

## Cox Centrex Telephone

The expandable phone system that manages itself



### Why you should choose Cox Centrex Telephone service

*For businesses whose needs are changing and whose budgets require minimal upfront investment, Cox Centrex service is ideal. Cox Centrex is a feature-rich, expandable telephone service that provides a strong communications tool for such groups as customer service departments, call center operations and technical support or help desks. Each station has direct-line access and includes a full suite of feature options. The service starts with cutting-edge switching center equipment housed at Cox's central office. Next, your service is delivered via Cox's fiber-optic-based network. With Cox Centrex service, your business is assured of optimum call quality from start to finish.*

### How your business benefits from Cox Centrex Telephone service

When you choose Cox Centrex service, your business will experience an array of benefits, including:

- **Minimal upfront investment.** Cox Centrex service gives you all the capabilities you need, without the capital investment of an entire key or PBX system. And Centrex can also augment existing private phone systems.
- **More flexibility.** Multiple options allow you to connect office phones in a seamless network, or manage the telephone needs of multiple locations easily and efficiently.
- **More options.** With three feature packages and an A La Carte features menu to choose from, you can customize a solution that's right for your business.
- **Less maintenance, more productivity.** With all your phones connected to one seamless network, and day-to-day maintenance handled by Cox, your employees can work smarter and stay productive.
- **Added convenience.** As part of your monthly rate, we monitor the Centrex software and switch hardware on your behalf, which means no on-site staff or additional maintenance contracts to handle.
- **Leading technology for the life of your business.** Cox Centrex service always reflects the latest technology in business communications, which means your system will never be obsolete.
- **Comprehensive service.** You get everything you need with local number portability, directory assistance, and more.
- **Local support.** With Cox Centrex service, there's an added benefit: the support of a skillful, knowledgeable group of experts dedicated to helping your business succeed.

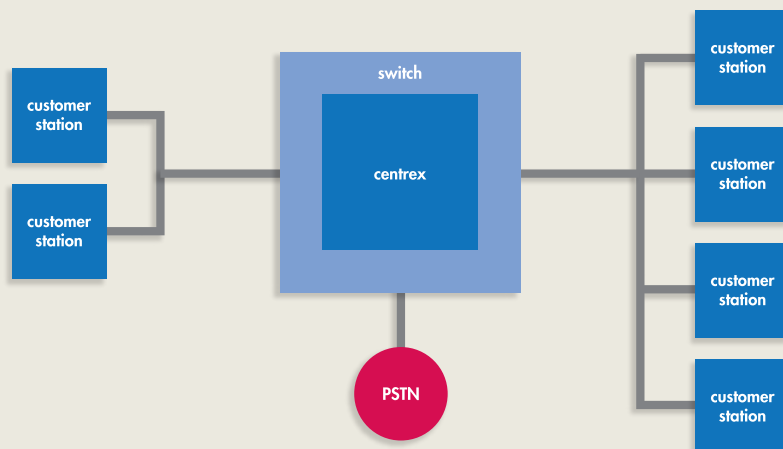


### Cox Centrex Telephone Service package options for your business

Basic Centrex Package	Attendant Centrex Package	Call Center Centrex Package	A La Carte Features
<b>Designed for:</b> Nearly all office telephony needs	<b>Designed for:</b> Receptionists, executive assistants or small call centers	<b>Designed for:</b> Call center employees	<b>Designed for:</b> Any Centrex package
Auto Dial <sup>1</sup> Call Forwarding Call Hold Call Park Call Pickup Call Transfer Call Waiting Caller ID DID DOD Distinctive Ringing Group Intercom Last Number Redial Make Set Busy Message Waiting Speed Calling Station-to-Station Dialing Three-Way Calling	Auto Dial <sup>1</sup> Busy Lamp Field/Direct Station Selection <sup>1</sup> Call Forwarding Call Hold Call Park Call Pickup Call Transfer Call Waiting Caller ID DID DOD Directed Call Park Distinctive Ringing Executive Busy Override Group Intercom Intercom <sup>1</sup> Key Short Hunt <sup>1</sup> Last Number Redial Make Set Busy Message Waiting MADN/MCA MADN/SCA Series Completion Single Line Queuing Speed Calling Station Camp-On <sup>1</sup> Station-to-Station Dialing Three-Way Calling	Auto Dial <sup>1</sup> Busy Lamp Field/Direct Station Selection <sup>1</sup> Call Forwarding Call Hold Call Park Call Pickup Call Transfer Call Waiting Caller ID DID DOD Directed Call Park Distinctive Ringing Executive Busy Override Group Intercom Intercom <sup>1</sup> Key Short Hunt <sup>1</sup> Last Number Redial Make Set Busy Malicious Call Hold <sup>1</sup> Message Waiting MADN/MCA MADN/SCA Multiline Hunting Series Completion Single Line Queuing Speed Calling Station Camp-On <sup>1</sup> Station-to-Station Dialing Three-Way Calling Uniform Call Distribution	Automatic Line Busy Lamp Field/Direct Station Selection <sup>1</sup> Directed Call Park Directory Number Hunt Executive Message Waiting Key Short Hunt MADN/MCA MADN/SCA Malicious Call Hold <sup>1</sup> Multiline Hunting Ring Again Series Completion Single Line Queuing Station Camp-On <sup>1</sup> Station Message Detail Recording Station-to-Station Dialing Uniform Call Distribution

<sup>1</sup>Service requires digital phone.

### How a Centrex system can work within an office setting:



\*Services and features not available in all areas. Minimum of five lines and 1-year contract required for service. Other restrictions may apply. Telephone services are provided by Cox Telcom, LLC. ©2005 Cox Communications, Inc. All rights reserved.