

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**2. Custom Calling Features**

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

a. Feature Descriptions

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

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

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

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

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

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

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

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



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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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

**3.1.2 Local Line, cont'd.**

**2. Custom Calling Features, cont'd.**

a. Feature Descriptions, cont'd.

Call Return: Provides the customer an announcement of the last phone number that called them.

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

Call Transfer: Allows a customer to communicate between telephone instruments connected to the same primary access line; when another telephone on the line is answered, ringing stops. The originator of the call then picks up his received and communications begins.

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

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

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

Circular Hunt: Allows the inbound call to start hunting from the previous line called and hunts in a circular fashion until it again reaches the previous line called. All lines in the hunt group may be hunted regardless of the start point of the hunting.

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(M) Certain material appearing on this page previously appeared on 1st Revised Sheet 59.

**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

- 3.1 Local Exchange Service, cont’d.** (T)
- 3.1.2 Local Line, cont’d.** (T)

**2. Custom Calling Features, cont’d.**

- a. Feature Descriptions, cont’d. (M)

Custom Number: Customer requested vanity number.

Directory Number Hunt: Hunting starts from the top of the group list every time, then goes to the first idle line it finds.

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

Distinctive Ring Fax: Allows more than one directory number to terminate on a telephone line and telephone set. Each directory number has a distinctive ringing sequence. Intended for scenarios where the second line is a fax machine and will not roll to voice mail in a “no answer” scenario.

Priority Ringing: Allows up to 31 directory numbers to be automatically identified by distinctive ringing. If a subscriber is engaged in conversation and a call from one of the designated directory numbers arrives, a distinctive call waiting tone accompanies the incoming call. All other calls ring normally. (M1)

Remote Call Forwarding: Allows the Customer to rent a directory number (RCF base number) in a remote location. Calls placed to the RCF number are automatically forwarded to the Customer’s principal number. The RCF Customer is billed for the forwarded portion of the call. All toll calls will be carried over the Cox network. Charges for additional talk paths will apply per path. (M2)

Remote Call Forwarding Additional Paths: Allows the Customer to order additional paths to handle incoming calls related to Remote Call Forwarding. (M2)

(M) Material moved to 2nd Revised Sheet 58.  
(M1) Material previously appeared on 1st Revised Sheet 60.  
(M2) Material previously appeared on 1st Revised Sheet 72

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LOCAL EXCHANGE SERVICES

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SECTION 3 – Local Exchange Service, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.2 Local Line, cont'd.

2. Custom Calling Features, cont'd.

a. Feature Descriptions, cont'd.

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

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

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

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

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

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

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Custom Calling Features, cont’d.**

b. Feature Packages

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Sheet 110.1.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Custom Calling Features, cont’d.**

c. Reserved

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(M) Material moved to Obsolete Services Section, page 106.

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.2 Local Line, cont’d.**

**2. Custom Calling Features, cont’d.**

c. Rates and Charges – Business

	Central		Gulf Coast	
	Monthly, per Line (\$)	Per Use (\$)	Monthly, per line	Per Use
900/976 Call Block	N/A		N/A	
Anonymous Call Rejection	6.00		6.00 (I)	
Busy Line Redial	6.00		6.00 (I)	
Call Forwarding	6.00		6.00 (I)	
Call Forwarding – Busy	6.00		6.00 (I)	
Call Forwarding – No Answer	6.00		6.00 (I)	
Call Forwarding on Call Waiting	6.00		6.00 (I)	
Call Forwarding Remote Access	6.00 (R)		6.00 (R)	
Call Return	6.00		6.00 (I)	
Call Trace	N/A	3.50	0.00 (T)	3.50
Call Transfer	6.00		6.00	
Call Waiting	6.00 (R)		6.00 (I)	
Call Waiting ID	6.00 (R)		6.00 (I)	
Caller ID	6.00 (R)		6.00 (I)	
Circular Hunt	2.00		2.00 (I)	
Custom Number	3.50			
Directory Number Hunt	1.00		1.00	
Distinctive Ringing	10.00		10.00 (I)	
Distinctive Ring Fax	0.00 (R)		0.00 (R)	
Local DA Block	0.00 (R)		0.00 (R)	
Priority Ring	6.00		6.00 (I)	
Selective Call Acceptance	4.00 (R)		6.00 (I)	
Selective Call Forwarding	6.00		6.00 (I)	
Selective Call Rejection	6.00		6.00 (I)	
Speed Calling – 30	6.00 (I)		6.00 (I)	
Three Way Calling	6.00		6.00 (I)	
Toll Free Blocking	NC			
<b>Reserved</b>				

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**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

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**3.1.2 Local Line, cont’d.**

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**2. Custom Calling Features, cont’d.**

c. Rates and Charges – Business

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	Central		Gulf Coast	
	Monthly	Per Use	Monthly	Per Use
<b>FEATURE BUNDLES, per line</b>				
Call Forwarding-Remote Access with Call Forwarding or Call Forwarding Busy			\$7.00	N/A
Call Transfer with Three Way Calling			\$6.00	N/A
Call Forward on Call Waiting with Call Forwarding			<b>\$6.00 (R)</b>	N/A
Call Waiting ID with Call Waiting and Caller ID			\$8.00	N/A
Selective Call Forward with Call Forward			<b>\$6.00 (R)</b>	N/A

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(M) Material previously appearing on this page has been moved to 1st Revised Sheet 62.1.

(M1) Material previously appeared on 2nd Revised Sheet 75.2

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

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

**3.1.3 Cox Redirect**

**1. General**

**a.** Where technically feasible, Cox Direct allows the Business Customer to establish predetermined alternate routing plans for incoming voice and for data traffic. The service can be used as a disaster recovery service. The alternate routing plan is created by the Customer working with a Company representative at the time the Cox Redirect service is established. The Customer’s alternate routing plan may:

- Route incoming calls to an announcement
- Route incoming calls to a single Backup Number
- Route incoming calls to multiple Backup Numbers according to subscriber-defined percentage allocation
- an announcement or more Backup Numbers on a subscriber-defined percentage basis

**b.** The Customer must contact the Company to activate the Cox Redirect service. This will route traffic to numbers pre-selected by the Customer.

The Customer may make changes to the routing plan at the time activation is requested. The Customer may change the numbers to which the calls are to be routed and the percentages of calls to be routed to other numbers. The Customer cannot request activation on additional numbers to be redirected at that time.

**c.** In order to restore the original call routing, the subscriber must contact the Company to deactivate the alternate routing plan. Any changes made to the routing plan at the time the plan was activated will not be retained.

In order to restore the original call routing, the Customer must contact the Company to deactivate the alternate routing plan.

**d.** The Customer must establish a routing plan for each location included in his serving arrangement for which traffic is to be rerouted.

A test call capability allows a Customer, whose routing plan has been activated, to place a call to test the operation of the subscriber's normal service. In this manner, the Customer may test his facilities before initiating recovery.

**e.** The Customer is required to specify a Callback Number and Verification Party Name(s) which will be used by the Company representative receiving a request to activate, deactivate, or modify a Customer’s service to verify a request.

**2. Rates**

	<b>Central Florida</b>	<b>Gulf Coast</b>
Nonrecurring Charge	\$200.00	\$200.00 (R)
Monthly Recurring Charge, per line, per number	\$65.00	\$65.00 (R)

(M) Certain material appearing on this page previously appeared on Original Sheet 63.1.

(M2) Certain material appearing on this page previously appeared on Original Sheet 76.1

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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(M) Material previously appearing on Original Sheet 63.1 has been moved to 5th Revised Sheet 63.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**COX FLORIDA TELCOM, L.P.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business**  
**d/b/a Cox**

**Florida Price List No. 1**  
**2nd Revised Sheet 67**  
 **Cancels 1st Revised Sheet 67**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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(M) Material previously appearing on 10th Revised Sheet 69.2 has been moved to 10th Revised Sheet 56.2.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**COX FLORIDA TELCOM, L.P.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business**  
**d/b/a Cox**

**Florida Price List No. 1**  
**3rd Revised Sheet 74**  
**Cancels 2nd Revised Sheet 74**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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(M) Certain material previously appearing on 2nd Revised Sheet 75.2 has been moved to 1st Revised Sheet 62.1.

(M1) Certain material previously appearing on 2nd Revised Sheet 75.2 has been moved to 1st Revised Sheet 62.2.

**COX FLORIDA TELCOM, L.P.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business**  
**d/b/a Cox**

**Florida Price List No. 1**  
**6<sup>th</sup> Revised Sheet 76**  
 **Cancels 5<sup>th</sup> Revised Sheet 76**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.2 Directory Assistance**

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

**3.2.1 Charges for Directory Assistance Calls:**

Central Florida

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

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

Gulf Coast

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

(I)

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

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

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

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

**3.2.3** Charges for Directory Assistance (DA) are not applicable to calls placed from Customers whose physical, visual, mental or reading disabilities prevent them from using the telephone or the directory. The method of exempting those disabled Customers shall be via the completion of an exemption form supplied by the Company and the Company’s acceptance of that form. The exemption for disabled Customers includes sent-paid calls from the Customers’ local exchange service. If abuse of this exemption is confirmed by investigation, this exemption may be removed. Third number billing of DA calls to the disabled Customers’ local exchange service are not exempt.

**3.2.4** Charges for Directory Assistance Service are not applicable to calls placed from Hospitals.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.3 Operator Assistance**

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

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

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

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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.

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.

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.

**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, 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 plus any applicable per minute-of-use charges.

	<b>Residential</b>	<b>Business</b>
<b>Credit</b> Card, Customer dialed	N/C	N/C
<b>Credit</b> Card, Operator dialed	\$2.00	\$2.00
Collect Calling, Customer dialed	\$4.00	\$4.00
Collect Calling, Operator dialed	\$4.00	\$4.00
General Assistance	N/C	N/C
Person-to-Person, Customer dialed	\$5.00	\$5.00
Person-to-Person, Operator dialed	\$5.00	\$5.00
Station-to-Station, Operator dialed	\$3.00	\$3.00
Third Number Billing, Customer dialed	\$4.00	\$4.00
Third Number Billing, Operator dialed	\$4.00	\$4.00

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

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LOCAL EXCHANGE SERVICES

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SECTION 3 – Local Exchange Service, cont'd.

3.4 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by **or on** behalf of the incumbent local exchange carrier in the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Customer Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing. (T)

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

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

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

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

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.4 Directory Listings, cont'd.**

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

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

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

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

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 Non Directory Listings are specified in Section 3.4.6, Directory Listing Rates, Residential, following. Additional residential lines used for facsimile machines and computer modems will not be assessed this fee.



**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

**3.4 Directory Listings, cont’d.**

**3.4.6 Directory Listings Rates and Charges**

Monthly rates and non-recurring charges will be assessed as indicated in 3.4.6.1 following. Charges will not apply if:

- service is used primarily by a certified hearing/speech impaired person; or
- additional service is furnished to the same subscriber who has other service listed in the directory in the same name at the same address.

**1. Residential Service**

A. Central Florida

	<b>Monthly Recurring</b>	<b>Nonrecurring</b>
Primary Listing	N/C	N/C
Additional Listing	\$1.20	\$10.00
Non-Published	\$2.55	\$10.00
Non-Directory Listed	\$0.30	\$10.00
Directory Listing Change Charge	N/A	\$10.00
Telephone Number Change Charge	N/A	\$25.00
Directory Name Only	N/C	N/A

B. Gulf Coast

	<b>Monthly Recurring</b>	<b>Nonrecurring</b>
Primary Listing	N/C	N/C
Additional Listing	\$1.20	\$10.00
Non-Published	<b>\$2.55</b>	\$10.00
Non-Directory Listed	\$0.30	\$10.00
Directory Listing Change Charge	N/A	\$10.00
Telephone Number Change Charge	N/A	\$25.00
Directory Name Only	N/C	N/A

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**LOCAL EXCHANGE SERVICES**

**SECTION 3 – Local Exchange Service, cont’d.**

**3.4 Directory Listings, cont’d.**

**3.4.6 Directory Listings Rates and Charges, cont’d.**

**2. Business Service**

**A. Central Florida**

	<b>Monthly Recurring</b>	<b>Nonrecurring</b>
Primary Listing	N/C	N/A
Additional Listing	\$2.10	\$10.00
Foreign Listing	\$2.10	\$10.00
Non-Published	\$3.50	\$10.00
Non-Published, Additional Number(s)	N/C	
Non-Directory Listed	\$1.15	\$10.00
Non-Directory Listed, Additional Number(s)	N/C	
Directory Listing Change Charge	N/A	\$10.00
Premium Listing	\$4.00	\$10.00
Telephone Number Change Charge	N/A	\$35.00
Directory Name Only	N/C	N/A

**B. Gulf Coast**

	<b>Monthly Recurring</b>	<b>Nonrecurring</b>
Primary Listing	N/C	N/A
Additional Listing	\$2.10	\$10.00
Foreign Listing	\$2.10	\$10.00
Non-Published	\$3.50	\$10.00
Non-Published, Additional Number(s)	N/C	
Non-Directory Listed	\$1.15	\$10.00
Non-Directory Listed, Additional Number(s)	N/C	
Directory Listing Change Charge	N/A	\$10.00
Premium Listing	\$4.00	\$10.00
Telephone Number Change Charge	N/A	\$35.00
Directory Name Only	N/C	N/A

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(M) Certain material appearing on this sheet previously appeared on 2<sup>nd</sup> Revised Sheet 82.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, 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 Telecommunications Relay Service**

For calls received from the relay service, the Company will when billing relay calls discount relay service calls by 50 percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicated that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont'd.**

**3.7 Employee Discounts**

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.8 Temporary Suspension of Service - Customer Initiated**

Temporary Suspension of Service is available to Residential Customers and is provided at the customer’s request. This service permits a customer to temporarily suspend service. Service may be suspended for a minimum of two (2) months and a maximum of six (6) months in a calendar year. This service is also limited to two requests per calendar year. Prior to the service suspension, the Customer shall have paid for at least the first full month of service.

**3.8.1 Terms and Conditions**

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- A service must remain on seasonal for a minimum of thirty (30) days. After nine (9) consecutive months of seasonal, or a total of 9 months within a calendar year, services are subject to return to full billing as subscribed to prior to implementing seasonal service. The full service rate will apply, if service is restored within 15 days after the date beginning the suspension of service.

A service can be placed in seasonal service no more than twice in a calendar year, with a minimum of thirty (30) days of regular billing in between.

- A customer may put different services on seasonal service status at different times.
- If the service is suspended for a period of 31 days or longer, the reduced rate as set forth below will apply. The normal monthly recurring rates will be suspended and replaced by the monthly rate below.

**3.8.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>	
Residential Customer, per line			
Central Florida	\$10.00	\$13.00	
Gulf Coast	\$10.00	<b>\$13.00</b>	(I)

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**LOCAL EXCHANGE SERVICES**

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**SECTION 3 – Local Exchange Service, cont’d.**

**3.9**    *Reserved*

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Sheet 113.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings will be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Current Promotional Offerings are as follows:

**4.1 Residential Promotions**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

**4.1 Residential Promotions**

1. Area of Promotion: New Cox Residential Telephone Customers who subscribe to Cox Digital Telephone. (T)

Offer: Cox Digital Telephone Primary Line Free for 6 months.

Charges Waived: None

Period: August 1, 2010 through **December 31, 2011** (T)

(D)

2. Area of Promotion: New Cox Residential Customers who subscribe to Cox Digital Telephone, Cox High-Speed Internet and/or Cox Digital Cable/HDTV service or existing Cox Residential Customers who subscribe to additional Cox service(s) at a Wal-Mart. (T)

Service: Pay \$10.00 and get a \$30.00 credit on the subscriber's bill.

Charges Waived: None

Period: November 3, 2008 through December 31, 2011

Limitations: Limit one card, one refund per customer/residence.

3. Area of Promotion: New Cox Residential Customers in the Gulf Coast service area who subscribe to Cox bundle. (T)

Offer: Cox Bundle of Cox Digital Telephone Unlimited Connection with Limited Basic, Expanded Basic, Digital Basic and HIS preferred for \$94.99 per month for 12 months.

Charges Waived: None

Period: October 1, 2009 through December 31, 2011



**LOCAL EXCHANGE SERVICES**

**SECTION 4 – Promotional Offerings**

**4.1 Residential Promotions**

4. Area of Promotion: New Residential Customers in the Gulf Coast service area who subscribe to Cox Bundle of Cox Digital Telephone. (T)

Offer: One-Half (1/2) any calling plan for 3 months or 6 months.

Charges Waived: Standard Installation Charge

Period: January 2, 2010 through **September 30**, 2011 (T)

5. Area of Promotion: New Residential Customers who subscribe to Cox Digital Telephone. (T)

Offer: One-Half (1/2) off any calling plan for 6 months.

Charges Waived: Standard Installation Charge

Period: March 1, 2010 through **December 31**, 2011 (T)

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6. Area of Promotion: New Cox Residential Telephone Customers who subscribe to Cox Digital Telephone. (T)

Offer: Cox Digital Telephone Premier service \$25.00 a month for 3-months.

Charges Waived: None

Period: February 14, 2011 through **September 30**, 2011 (T)

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

**4.1 Residential Promotions**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - Promotional Offerings**

**4.1 Residential Promotions**

7. Area of Promotion: New Cox Residential Telephone Customers who subscribe to Cox Digital Telephone. (T)

Offer: Free Professional Installation

Charges Waived: Professional Installation

Period: June 2, 2011 through July 31, 2011

8. Area of Promotion: New Cox Residential Telephone Customers who subscribe to Cox Digital Telephone with High Speed Internet service. (N)

Offer: 25% off Cox Digital Telephone, for 3 months

Charges Waived: None

Period: July 1, 2011 through August 31, 2011 (N)

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

**4.1 Residential Promotions**

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(M) Material previously appearing on this sheet has been moved to 36th Revised Sheet 87.2.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - Promotional Offerings**

**4.2 Cox Business Promotions**

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Issued: January 28, 2011

By: Ida Bourne  
Director, Regulatory Affairs  
Cox Communications  
1400 Lake Hearn Drive, N.E., Atlanta, GA 30319

Effective: February 1, 2011

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - Promotional Offerings**

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(M) Material previously appearing on this page has been moved to 18<sup>th</sup> Revised 87.1.0 & 31<sup>st</sup> Revised 87.2.

**COX FLORIDA TELCOM, L.P.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business**  
**d/b/a Cox**

**Florida Price List No. 1**  
**20<sup>th</sup> Revised Sheet 87.5**  
**Cancels 19<sup>th</sup> Revised Sheet 87.5**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

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By: Ida Bourne  
Director, Regulatory Affairs  
Cox Communications  
1400 Lake Hearn Drive, N.E., Atlanta, GA 30319

TA027 - Price List No. 1  
FPSC Scan Verified 4/24/2014

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - Promotional Offerings**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 - Promotional Offerings**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

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(M) Certain material previously appearing on this page has been moved to 31<sup>st</sup> Revised 87.2

**COX FLORIDA TELCOM, L.P.**  
**d/b/a Cox Communications**  
**d/b/a Cox Business**  
**d/b/a Cox**

**Florida Price List No. 1**  
**5<sup>th</sup> Revised Sheet 87.9**  
**Cancels 4<sup>th</sup> Revised Sheet 87.9**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 4 – Promotional Offerings**

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Issued: August 31, 2010  
By: Ida Bourne  
Director, Regulatory Affairs  
Cox Communications  
1400 Lake Hearn Drive, N.E., Atlanta, GA 30319

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FPSC Scan Verified 4/24/2014

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**LOCAL EXCHANGE SERVICES**

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**SECTION 5 –Service Guarantees**

**5.1 Satisfaction Guarantees**

If a Residential Customer is not completely satisfied with Cox **Voice** Service within the first thirty-days (30), the Company will refund paid installation fees and the first month's **telephone recurring charges** on one line.

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**5.2 On-Time Guarantees**

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

**SECTION 6 - Special Service Arrangements**

**6.1 Special Service Arrangements**

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

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**LOCAL EXCHANGE SERVICES**

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**Section 7 - Residential Assistance Offerings**

**7.1 Reserved**

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(M) Material relocated to Page 111, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICES**

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**Section 7 - Residential Assistance Offerings**

**7.1 Reserved**

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(M) Material relocated to Page 112, Obsolete Services Section.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.1 Toll Restriction – Customer Initiated**

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

**8.1.1 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.

**8.1.2 Rates and Charges**

	Non-Recurring	Monthly
Residence, per line	\$4.95	<b>\$1.60</b>
Business, per line	\$19.00	\$5.00

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.2 Reserved for Future Use**

**8.3 Residential Miscellaneous Service Offerings**

**8.3.1 Reserved**

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(M) Material moved to Obsolete Services Section, page 109.



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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Residential Miscellaneous Service Offerings**

**8.3.2 Reserved**

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Sheet 109.1.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.3 Residential Miscellaneous Service Offerings, cont'd.**

**8.3.2 Reserved, Cont'd.**

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(M) Material previously appearing on this page has been moved to Section 9, Obsolete Service Offerings, Original Sheet 109.2.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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**8.4.1 Emergency Locator Service**

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**1. General**

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

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

**2. Eligibility Requirements**

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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**8.4.1 Emergency Locator Service**

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**2. Eligibility Requirements, cont'd.**

6. Customer shall provide Company with a signed and properly authorized copy of a Letter of Agency (LOA) in favor of Company in the form requested by Company.
7. In addition to any other fees charged by Company, Customer is responsible for any costs of any tasks related to setting up data exchange and obtaining user IDs and passwords for regional E911 databases. Customer must obtain any approval needed for Company to submit PBX records on its behalf to regional E911- database provider(s), including any approval that may be required by any government agency.
8. In the event some of the automatic location identification records needed by Company to provision PS/ALI services are not "owned" by the Company, Customer shall obtain and provide to Company prior written consent from the E911 service provider to allow Company to use same without charge.
9. If Customer is porting to Company a block of telephone numbers from another telephone company, Customer is responsible for working with the transferee LEC to port the main billing telephone number and all associated telephone numbers via the NENA standard unlock and migrate function codes through normal Service Order Input ("SOI") processing.
10. If Customer discontinues dial tone services with Company or another provider, the use of PS/ALI services by Customer will be discontinued for the corresponding block of telephone numbers.
11. Customer must have a personal computer workstation with the following requirements in order to interface with Company and receive PS/ALI service from the Company and Customer shall meet these requirements at every point in time:
  - Microsoft Windows 95, Windows 98, or Windows NT 4.0 Windows XP, Windows 7 and Vista (or most current version)
  - Internet access
  - Microsoft Internet Explorer, Version 5.01, Service pack 1 or higher
  - Currently Apple/MAC browsers are not supported
12. Company shall bill Customer for PS/ALI services in its normal billing interval and Customer shall pay same as indicated on the invoice.
13. By means of a direct telephone conversation (no email or voice mail messages will be provided), a representative of Company will provide the Customer with a user ID, as password, and a secure key code token for Customer's use in meeting its responsibilities hereunder.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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**8.4.1 Emergency Locator Service**

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**2. Eligibility Requirements, cont'd.**

- 14.** Customer will provide Company with a spreadsheet containing the telephone numbers, names, and site-specific PBX information for initially loading the records into the PS/ALI database. A PS/ALI Initial Load File ("ILF") form will be provided to the Customer to provide Company with the required ILF fields and format information for the initial build of telephone number records into Company's system. Company will validate that the numbers submitted by the customer are owned by the Company but is not otherwise required to manipulate and/or change any of the data provided in the ILF on behalf of Customer and may rely upon the accuracy of same; instead, Customer is responsible for submitting the correct field and formatting information via the ILF form. The Customer may submit the first ILF data form to the Company without additional charge. Customer will incur additional charges for any subsequent ILFs required.
- 15.** Company will attempt to correct only MSAG errors, that is, "701" errors (house number out of range in MSAG) and "709" errors (street not found in MSAG). MSAG related errors that Company is unable to correct will be forwarded to Customer for correction. All other error types detected either by validation against Company databases or against other host ALI databases, will also be returned to Customer for correction. This includes errors that occur during the Initial Load File build and errors occurring after the initial load. Error records will be returned 'as is' to Customer.
- 16.** Customer will migrate and update DID numbers and all other telephone numbers associated with this service through the PS/ALI Manager after the ILF. The web-based system permits Customer to maintain station level ALI identification records in the form of "move", "add," "change" or "delete" to pre-authorized Customer records identified by telephone number range on the PS/ALI Customer Profile Order Form.
- 17.** After validation and processing through the PS/ALI database system, Company will route updated telephone number records to the appropriate "E911 database" provider based upon the NPA/NXX on each record. Records processed by the Company will be transmitted to the appropriate E911 database provider(s) throughout the country.
- 18.** Telephone numbers that are transported outside of Company's defined operational jurisdictions, either on a temporary or permanent basis, may not be routed to the proper PSAP and customer will assume any and all risk associated with this condition.
- 19.** The PS/ALI Manager's web-based interface offers a range of online reports to facilitate PBX management, allowing data to be sorted by address and telephone number range, and Customer is expected to use same and to be totally responsible for the accuracy of any information provided.
- 20.** For day-to-day management processing matters, Customer should contact its designated Company data analyst. Company analysts provide routine support services Monday through Friday during normal business hours (8:00 a.m. - 5:00 p.m. Mountain Time), excluding Company-observed holidays.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 – Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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**8.4.1 Emergency Locator Service**

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**2. Eligibility Requirements, cont'd.**

- 21.** Company will provide training to Customer at a mutually agreed-upon date and time. This training will include training on the use of the web-based services. Company will provide one training class, for a maximum of two (2) hours, via a telephone conference call to a maximum of two (2) attendees. Company will provide a maximum of two (2) copies of training course materials to attendees of the training conference call described herein.
- 22.** If Customer decides to discontinue dial tone service with Company or any other LEC providing services to the Customer, then Customer shall immediately notify the assigned Company data analyst in writing that a designated telephone number range will discontinue dial tone services stating the identification of the LECs including Company associated with those numbers. Such notification must be received by Company forty five (45) days in advance. It is the Customer's responsibility to communicate with Company and any other affected LECs regarding the discontinuation and within twenty (20) days of providing the notice set forth above, Customer must either delete all records through the normal SOI update process or instruct Company to unlock all such records. After all records are deleted or unlocked, Company may deny Customer account access. After thirty (30) days, the account access will be denied regardless of option chosen.
- 23.** For Customer requests that are beyond the scope of the deliverables outlined in this tariff, Customer may submit a change request ("Change Request") form to Company and Company at its option may accept the requested change and/or propose additional charges to Customer for same.
- 24.** Any and all PS/ALI system problems that Customer experiences shall be immediately reported to Company without delay. Notwithstanding the foregoing, any Internet Explorer problems experienced by Customer while using PS/ALI should be reported to the browser manufacturer.
- 25.** As a condition to Company's obligation to initiate and continue PS/ALI services to Customer, Customer is obligated to deliver to Company and to continue in full force and effect the following:
- a. a completed order form as required by the Company,
  - b. its authorization for NENA IDs and permission for insertion into ALI databases,
  - c. identification of Customer's PS/ALI program manager,
  - d. a completed and accurate ILF form,
  - e. a signed authorized executed letter of agency as described above,
  - f. a designated point of contact,
  - g. evidence sufficient to Company that the Customer has obtained authorization from any and all LEC dial tone providers to insert and modify ALI records for the specified telephone number ranges,
  - h. and complete and accurate information about its PBX equipment sufficient to establish that the equipment has the capability to forward ANI information to the selective router in accordance with LEC and local requirements.

**LOCAL EXCHANGE SERVICES**

**SECTION 8 – Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

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**8.4.1 Emergency Locator Service**

**2. Eligibility Requirements, cont'd.**

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

27. At any time and from time to time, Company may assign or delegate some or all of its rights and responsibilities hereunder to any qualified provider of PS/ALI services or support and Customer agrees to cooperate fully with any agent, assignee or delegate of Company in furtherance of Company's provision of PS/ALI services.

**3. Rates and Charges**

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

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

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

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

**LOCAL EXCHANGE SERVICES**

**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

**8.4.2 Cox Business Unlimited Call Plan**

The Cox Business Unlimited Call Plan (the "Plan") *is an optional call plan that includes unlimited voice usage of existing tariffed local (flat rate usage); intrastate outbound long distance<sup>1</sup>; and interstate outbound long distance<sup>2</sup> usage for a flat monthly rate.* **The Plan** will be offered to Business Customers where facilities exist and operating conditions permit **and** is provisioned under the following conditions:

A. Eligibility

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

B. Terms and Conditions

1. The Customer must select Cox as the carrier of choice for both PIC and LPIC elections for each Business Line or Centrex Package subscribed to under the Plan.
2. The Customer may subscribe up to a maximum of **twelve (12)** unlimited calling lines. All lines in a common hunt group must be provisioned with the Plan.
3. **The Cox Plan's Monthly Recurring Charge will apply in addition to and does not include the Business Line rate; Centrex Package Rate; or ExIT rate, fees and taxes and** will be billed in advance.
4. The unlimited intrastate and interstate outbound toll minutes included in the Plan:
  - a. shall apply exclusively to direct-dialed calls made from the line subject to the Plan;
  - b. have no cash value for refund purposes;
  - c. are no transferrable or assignable;
  - d. shall not be applied to calls outside the United States and its territories; and
  - e. shall not apply toward any of the following:
    - 555, 700, 900 and 976 Services;
    - collect calls, third party billed calls, person-to-person calls;
    - credit cards or calling cards;
    - toll free calls;
    - Directory Assistance Call Completion; or calls to directory assistance;
    - Intercept calls;
    - Repeat Calls, Return Calls;
    - Three-way Calling;
    - Toll-free Service;
    - All other Operator Assisted Calls.

(M) Previously appeared on 5th Revised Sheet 96.

<sup>1</sup> Intrastate LD is contained in Cox's Intrastate Service Price list located on [www.cox.com](http://www.cox.com) and are not regulated under this Tariff.

<sup>2</sup> Interstate LD rates are unregulated under this Tariff.



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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

**8.4.2 Cox Business Unlimited Call Plan**

Terms and Conditions, cont'd.

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

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

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

- g. Monthly Recurring Charge, per line<sup>1</sup>: \$20.00

(M) Material moved to 6th Revised Sheet 95.

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<sup>1</sup>This charge does not include the Cox Business Line or Cox Centrex Package rate.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

(M) Material moved to 4th revised page 96.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

**8.4.3 *Reserved***

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

**8.4 Cox Business Miscellaneous Services**

**8.4.3 Reserved, cont'd**

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

**1. General TSP Description**

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

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

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

**2. Qualifying TSP Service Categories**

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

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**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.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

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**4. Qualifying TSP Services**

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

D) Priority Restoration Level Change:

Changes in priority level to any pre-assigned priority service levels for a NS/EP telecommunications service. This includes any extension of an existing priority level assignment to an expanded NS/EP service.

E) Priority Restoration Administration and Maintenance:

Administrative and maintenance necessary to correspond to NS/EP provided services.

**5. Applicable Cox Service Profiles**

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

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

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

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**5. Applicable Cox Service Profiles**

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

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

**6. Specific Customer Information and Records**

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



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**LOCAL EXCHANGE SERVICES**

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**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

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**6. Specific Customer Information and Records**

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 provide this code to Cox when requesting TSP.

**7. Rate Applications**

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

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

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

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

**LOCAL EXCHANGE SERVICES**

**SECTION 8 - Miscellaneous Service Offerings**

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**8.4 Cox Business Miscellaneous Services**

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

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

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

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

**8. Rates**

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

	<b>Non-Recurring Charges</b>	<b>Monthly Recurring Charges</b>
Priority Provisioning Installation, per line, trunk or circuit	\$85.00	N/A
Priority Restoration Level Implementation, per line trunk circuit	\$85.00	N/A
Priority Level Change, per line, trunk, or circuit	\$85.00	N/A
Administration and Maintenance of Priority Restoration, per line, trunk, or circuit	N/A	\$4.00
Labor, construction, special equipment, additional facilities, and other resources related to the delivery of service under TSP conditions.	ICB	ICB

**LOCAL EXCHANGE SERVICES**

**SECTION 9 - Obsolete Service Offerings**

**9.1 Customer Calling Features**

	<b>Monthly Rate (\$)</b>	<b>PER USE (\$)</b>	<b>NRC (\$)</b>
<b>A la carte Features</b>			
Busy Line Redial	N/A	0.90 <sup>1</sup>	N/A
Call Waiting ID	15.00		*
Caller ID	9.00		*
Three Way Calling <sup>2</sup>	N/A	1.75 <sup>1</sup>	N/C
<b>Feature Packages</b>			
Control Plus Package <sup>3</sup>	15.00		N/C
Solutions Package <sup>2</sup>	20.00		N/C

**9.1.1 A la Carte Features**

	<b>Central Florida</b>			<b>Gulf Coast</b>		
	<b>Monthly Rate (\$)</b>	<b>PER USE (\$)</b>	<b>NRC (\$)</b>	<b>Monthly Rate (\$)</b>	<b>PER USE (\$)</b>	<b>NRC (\$)</b>
900/976 Call Block						
Anonymous Call Rejection	0.99		N/C	0.99		N/C
Block Collect Calls	N/C		N/C	N/C		N/C
Block 3 <sup>rd</sup> Party Calls	N/C		N/C	N/C		N/C
Call Forwarding Remote Access	5.00		*	5.00		*
Call Number Block, per call block	N/C		N/A	N/C		N/A
Call Return	N/A	2.00	N/C	N/A	2.00	N/C
Call Trace, per use	N/A	3.50	N/C	N/A	3.50	N/C
Call Waiting	9.00		*	9.00		*
Caller ID, per line block	N/C		N/C	N/C		N/C
Distinctive Ringing	7.50		*	7.50		*
Distinctive Ring Fax	6.00		*	6.00		*
<b>Feature Packages</b>						
Premier Feature Package <sup>4</sup>	15.99		N/A	15.99		N/A

(M)

(M)

(M) Material formerly located on page 62.

<sup>1</sup> Maximum charge on a per use basis \$7.00.

<sup>2</sup> Available with Solutions Feature Package

<sup>3</sup> Rate includes charge for basic local phone line as set forth in 3.1.A.2.b., preceding.

<sup>4</sup> Available only with CDT Premier Package<sup>SM</sup> and Nationwide 1000 Minute Call Plan.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

(T)

**9.2 Residential Bundled Services Packages**

(T)

**1. Cox Connection 100 Package**

Where facilities and operating conditions permit, the Connection-100 Package will be offered to Residential Customers. The Cox Connection-100 Package is a bundled package of local and long distance telephone services. The Package includes one flat-rate Residential local access line; the Solutions Feature Package; 100 minutes of direct-dialed long distance<sup>1</sup> service; the Simply Five Savings Plan and Voice Mail.<sup>1</sup> The eligibility condition of the Simply Five Savings Plan requires that the Customer select Cox long distance for both PIC and LPIC elections.

The following products and services are included in the Connection-100 Package:

- One (1) flat-rate Residential local access line;
- The Solutions Feature Package;
- 100 minutes of direct-dialed interstate<sup>1</sup> and intrastate<sup>1</sup> long distance service – additional minutes are at five cents per minute;
- The monthly recurring charge for the Simply Five savings Plan is waived, and
- Voice Mail<sup>1</sup>

Rates and Charges

Central Florida

Monthly Recurring Charge \$34.90  
Non-recurring Charges<sup>2</sup>

Gulf Coast

Monthly Recurring Charge \$39.99  
Non-recurring Charges<sup>2</sup>

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<sup>1</sup> Unregulated services under this Price List.

<sup>2</sup> Non-recurring Line Connection charges as specified in 3.1.A.2 and 3.1.B.2 apply for initial service establishment, additional lines and transfers of service. Non-recurring Account Change charges as specified in 3.1.A.2 and 3.1.B.2 apply for Customers upgrading to Cox Connection-100 packages on existing access lines.

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LOCAL EXCHANGE SERVICES

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SECTION 9 - Obsolete Service Offerings

(T)

9.2 Residential Bundled Services Packages, cont'd.

(T)

2. Cox Unlimited Connection<sup>(sm)</sup> Package with Solutions<sup>1</sup>

Where facilities and operating conditions permit, the Cox Unlimited Connection<sup>(sm)</sup> Package will be offered to Residential Customers. The Cox Unlimited Connection<sup>(sm)</sup> Package is a bundled package of local and long distance<sup>2</sup> telephone services. The Package includes one flat-rate Residential local access line, the Solutions Feature Package, unlimited Residential minutes of direct-dialed long distance service, and Voice Mail.<sup>2</sup>

The following products and services are included in the package:

- One flat-rate Residential local access line;
- The Solutions Feature Package;
- Unlimited Residential minutes of direct-dialed Interstate<sup>2</sup> and Intrastate<sup>2</sup> long distance service
- Voice Mail<sup>2</sup>

The Company may monitor the Customer's toll usage subject to this Package. If the Customer uses the toll minutes under this Package for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll<sup>3</sup> minutes of use in any month exceeds 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this Package. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specified herein.

If the Company determines that the Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions specified herein, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to a plan specified in the Tariff for Business Customers.

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<sup>1</sup> Multi-product discounts will apply as follows: Central Florida Customers shall receive a \$5 discount for each 2-product service subscription; or \$10 discount for each 3-product service subscription of the Cox Affiliated Company's high-speed internet access<sup>2</sup> and/or Cable<sup>2</sup> Service. For data services this would include Preferred or Premier Service, and for Cable Service, this would include Expanded Video or better. Gulf Coast Customers shall receive a \$5.60 discount for each 2-product service subscription; or \$11.20 discount for each 3-product service subscription of the Cox Affiliated Company's high-speed internet access<sup>2</sup> and/or Cable<sup>2</sup> Service. For data services this would include Preferred or Premier Service, and for Cable Service, this would include Limited and Expanded Video or better. The 3-product discounts as outlined above will not apply for Customers who are already receiving video service through a bulk arrangement.

<sup>2</sup> Unregulated services under this Price List.

<sup>3</sup> Cox Intralata Toll Service is contained in its Florida PSC Tariff, No. 1 and is unregulated under this Tariff.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.2 Residential Bundled Services Packages, cont'd.**

**2. Cox Unlimited Connection <sup>(sm)</sup> Package with Solutions, cont'd.**

Rates and Charges

Central Florida

Monthly Recurring Charge \$49.95

Non-recurring Charge

Gulf Coast

Monthly Recurring Charge \$55.99

Non-recurring Charge

**3. Unlimited Florida Calling Plan**

This optional calling plan will provide Cox Residential Customers in the Central Florida market area with a competitively priced alternative to the Cox standard long distance service<sup>1</sup>. 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 one local exchange service line and unlimited statewide direct-dialed calling that originate and terminate within the state for a flat monthly rate of \$16.95. This plan is not available to customers subscribing to the Unlimited Connection or the Cox Connection 100 Service package reflected in Section 4.1 of Cox's Interexchange Service Tariff No. 1.

Cox Unlimited Florida Calling Plan is not intended for business use.

**4. CDT Essential Package**

The CDT Essential Package is an optional offering for Residential Customers that includes a Residential Basic Line and the CDT Essentials Pak which includes the following four (4) calling features: Busy Line Redial, Call Waiting, Call Waiting ID and Caller ID. The CDT Essential pack is available on up to two (2) lines at the same Customer location for Customers who subscribe to:

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

Monthly recurring and non-recurring charges will apply as indicated below:

Monthly Recurring Rate: \$25.00 Central Florida  
**\$25.00** Gulf Coast

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.2 Residential Bundled Services Packages, cont'd.**

**5. Cox Voice<sup>[1]</sup> Premier Package**

(T/M)

Where facilities exist and operating conditions permit, the **Cox Voice<sup>1</sup>** 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<sup>1</sup>** Premier Package includes:

(M)

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

Terms and Conditions

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

(M)

(M) Material appearing on this page was formerly found on 7<sup>th</sup> Revised Sheet 92.

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

**LOCAL EXCHANGE SERVICES**

**SECTION 9 - Obsolete Service Offerings**

**9.2 Residential Bundled Services Packages, cont'd.**

**5. Cox Voice<sup>[1]</sup> Premier Package, cont'd.**

(T/M)

e. The Company may monitor the Customer's toll usage subject to this plan. If the Customer uses the toll minutes under this plan for non-residential purposes, including but not limited to commercial or broadcast facsimile, resale, and telemarketing; or if the Customer's toll minutes of use in any month exceed 5,000 minutes, the Customer will be presumed to be in violation of the usage restrictions of this plan. It shall be the responsibility of the Customer to demonstrate to the Company that his or her usage is not in violation of the usage restrictions specific herein.

(M)

f. If the Company determines that Customer has failed to demonstrate that his or her usage is not in violation of any of the usage restrictions, the Company may immediately suspend, restrict or cancel the Customer's access to toll service; or may move the Customer's toll service to a plan specified in this tariff section, and in the Customer Services Agreement (see section 7 below for interstate rate plans).

g. For additional rates, terms, and conditions specific to interstate interLATA toll usage under this plan, refer to the Cox website at <http://www.cox.com/telephone/>.

h. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the customer may make a complaint with the consumer section at the Louisiana Public Service Commission.

Rates and Charges

Monthly Recurring Charge: \$30.00 Central Florida  
\$30.00 Gulf Coast

(M)

**6. Cox Voice<sup>1</sup>Economy Package**

(T/M)

Cox also offers to existing Residential Customers currently subscribing to Cox Voice<sup>1</sup> service who express a desire to disconnect phone service, a package known as Cox Voice<sup>1</sup> Economy. Cox Voice<sup>1</sup> Economy is offered to Customers as a retention only service for Residential Service that includes a Residential Primary Line provisioned with Caller ID and Cox Long Distance for intra- and inter-LATA service.

(M)

Monthly Recurring Rate: \$18.40 Central Florida  
\$18.40 Gulf Coast

(M)

(M) Material appearing on this page was formerly found on 12<sup>th</sup> Revised Sheet 93.

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



**LOCAL EXCHANGE SERVICES**

**SECTION 9 - Obsolete Service Offerings**

**9.2 Residential Bundled Services Packages, cont'd.**

**7 Residential Local Measured Service Option**

(T)

Cox also offers to existing Residential Customers who currently subscribe to Cox Digital Telephone service who call in to disconnect their phone service citing the desire to use wireless telephone service only, a Measured Rate option. This option includes a basic line with 30 minutes of local calling for \$9.99 per month. Additional local minutes over the 30 minutes monthly allowance will be charged at \$0.50 per minute and will be capped at \$25.00 per month which includes the \$9.99 per month line charge. The following restrictions apply to this offer: (1) available only on a primary line; (2) customer must select Cox for long distance services; (3) customers are not eligible for domestic or international calling plans that incur a monthly charge; (4) customers have the option of selecting at current standard rates, Voice Mail service; (5) this offer is not eligible for bundle discounts; and (6) this offer is not available to customers already receiving reduced rate service.

**8 Monthly Recurring Charges - Residential**

(T/M)

Residential Customers are offered Cox local flat rate service, Cox Voice<sup>[1]</sup> Starter. The term "flat rate service" denotes residential service where, for a stated monthly rate, unlimited calling is allowed to all other local exchange service lines in the local calling area in which it is furnished.

(M)

	<b>Central Florida</b>	<b>Gulf Coast</b>
Cox Voice <sup>1</sup> Starter		
Local Line	\$20.00	\$20.00

(M)

**9. Feature Packages**

(T)

Solution Package: Provides the Residential Customer with the following fifteen (15) features: Busy Line Redial, Call Forwarding, Call Forwarding- Busy, Call Forwarding-No Answer, Call Forwarding on Call Waiting, Call Return, Call Waiting, Call Waiting ID, Caller ID, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling- 8, and Three-Way Calling. This feature package requires specialized Customer Premises Equipment.

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

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 required specialized Customer Premises Equipment and is only available to customers who subscribe to CDT Premier Package or the Cox Nationwide 1,000 Minute Call Plan.

(M) Material appearing on this page was formerly found on 16<sup>th</sup> Revised Sheet 56.2.

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

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.2 Residential Bundled Services Packages, cont'd.**

**9. Feature Packages, cont'd**

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

(T)

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(M)

(M) Material appearing on this page was formerly found on 5<sup>th</sup> Revised Sheet 61.

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

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Issued by: Leslie McLaughlin, Analyst, Regulatory Affairs  
Cox Communications  
7401 Florida Boulevard, Baton rouge, Louisiana 70806

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.3 Lifeline Assistance**

(M)

Lifeline Assistance Plan (Lifeline) assists low-income households/applicants by reducing their monthly costs for one telephone line per household at the principal place of residence. The applicant must satisfy certain program-based or income-based eligibility tests established by the Florida Public Service Commission. The plan is currently available only in non-rural portions of Cox's Florida service area.

**9.3.1 Eligibility Requirements**

(T)

1. Applicant must participate in one of the following programs:
  - Medicaid;
  - Supplemental Nutrition Assistance Program (Food Stamps or SNAP);
  - Supplemental Security Income (SSI); Federal Public Housing Assistance (Section 8);
  - Reserved;
  - Reserved;
  - Reserved;
  - National School Lunch Program (NSL);
  - Veterans Pension Benefits.
2. Applicants not participating in the programs listed above may still qualify for Lifeline services if they certify and furnish proof that their total gross annual household income does not exceed 135% of the Federal Poverty Guidelines (FPG).
3. Applicant must request assistance by completing a Company provided form, and may also apply directly via the Florida Public Service Commission (FPSC) or the Office of Public Counsel (OPC).
4. Proof of income, or proof of eligibility in any of the qualifying low income assistance programs listed above, should be provided to Cox at the time of application for service. The Lifeline discount will not be established until proof of eligibility has been received by Cox or by the two state agencies listed in 7.1.1.3. If the Customer requests installation prior to Cox's receipt of such proof, the service requested will be provided, but without the Lifeline discount. When eligibility documentation is rendered post installation, the Lifeline discount will apply on a going-forward basis.
5. The use or disclosure of information concerning Cox's Lifeline applicants and Customers is limited solely to purposes directly connected with the administration of the Lifeline Program and will be treated as highly confidential.

(M)

(M) Material relocated from Page 89.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.3 Lifeline Assistance, Cont'd**

(M)

**9.3.1 Eligibility Requirements, cont'd.**

(T)

6. It is the Lifeline Customer's responsibility to notify Cox if the Customer ceases to be eligible for Lifeline service.

Lifeline eligibility will be verified annually. If after verification a Lifeline Customer is identified as being ineligible, the Company will send the Lifeline Customer a written notice of discontinued eligibility. If no proof of eligibility is furnished to Cox within **60** days, the Customer's Lifeline discount will be discontinued. If proof is furnished to Cox, the Lifeline discount will be restored as of the date Cox received proof of continued Lifeline eligibility.

Florida Statute 364.105 provides for a continuing discount for Lifeline subscribers who no longer qualify for Lifeline service (i.e., Transitional Lifeline). The Transitional Lifeline discount provides discounted residential basic local service at seventy percent (70%) of the tariffed basic local service rate (i.e., local access line monthly recurring charge only) for any subscriber who becomes ineligible for Lifeline, and who requests such service. Upon such request, the former Lifeline customer will receive the Transitional Lifeline discount for one year after the date the subscriber ceases to be qualified for Lifeline, after which time the Customer will automatically be billed the tariffed rates. If, during this one-year period, the customer disconnects telephone service, such disconnection will nullify the Customer's eligibility for the remaining balance of the one-year period.

**9.3.2 Rates**

(T)

Customers meeting the eligibility requirements herein will have the FCC Access Fee associated with the primary residential access line waived and receive a reduction from the CDT Starter Residential rate, described in Sections 3.1.A.2.b and 3.1.B.2.1.b of this tariff. Such reductions will be based on the procedures mandated in the FCC Lifeline Rules at Section 54.403.

**9.3.3 Additional Regulations**

(T)

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

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

(M)

(M) Material relocated from Page 89.1.

**LOCAL EXCHANGE SERVICES**

**SECTION 9 - Obsolete Service Offerings**

**9.4 Number Referral Service**

(T/M)

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

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

(T)

**9.4.1 Rates and Charges**

**1. Residential Service**

Basic Referral Service	Charge
Primary Number	
- one 3-month period	N/C
Additional Number(s)	
- one 3-month period	N/C

**2. Business Service**

Basic Referral Service	Charge
Primary Number	
- one 3-month period	N/C
Additional Number(s), per Additional Number	
- per month, Limited to 3-months	\$15.00

**3. Exceptions**

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

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

(M)

(M) Material appearing on this page was formerly found on Second Revised Sheet 86.

**LOCAL EXCHANGE SERVICES**

**SECTION 9 - Obsolete Service Offerings**

**9.5 Cox Business Services**

(T)

**9.5.1. Monthly Recurring Line Charges - Business**

(T/M)

	<b>Central Florida</b>	<b>Gulf Coast</b>
Basic Line Rate		
- 1 <sup>st</sup> Line	\$41.95	\$41.95
- 2 <sup>nd</sup> Line	\$41.95	\$41.95

(M)

(M)

**9.5.2. Feature Packages**

(T/M)

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

(M)

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

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

(M)

<b>Feature Packages</b>				
Business ID Package	15.00	N/A	15.00	
Business Solutions Package	21.00	N/A	21.00	
Business Value Package	11.00	N/A	11.00	

(M)

(M)

(M) Material appearing on this page was formerly found on 13<sup>th</sup> Revised Sheet 56.2, 3<sup>rd</sup> Revised Sheet 61, and Original Sheet 62.1.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.5 Cox Business Services, cont'd**

**9.5.3. Cox Office Solutions Pak**

(T/M)

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:

(M)

- two (2) flat-rate business access lines,
- four (4) custom calling features per line from a select group of features as defined in B, Customer Calling Features, following,
- a block of 200 minutes per line of interstate and intrastate long distance<sup>1</sup> calls, and
- the Cox-Affiliated Company's high-speed internet access service.<sup>1</sup>

A. Business Access Lines

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

B. Custom Calling Features

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

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

(M)

(M) Material appearing on this page was formerly found on 3<sup>rd</sup> Revised Sheet 98.

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**LOCAL EXCHANGE SERVICES**

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**SECTION 9 - Obsolete Service Offerings**

**9.5 Cox Business Services, cont'd**

**9.5.3. Cox Office Solutions Pak, cont'd**

(T/M)

C. 200 Minutes of Long Distance<sup>2</sup>

(M)

The package includes a block of 200 minutes of interstate and intrastate long distance. The block of 200 minutes is associated with each Customer Account and are pooled among the lines in the account. Any remaining minutes at the end of the billing period will be cancelled. The minutes will not rollover to the next month. Interstate calls in excess of the 200-minute block will be billed at 7 cents per minute. Intrastate calls will be billed at 10 cents per minute.

D. High-Speed Internet Access<sup>1</sup>

The package also includes Cox Business Internet cable modem service from the Cox-Affiliated Company.

E. Rates and Charges<sup>3, 4</sup>

Monthly Recurring Charges: \$80.90

(M)

(M) Material appearing on this page was formerly found on 4<sup>th</sup> Revised Sheet 99.

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<sup>2</sup> Unregulated service under this Price List.

<sup>3</sup> Additional charge will apply for internet Access and will vary depending on bandwidth ordered.

<sup>4</sup> Installation charges are not included in this rate and will be charged as applicable

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By: Leslie McLaughlin, Analyst, Regulatory Affairs

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