

Additional VoiceManager Terms and Conditions

VoiceManager Services are provided by Cox Communications, Inc. unregulated affiliate identified on the signature line of the Commercial Services Agreement ("Cox").

1. Liability of Cox

With respect to Emergency 911 Service:

1.1 This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. Cox is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal presence, condition, location or use of any equipment and facilities furnishing this service.

1.2 Neither is Cox responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by 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 emergency 911 service, and which arise out of the negligence or other wrongful act of Cox, the Customer, its Users, agencies or municipalities, or the employees or agents of any one of them.

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

1.4 In conjunction with a non-published telephone number, Cox will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. Cox will try to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.

1.5 When a Customer with a non-published telephone number places a call to the Emergency 911 Service, Cox 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 Agreement, Customer acknowledges and agrees with the release of information as described above.

2. Provision of Equipment and Facilities

2.1 Cox 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 Agreement, the responsibility of Cox shall be limited to the furnishing of facilities offered under this Agreement and to the maintenance and operation of such facilities. Beyond this responsibility, Cox shall not be responsible for:

- the transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- the reception of signals by Customer provided equipment; or
- network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

3. Obligations of the Customer

The Customer shall be responsible for reimbursing Cox for damage to, or loss of, Cox'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 Cox. Upon reimbursement for damages, Cox will cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to Cox's right of recovery of damages to the extent of such payment.

4. Station Equipment

4.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer's (or authorized user's or joint user's) premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. Cox 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 Cox'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.

4.2 The Customer is responsible for ensuring that Customer-provided equipment connected to Cox equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Cox provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Cox provided equipment and wiring or injury to Cox's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by Cox at the Customer's expense.

5. Payment for Service

5.1 The Customer is responsible for payment of all charges for service and facilities furnished by Cox to the Customer or its Joint or Authorized Users. Objections must be received by Cox within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than Cox imposes charges on Cox, in addition to its own internal costs, in connection with a service for which a Cox Non-Recurring Charge is specified, those charges may be passed on to the Customer.

5.2 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 Cox's net income imposed on or based upon the provision of Local Exchange Service, all of which shall be separately designated on Cox'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.

5.3 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 Cox's operations in any such state, or a tax on interstate access charges incurred by Cox for originating access to telephone exchanges in that state. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon Cox by virtue of, and measured by, the gross receipts or revenues of Cox 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.

6. Deposits

6.1 Applicants for service or existing Customers who cannot establish a satisfactory credit standing with Cox may be required at any time to provide Cox a security deposit. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to two month's charges for a service or facility

6.2 Cox shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At Cox's option, such deposit may be refunded to the Customer's account at any time. Also, Cox reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

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

6.4 The amount of the deposit 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.

7. Discontinuance of Service

7.1 Cox may refuse service or terminate existing service to an end-user without notice for tampering with Cox's equipment, or misuse or abuse thereof in order to avoid payment of lawful charges or use thereof in such manner as to create danger to life or property of Cox or end-users.

7.2 Cox may refuse service or terminate existing service to a customer pursuant to the disconnect procedure provided below for any of the following reasons:

Nonpayment of a bill within the period prescribed.

Failure to make a security deposit as set forth herein.

Violation of or noncompliance with any provision of law.

Refusal to permit Cox reasonable access to its telecommunications facilities for recovery, maintenance, and inspection thereof.

Interconnection of a device, line, or channel to Cox's facilities or equipment contrary to Cox's or industry standards.

Use in such manner as to interfere with service to other Customers.

Abandonment of the service.

Impersonation of another with fraudulent intent or other acts, whether real or perceived, to defraud Cox.

Use of service or facilities for a call or calls in a manner reasonably expected to frighten, abuse, torment, or harass another.

7.3 In an effort to protect itself and/or its Customers, Cox will disconnect an End User's service without prior notice for violation of the above subsections that threaten or harm the network's reliability.

7.4 Telephone Calls with Intent to Annoy:

1. Cox 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.

2. Cox may discontinue service of any Customer, who with intent to annoy, repeatedly telephones another without disclosing his/her true identity to the person answering the telephone, whether or not conversation ensues during the telephone call.

3. Cox may, at its discretion, terminate service to any Customer who establishes a pattern of behavior with respect to the services provided by Cox that is intended to vex, harass or annoy Cox, 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 Cox's operations through continued and repeated acts, or disturbs, irritates, or interrupts Users of the Public Switched Telephone Network through continued and repeated acts.

4. Prior to disconnection of service for calls described above, Cox will make reasonable effort to persuade the Customer placing such calls to cease all such activity. If such activity persists, Cox may, at its option, disconnect service. Prior to disconnection of service for calls described above, Cox 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 above, Cox may, at its option, immediately discontinue service.

5. Telephone calls shall include Customer's usage of facsimile, paging or any other communication devices to access the service provided by Cox.

6. Cox may disconnect service to any Customer who violates 47 U.S.C. §227, Restrictions on the Use of Telephone Equipment.

8. Toll Service

8.1 If a Business Customer in any single month accrues toll charges in excess of twice the average monthly toll charges of Cox's Business Customers or twice the actual monthly average of the individual Customer's charges, Cox will review the Customer's previous billing and payment history. If such review indicates that the probability of payment is unlikely, Cox may contact the Customer to make inquiries concerning the abnormal usage and may require a security deposit and/or payment of charges on the account to continue service. If the Customer does not comply with the conditions prescribed in this section within forty-eight hours, Cox may suspend or terminate Service.

8.2 If a Customer exceeds the average monthly toll charges of Cox's Business Customers and has exhibited a previous inability to pay such charges, Cox may impose toll controls, where technically feasible, or a toll cap of \$100.00.

9. Fraud

9.1 Cox may disconnect Service without advanced notice if Cox believes the Services are being used with the intent to defraud Cox or threaten the integrity or security of the Cox network or facilities. This fraudulent activity includes, but is not limited to, fraudulently placing and/or receiving calls and/or providing false credit information to Cox or its representatives.

9.2 Customer is responsible for payment of all charges for Services furnished, including charges for Services originated, or charges accepted, at Customer's telephone number. Customer's responsibility also includes all charges associated with the fraudulent use of Services either by Customer, its employees, or any other users who gain access to Customer's premises equipment including criminals who are able to "hack" or gain unauthorized access to Customer's network or equipment.

VOICEMANAGER SERVICES ANCILLARY CHARGES:

The following rates and charges will be assessed by Cox to its VoiceManager Customers for tangential services such as Operator Services, Directory Assistance, Directory Listings, Late Payment Fees and Non-Sufficient Funds charge. These charges will be assessed according to the state in which the contract is executed.

ARIZONA:

Directory Assistance with Call Completion

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

Each call to Directory Assistance will be charged as follows:

Per Call	\$1.00
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Operator Assisted Surcharges:

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$2.00
Third Number Billing (Customer Dialed)	\$2.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling (Operator Dialed)	\$2.00
Collect Calling (Customer Dialed)	\$2.00
Person to Person (Operator Dialed)	\$4.00
Person to Person (Customer Dialed)	\$4.00
Station to Station (Operator Dialed)	\$2.00

Directory Listings Rates

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A
Additional/Foreign Listing	\$2.00	\$20.00
Non-Published	\$2.00	\$20.00
Non-Directory Listed	\$2.00	\$20.00
Change Listing	N/A	\$20.00

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 18 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1.5% per month will be assessed on the unpaid balance.

When a Customer makes a payment to Cox 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, a \$25.00 returned item fee may be applied to the Customer's account.

ARKANSAS:

Directory Assistance

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

Charges for Directory Assistance Calls:

per call \$0.75

Operator Assisted Surcharges

The following surcharges will be applied on a per call basis plus any applicable per minute-of-use charges.

Calling Card, Customer dialed	N/C
Calling Card, Operator dialed	\$2.00
Collect Calling, Customer dialed	\$2.00
Collect Calling, Operator dialed	\$2.00
General Assistance	N/C
Person-to-Person, Customer dialed	\$4.00
Person-to-Person, Operator dialed	\$4.00
Station-to-Station, Operator dialed	\$2.00
Third Number Billing, Customer dialed	\$2.00
Third Number Billing, Operator dialed	\$2.00

Directory Listings Rates, Residence

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A
Additional Listing	\$6.00	\$10.00
Non-Published	\$5.50	\$8.00
Non-Directory Listed	\$2.95	\$8.00
Directory Listing Change Charge	N/A	N/A
Directory Number Change Charge	N/A	N/A

Billing and Late Payment Charges

When a Customer makes a payment to Cox 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, a \$30.00 returned item fee may be applied to the Customer's account.

Amounts not paid within 14 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by 22 days after the invoice date, Cox may impose late payment charges on the overdue balance of the bill. A late payment charge not to exceed 10% of the first \$30.00 of the Customer's bill and 2% of the remainder may be assessed on the outstanding balance.

CALIFORNIA:

Directory Assistance Charge

Cox will enhance its Directory Assistance Service with the added benefit of Call Completion. The Customer will be allowed one number call completion per each DA call.

	<u>San Diego Charge</u>	<u>Orange County Charge</u>
Directory Assistance is charged on a per call basis	\$.99	\$.99

Operator Services:

Local exchange and IntraLATA toll calls may be placed on an Operator Assisted basis. Usage charges for Operator Handled local calls are the same as those set forth below.

In addition, to the usage charges identified above, the following operator-assisted charges will apply:

	<u>Charge</u>
Person-to-Person	\$4.00
Station-to-Station, (Third Party, Alternate Billed, Collect Calls)	\$2.00
Operator Handled Calls ("0+" and "0-") (per minute) (applies in addition to other operator charges)	\$.25

Telephone Directory Service

	<u>Monthly Rate</u>	
	<u>Orange County</u>	<u>San Diego</u>
Primary Service Listing	N/C	N/C
Name and Number Only Listing	N/C	N/C
Additional Listing	\$1.66	\$1.66
Directory Assistance Listing Service	\$.14	\$.14
Non-Published Service	\$.28	\$.28

Non-Sufficient Funds/Late Payment Fee:

Checks, or other negotiable instruments, presented in payment for services and subsequently returned to Cox by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a nonrecurring charge of \$25.00 per item.

A late payment charge of 1.50 percent or, if lower, the legal limit applicable to such charges applies to each Customer's bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The late payment charge is applied to the total unpaid amount carried forward and is included in the total amount due on the current bill.

CONNECTICUT:

Directory Assistance

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

Rates and Charges

Per Call \$1.00

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

	<u>RATE</u>
Third Number Billing (Operator Dialed)	\$2.00
Third Number Billing (Customer Dialed)	\$2.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling (Operator Dialed)	\$2.00
Collect Calling (Customer Dialed)	\$2.00
Person to Person (Operator Dialed)	\$4.00
Person to Person (Customer Dialed)	\$4.00
Station to Station (Operator Dialed)	\$2.00

Directory Listings Rates

	<u>MRC</u>	<u>NRC</u>
Primary Listing	N/C	N/C
Additional Listing	\$2.00	\$10.00
Foreign Listing	\$2.00	N/A
Non-Published	\$3.50	\$15.00
Non-Directory Listed	\$2.00	\$15.00
Name Change	N/A	\$10.00

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 15 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1% per month will be assessed on the unpaid balance.

A \$30.00 fee will be assessed on Business Customer Accounts that are referred to a collection agency in connection with past due amounts that are not in dispute.

A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts. If payment is made by credit card, and the credit card charge is subsequently denied, a credit card denial fee of \$10.00 will apply per transaction.

FLORIDA:

Directory Assistance

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

Charges for Directory Assistance Calls:

Business: \$1.25 per call

Operator Assisted Surcharges

The following surcharges will be applied on a per call basis plus any applicable per minute-of-use charges.

	Rate
Calling Card, Operator dialed	\$2.00
Collect Calling, Customer dialed	\$2.00
Collect Calling, Operator dialed	\$2.00
Person-to-Person, Customer dialed	\$2.00
Person-to-Person, Operator dialed	\$2.00
Station-to-Station, Operator dialed	\$2.00
Third Number Billing, Customer dialed	\$2.00
Third Number Billing, Operator dialed	\$2.00

Directory Listings Rates and Charges

Monthly rates and non-recurring charges will be assessed as follows:

	<u>Monthly</u>	<u>NRC</u>
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-Directory Listed	\$1.15	\$10.00
Premium Listing	\$4.00	\$10.00
Telephone Number Change Charge	N/A	\$35.00
Directory Listing Change Charge	N/A	\$10.00

Non-Sufficient Funds/Late Payment Fee:

When a Customer makes a payment to Cox 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.

If a Customer's account is carrying an overdue balance and payment is not applied within 15 days after the due date, the Customer's account will be assessed a \$2.00 late fee. If the account remains past due 45 days past the original due date, a \$3.00 charge will be applied until the balance is paid in full.

GEORGIA:

Directory Assistance

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

Charges for Directory Assistance Calls:

\$1.35 per call

Operator Assisted Surcharges

The following surcharges will be applied on a per call basis.

	Business
Calling Card (Customer Dialed)	N/C
Collect Calling (Customer Dialed)	2.50
Collect Calling (Operator Dialed)	3.75
Person-to-Person (Customer Dialed)	5.00
Person-to-Person (Operator Dialed)	6.25
Station-to-Station (Operator Dialed)	3.75
Third Number Billing (Customer Dialed)	2.50
Third Number Billing (Operator Dialed)	3.75

Directory Listings Rates

	Monthly	NRC
Primary Listing	N/C	N/A
Additional Listing	2.10	N/A
Foreign Listings	2.10	N/A
Non-Published Listing	4.50	N/A
Non-Pub Additional Listing	N/C	N/A
Non-Directory Listed	N/C	N/A
Non-Listing Additional Listing	N/C	N/A
Premium Listing	3.50	N/A

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 30 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of \$6.00 may be assessed on a balance not previously assessed.

When a Customer makes a payment to Cox 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, a \$30.00 returned item fee may be applied to the Customer's account.

IOWA:

Directory Assistance

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

Charges for Directory Assistance Calls:

\$1.50 per call

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

Third Number Billing (Operator Dialed)	\$2.00
Third Number Billing (Customer Dialed)	\$2.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling (Operator Dialed)	\$2.00
Collect Calling (Customer Dialed)	\$2.00
Person to Person (Operator Dialed)	\$4.00
Person to Person (Customer Dialed)	\$4.00
Station to Station (Operator Dialed)	\$2.00

Directory Listings Rates

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/C
Additional Listing	\$5.00	\$10.00
Non-Published	\$0.00	\$15.00
Non-Directory Listed	\$2.50	\$15.00
Premium Listing	\$5.00	\$15.00
Change Listing	N/A	\$10.00

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 20 days after the date of invoice are considered past due. A late payment charge of 1.5% will be assessed on any outstanding balance, which is not paid before the following billing date.

A \$25.00 charge will be assessed for negotiable instruments returned for insufficient funds or non-existing accounts.

KANSAS:

Directory Assistance

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

Each call to Directory Assistance will be charged as follows:

Per Call Charge	\$1.50
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Operator Assisted Surcharges: The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$2.00
Third Number Billing (Customer Dialed)	\$2.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling (Operator Dialed)	\$2.00
Collect Calling (Customer Dialed)	\$2.00
Person-to-Person (Operator Dialed)	\$4.00
Person-to-Person (Customer Dialed)	\$4.00
Station-to-Station (Operator Dialed)	\$2.00

Directory Listings Rates

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A
Additional Listing	\$1.75	\$19.00
Non-Published	\$3.75	\$19.00
Non-Directory Listed	\$2.50	\$19.00
Premium Listing	\$1.75	\$19.00
Change Listing	N/A	\$19.00
Change Number	N/A	\$25.00

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 15 days after the date of invoice are considered past due. If Cox does not receive the entire amount billed by the due date, a late payment charge of 2% may be assessed on a balance not previously assessed.

When a Customer makes a payment to Cox 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, a \$30.00 returned item fee may be applied to the Customer's account.

LOUISIANA:

Directory Assistance

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

Each call to Directory Assistance will be charged as follows:

Per Call \$0.40

Operator Assisted Surcharges:

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$1.83
Third Number Billing (Customer Dialed)	\$1.83
Calling Card (Operator Dialed)	\$1.83
Collect Calling (Operator Dialed)	\$1.83
Collect Calling (Customer Dialed)	\$1.83
Person to Person (Operator Dialed)	\$3.13
Person to Person (Customer Dialed)	\$3.13
Station to Station (Operator Dialed)	\$1.83

Directory Listings Rates

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/A
Additional Listing	\$1.46	\$18.50
Premium Listing	\$1.40	N/A
Foreign Listing	\$1.40	\$18.50
Non-Published	\$2.61	\$26.00
Non-Directory Listed	\$1.36	N/A
Directory Listing Change	N/A	\$35.00

Non-Sufficient Funds/Late Payment Fee:

Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 5% will be assessed on any outstanding balance, which is not paid before the following billing date.

A \$20.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

NEBRASKA:

Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator. Additionally, Cox will offer Call Completion for one number at no additional charge to the Customer.

Each call to Directory Assistance will be charged as follows:

Per Call \$1.50

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

Third Number Billing (Operator Dialed)	\$2.00
Third Number Billing (Customer Dialed)	\$2.00
Calling Card (Operator Dialed)	\$2.00
Collect Calling (Operator Dialed)	\$2.00
Collect Calling (Customer Dialed)	\$2.00
Person to Person (Operator Dialed)	\$4.00
Person to Person (Customer Dialed)	\$4.00
Station to Station (Operator Dialed)	\$2.00

Directory Listings Rates

	MONTHLY	NRC
Primary Listing	N/C	N/C
Additional listing	\$5.00	\$10.00
Non-Published	N/C	\$15.00
Non-Directory Listed	\$2.50	\$15.00
Premium Listing	\$5.00	\$15.00
Change Listing	N/A	\$10.00

Non-Sufficient Funds/Late Payment Fee:

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable upon receipt and considered past due if not paid within 15 days after the invoice date.

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.

Amounts not paid within 5 days after the billing due date will be assessed a late payment charge of 1.5% per month on the unpaid balance.

A \$25.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

NEVADA:

Directory Assistance

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

Each call to Directory Assistance will be charged as follows:

Per Call \$1.45

Operator Assisted Surcharges:

The following surcharges will be applied on a per call basis.

Third Number Billing (Operator Dialed)	\$3.75
Third Number Billing (Customer Dialed)	\$2.50
Calling Card (Operator Dialed)	\$3.75
Collect Calling (Operator Dialed)	\$3.75
Collect Calling (Customer Dialed)	\$3.75
Person to Person (Operator Dialed)	\$6.25
Person to Person (Customer Dialed)	\$5.00
Station to Station (Operator Dialed)	\$3.75

Directory Listings Rates

	<u>Monthly</u>	<u>NRC</u>
Primary Listing	N/C	N/C
Additional Listing	\$	\$2.00
Non-Published	\$	\$2.50
Non-Directory Listed	\$	\$2.00

Non-Sufficient Funds/Late Payment Fee:

Cox shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided.

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.

Amounts not paid by the due date are considered past due. However, payment of a bill by first-class mail is timely if the payment is received by Cox not more than 3 days after the past due date. If Cox does not receive the entire amount billed by the due date, as described above, Cox may impose late payment charges on the overdue balance of the bill.

Cox shall not assess any fee, penalty, interest or other charge to the state, including any service to an agency in any branch of government, for the delinquent payment of a bill.

When a Customer makes a payment to Cox 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, a returned item fee may be applied to the Customer's account.

