

VORYS

Vorys, Sater, Seymour and Pease LLP

Legal Counsel

52 East Gay St.
PO Box 1008
Columbus, OH 43216-1008
614.464.6400

www.vorys.com

Founded 1909

Attached documents are not in
electronic format and are not source
documents

Stephen M. Howard
Direct Dial (614) 464-5401
Facsimile (614) 719-4772
E-Mail - smhoward@vorys.com

July 18, 2008

Ms. Reneé Jenkins
Secretary, Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, Ohio 43215-3793

RE: Case No. 08-766-TP-ACE
Cox Ohio Telcom, L.L.C.
Exhibit 21 (Sample Bill and Sample Disconnection Notice)

Dear Ms. Jenkins:

After a conversation with the Commission's Telecommunications Division Staff, I am filing an updated and revised Exhibit 21 which is a Sample Customer Bill and a Sample Disconnection Notice.

Please accept the attached updated and revised Exhibit 21 as superseding the Exhibit 21 which was a part of the June 25 filing. Thank you in advance for your cooperation.

Sincerely yours,

/s/
Stephen M. Howard
Attorneys for Cox Ohio Telcom, L.L.C.

SMH/jab
Enclosures

Cc: Amy Weinrich
Rob Howley
Ida Bourne

WASHINGTON
1828 L St. NW
Eleventh Floor
Washington, DC 20036-5109
202.467.8800
07/21/2008 10454973

CLEVELAND
1375 East Ninth St.
2100 One Cleveland Center
Cleveland, OH 44114-1724
216.479.6100

CINCINNATI
221 East Fourth St.
Suite 2000, Atrium Two
PO Box 0236
Cincinnati, OH 45201-0236
513.723.4000

ALEXANDRIA
277 South Washington St.
Suite 310
Alexandria, VA 22314
703.837.6999

AKRON
106 South Main St.
Suite 1100
Akron, OH 44308
330.208.1000

UPDATED AND REVISED EXHIBIT 21

(Sample Customer Bill and Sample Disconnection Notice)

Case No. 08-766-TP-ACE

June 24, 2008
 Account Number:001 6011 _____

PETER _____

OLMSTED FALLS OH 44138-3539 93

Page 1 of 5

Previous Balance	Payments Received	Adjustments	Current Charges	Total Due	Due By
\$61.56	\$-61.56	\$0.00	\$60.25	\$60.25	July 14, 2008

<p>Current Charges as of June 24, 2008</p> <p>Total Cox Cable Service 33.02 Total Telephone Services 22.39 Total Taxes and Surcharges 4.84</p> <hr style="border: 0.5px solid black;"/> <p>Total Current Charges \$60.25</p>	<p>Questions?</p> <p>BILLING: 216-676-8100 BILLING: 216-676-8100 866-737-7857 (toll free) TECH SUPPORT: 216-535-3499 Or Visit: www.cox.com/cleveland</p>
	<p>About Your Account</p> <p>Cox PIN: _____</p> <p>HD SERVICE IS FREE WITH COX DIGITAL CABLE! With HD Service from Cox, there's NO MONTHLY SERVICE FEE. Plus, you have no extra equipment to buy and you can watch HD programming on multiple HDTV's in your home AT THE SAME TIME. Cox has your favorite channels in HD and is continuing to add more. You can even get On Demand programming in HD. Watch your favorite Hollywood Hits in HD whenever you want. FreeZone HD has HD programming from your favorite cable networks. To order HD Service, call 216-535-3500 or go to www.coxcleveland.com.</p>
	<p>What's New From Cox</p> <p>Beginning on June 30, 2008 the prices, service descriptions, and the terms and conditions related to Private Line services currently offered by Cox Communications will no longer be on file with the Public Utilities Commission of Ohio (PUCO). This would include virtually all Private Line services and does not include dial tone. You will be able to find these services in a Competitive Telecommunications Service Guide online at</p> <p style="text-align: right;"><i>Continued on Reverse</i></p>

COX COMMUNICATIONS 12221 PLAZA DR PARMA, OH 44130-1072 ATTN: ACCOUNT SERVICES 6400 0260 XC RP 28 0001658 06252008 YNNNNNNY 01	Account Number: 06011001 _____ COX COMMUNICATIONS P.O. BOX 9001817 LOUISVILLE KY 40290-1817 Payment Due By: Jul 14, 2008	<i>Please return this portion with your payment.</i> Amount Enclosed \$ _____ Allow 7 days for processing. Please include your account number on your check. Make checks payable to Cox Communications. Payment of this bill confirms your subscription to services and possession of equipment as listed
---	--	---

#BWNJPBC #609PBDEPAEPB0018# PETER _____ OLMSTED FALLS OH 44138-3539	060110 _____ COX COMMUNICATIONS P.O. BOX 9001817 LOUISVILLE KY 40290-1817
--	--

	6400 0260 XC RP 28 0001658 06252008 YNNNNNNY 01 June 24, 2008 Account Number:001 6011 _____ PETER _____ Page 2 of 5
--	---

www.cox.com/cleveland, or you can request a copy of this information by contacting Cox Communications at 216-535-3500 (or toll free at 866-737-7857). This change does not affect the prices, terms, or conditions of those services to which you currently subscribe. These services continue to be regulated by the PUCO. If you have questions about this matter, please contact Cox Communications at the address and telephone number(s) above.

Please note: The pricing for Movies On DEMAND and Adult On DEMAND will be changing on July 1, 2008. Movies On DEMAND will range in price from \$1.99 to \$5.99. All Adult On DEMAND and Adult Pay-Per-View purchases will be \$12.99 per title/block. WWE 24/7, Howard TV, Anime and Here will increase by \$.04. The new price for these services will be \$6.99 per month, and \$13.99 per month for Howard TV.

	6400 0260 XC RP 28 0001658 06252008 YNNNNNNY 01 June 24, 2008 Account Number:001 6011 _____ PETER _____ Page 3 of 5
--	---

Payments	
Date	Type
06/16/08	THANK YOU FOR YOUR PAYMENT -61.56
Total Payment Received	\$61.56

Cox Cable Service			
	Monthly Cable Ser vice from Jun 28 to July 27	Quantity	Amount
	COX DIGITAL VIDEO RECORDER SERVICE	3	19.89
	DIGITAL CONVERTER	1	2.62
	DIGITAL CONVERTER - DVR/HD	2	5.24
	DIGITAL CONVERTER - DVR	1	2.62
	<i>Total Monthly Cable Service</i>		\$30.37
	Pay Per View		
	BEOWULF (06/21)		2.65
	<i>Total Pay Per View</i>		\$2.65

Total Cox Cable Service **\$33.02**

Cox High Speed Internet Service

Other Internet Charges	Amount
COX RHAPSODY UNLIMITED (05/28 - 06/27)	12.99
COX RHAPSODY UNLIMITED (05/28 - 06/27)	-12.99
COX RHAPSODY TO-GO (05/28 - 06/27)	14.99
COX RHAPSODY TO-GO (05/28 - 06/27)	-14.99
<u>Total Other Internet Charges</u>	<u>\$0.00</u>
Total Other Internet Charges	\$0.00

Cox Digital Telephone Service

Telephone Service for
440-234-____

Monthly Telephone Service from Jun 28 to July 27	Quantity	Amount
Basic Monthly Service	1	9.34
Cox Long Distance	1	0.00
Voice Mail*	1	3.49
900/976 CALL BLOCKING	1	0.00
COX UNLIMITED EMPLOYEE DISCOUNT	1	2.15
EMPLOYEE SOLUTION PACKAGE W/CW	1	0.00
FCC ACCESS CHARGE	1	5.41
Modem	1	0.00
<u>DIRECTORY LISTING-NON PUBLISHED</u>	<u>1</u>	<u>2.00</u>
<i>Total Monthly Telephone Service</i>		\$22.39

6400 0260 XC RP 28 0001658 06252008 YNNNNNNY 01

June 24, 2008
Account Number:001 6011 _____
PETER _____
Page 4 of 5

Cox Digital Telephone Service continued

Other Telephone Charges	
<u>FCC ACCESS CHARGE (05/28 - 06/27)</u>	<u>0.00</u>
<i>Total Other Telephone Charges</i>	\$0.00

Total Telephone Service for 440-234-____ **\$22.39**

Reminder

Your current IntraLATA carrier is COX COMMUNICATIONS . Their customer service number is (216) 676-8100.
Your current InterLATA carrier, including International calls is COX COMMUNICATIONS . Their customer service number is (216) 676-8100.

Total Cox Digital Telephone Service for **\$22.39**

Taxes and Surcharges

Taxes and Surcharges	Amount
CITY FRANCHISE FEE	0.91
STATE SALES TAX	0.58
COUNTY TAX	0.24
Total Taxes and Surcharges	\$1.73

Telephone Taxes and Surcharges	Amount
COUNTY SALES TAX	0.52
FEDERAL EXCISE TAX	0.44
STATE SALES TAX	1.27
Total Telephone Taxes	2.23
Telephone Fees and Surcharges	
E911 TAX	0.12
FEDERAL UNIVERSAL SERVICE FUND	0.76
Total Telephone Fees and Surcharges	0.88
Total Telephone Taxes and Surcharges	\$3.11
Telephone Taxes and Surcharges	\$4.84

6400 0260 XC RP 28 0001658 06252008 YNNNNNNY 01

PETER _____
 Account Number:
 June 24, 2008
 Page 5 of 5

Important Customer Information**SECURITY DEPOSITS**

In the event that you cannot establish a satisfactory credit standing, Cox may require that you pay a security deposit. The deposit must be paid by cash, money order, or credit card and will be held as a guarantee of payment. Cox will refund the deposit after 12 consecutive months of satisfactory payment of undisputed charges as long as your payment is not late.

WHEN TO PAY YOUR BILL

Your payment is due by the "Due By" date indicated on your statement. If payment is not received for services in full by the "Due By" date, those services will become past due. Failure to pay an invoice, inclusive of an invoice for two or more Cox Services, i.e. a bundled bill, may result in the interruption and/or termination of any of the services or bundled services.

LATE PAYMENT CHARGE**Pay by Mail**

Please mail your check or money order (no cash) in the window envelope provided.

When mailing your payment, write the amount paid to the right of Amount Enclosed on your remittance stub. Also, write your account number on your check. Mail your check and remittance stub to:

Cox Communications
P.O. Box 9001817
Louisville, KY 40290-1817

Payment Drop Box - No Cash Please

Cox Communications
12221 Plaza Drive, Parma 44130
 Additionally, payments can be made at any **Discount Drug Mart.**

QUESTIONS ABOUT YOUR BILL

If you have questions about your bill, utilize our online account inquiry facility at www.coxcleveland.com. Or you may call us at 216-535-3500 or 1-866-737-7857 (toll free) during the following hours:

If your account is carrying an overdue balance and payment is not received, you may be subject to a \$6.00 late fee on your next statement.

RETURNED CHECK CHARGE POLICY

If your check is returned for non-sufficient funds, your checking account may be debited for the amount of the check PLUS a \$30.00 returned check charge.

The use of a check for payment is your acknowledgement and acceptance of this policy and its terms and conditions.

RECONNECTION OF SERVICE

If your services are disconnected for non-payment, you must pay the outstanding balance in full, a month of service in advance, and a charge to reconnect your service. You may also be required to pay a deposit prior to activation of service.

HOW TO PAY YOUR BILL

Automatic Payments

With Cox's EasyPay®, your payment is automatically deducted from your checking, savings or credit card account each month. You save on postage and check writing cost, plus your payment is always on time. Enrollment forms are available on the Cox Web site at www.coxcleveland.com, or call 216-535-3500. Payments may also be made directly via our Web site at www.coxcleveland.com.

Pay by Telephone

Payments may be made with your debit card, VISA, Mastercard, Discover or American Express credit card by calling 216-535-3500.

Monday – Friday: 9:00 AM – 5:30 PM
Lobby Hours:
Monday – Friday: 9:00 AM – 7:00 PM
Saturday: 9:00 AM – 5:30 PM

If your complaint is not resolved after you have called Cox, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

IF YOU STILL DISAGREE

Should you question this bill, please contact Cox Communications within a reasonable time and request an explanation.

Please direct the inquiry to:

Cox Communications

Account Services

12221 Plaza Dr.
Parma, OH 44130

Or via our web address at:
www.coxcleveland.com —
“Contact Us”

MODEM AND BATTERY BACK-UP

The modem and battery back-up shall remain the property of Cox and must be returned upon termination of service. If the modem is disconnected or removed and the battery is not charged or otherwise fails, telephone service, including access to emergency 911 services, will not be available.



12221 Plaza Dr
Parma, Ohio 44130-1072
ATTN: ACCOUNT SERVICES

Customer Name and Address

IMPORTANT NOTICE

Failure to pay the amount below at the company's office or to one of its authorized agents by mo./day/yr, may result in the disconnection of basic local exchange telephone or toll telephone services and other services (e.g., cable television services) as early as the following business day.

The total amount due to avoid disconnection is \$; the minimum dollar amount necessary to avoid disconnection of basic local exchange telephone service is \$.

If alternative arrangements need to be made, please call (216) 535-1218 or (866) 737-7857. Payments can be made at www.cox.com/cleveland or sent to our office location below:

Cox Communications, 12221 Plaza Drive, Parma, Ohio 44130

If you have paid the total past due amount, please disregard this letter. Thank you for your choice of Cox Communications as your provider of entertainment and information services.

Sincerely,

Cox Communications

Please return this portion with your payment.

COX.

Communications
12221 PLAZA DR
PARMA, OH 44130-1072
ATTN: ACCOUNT SERVICES

Account Number: Amount Enclosed \$

Total Due: \$
Payment Due By: mo./day/yr

Allow seven days for processing. Please write your account number on your check. Make checks payable to Cox Communications. Payment of this bill confirms your subscription to services and possession of equipment as listed.

Customer Name and Address

Cox Communications
P.O. Box 9001817
Louisville, KY 40290-1817



12221 Plaza Dr
Parma, Ohio 44130-1072
ATTN: ACCOUNT SERVICES

Customer Name and Address

BACK OF PAGE ONE Or PAGE TWO:

FOR COX DIGITAL TELEPHONE CUSTOMERS:

An additional charge for reconnection of telephone service may apply if service is disconnected.

"If you have a complaint in regard to this disconnection notice that can not be resolved after you have called Cox), or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO), for assistance at 1-800-686-7826 (toll free) or for TDD/TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact The Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org."

Payments to an unauthorized payment agent may result in the untimely or improper crediting of the subscriber's account.