

Basic Local Exchange Service

SECTION 3 - Service Descriptions, cont'd.

3.1 Basic Basic Local Exchange Service, cont'd.

3.1.2 Local Line

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

1. Local Line Rates and Charges-Residential

a. Residential Nonrecurring Charges

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

| Description | Maximum | Current |
|--|-----------------|----------------|
| Line Installation Charge – Professional Install | \$100.00 | \$75.00 |
| Line Connection – Self Installation ¹ | \$50.00 | \$20.00 |
| Line Connection – Failure of Self Install ² | \$80.00 | \$55.00 |
| Line Disconnect | N/C | N/C |
| Account Changes – Billing Record, per billing record change | \$11.50 | \$9.95 |
| Electronic Reconnect (due to soft disconnect), per line ³ , | \$25.00 | \$20.00 |
| Telephony Reconnect Charge ⁴ | \$60.00 | \$50.00 |
| Service Change Charges | | |
| -TN Change Charge | \$32.00 | \$29.99 |
| -Feature Change Charge | \$11.50 | \$9.99 |
| Local Presubscribed Interexchange Carrier Change Charge ⁵ | | |
| – Processed electronically, per change request | N/A | \$1.25 |
| – Processed manually, per change request | N/A | \$5.50 |

(I)
(N)
(N)

(E)

¹ New Customers have the option of a reduced installation charge when they elect to activate their in-home equipment via the self-install kit.

² Should the Self-Install fail (doesn't activate service through no fault of the Company), the Failure of Self-Install charge will be assessed. A trouble ticket will facilitate a truck roll to complete the phone installation.

³ Applies per line when Customer has been disconnected at the switch for nonpayment but has not been permanently disconnected at the premises.

⁴ If service is temporarily interrupted for non-payment and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established (reconnected), Telephone Reconnect charges apply.

⁵ When a customer switches both the customer's inter-LATA presubscribed interexchange carrier* and local (intra-LATA) presubscribed interexchange carrier at the same time, Cox shall waive one-half of the applicable local presubscribed interexchange carrier change charge.

* Not regulated under this tariff.

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