



COX DIGITAL TELEPHONE[®]

Everything you need to know about Cox Digital Telephone service.

Dear Customer:

Thank you for choosing Cox Digital Telephone,[®] provided by Cox Business Services.

This handbook explains our Digital Telephone service in detail and answers many of the questions you may have. In addition, it describes many of the time-saving features that are available with Cox Digital Telephone service.

Every call you make is connected over Cox's digital fiber-optic-based network, which millions of customers rely on every day. Just as this network delivers a crystal-clear cable TV picture, it also delivers crystal-clear sound. And because the capacity of our fiber-optic cable is so efficient, we are able to also provide you with other digital services, such as high-speed Internet access, Web Hosting and Virtual Private Network services.

However, even the best technology is only as good as the people behind it. With Cox, you'll enjoy responsive local customer care from the best people in the industry. We know how important reliable communications services are to you and your business. We're on the job to serve you.

Thanks again for your business and for allowing Cox Business Services the opportunity to fulfill your communications requirements.

To speak to your local customer care representative, call us at the number in your area listed below. Or visit us online at www.coxbusiness.com.

AR - NW Arkansas	800-620-6196	KS - Topeka	800-620-6196
AZ - Phoenix	623-322-2000	KS - Wichita	316-858-4227
AZ - Tucson	800-929-5118	LA - Baton Rouge	225-615-2000
CA - Orange County	949-546-2020	LA - Lafayette	866-272-5777
CA - San Diego	619-269-2000	LA - New Orleans	504-304-1700
CA - Santa Barbara	805-683-0059	NE - Omaha	402-934-6000
CT - Manchester	860-432-6000	NV - Las Vegas	702-507-2000
FL - Central Florida	866-272-5777	OH - Cleveland	216-535-3344
FL - Ft. Walton Beach	850-796-0394	OK - Oklahoma City	405-600-6333
FL - Pensacola	850-478-1269	OK - Tulsa	918-806-6079
GA - Macon	478-784-5131	RI - Rhode Island	401-383-6100
IA - Council Bluffs	402-934-6000	VA - Hampton Roads	757-369-6500
ID - Sun Valley	866-272-5777	VA - Northern Virginia	866-272-5777
KS - Salina	800-620-6196	VA - Roanoke	540-777-7373

Cox Digital Telephone

Simply a Better Choice in Telephone Service

Receiving a better value for your communications budget is only the beginning. With Cox Digital Telephone, you're combining the quality of a digital telephone system with the reliability of Cox Communications' fiber-optic-based network.

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Local Calling Service

Cox Digital Telephone service works seamlessly with your existing telephone equipment from standard desktop phones to large PBXs and all points in between. Plus, our local service generally includes the same geographic area that you have called in the past. To enhance your local calling service, you may also select from a variety of Long Distance options and feature packages designed to support your business requirements.

Cox Digital Telephone Feature Packages

Cox Digital Telephone packages offer business customers our most popular telephone features at a discounted package rate. Cox Digital Telephone also allows you to select from a variety of optional features on an “a-la-carte” basis. For more information on all of our feature packages, contact your Cox Business Services representative.

Domestic Switched and Dedicated¹ Long Distance Calling Plans*

Domestic long distance service from Cox Business Services provides the quality of service you expect at a cost you might not expect.

We offer a variety of switched and dedicated outbound long distance plans that feature a flat rate for calls no matter what time of day you call. You'll benefit from six-second billing increments on all your domestic state-to-state calls without a monthly revenue commitment. There's never any minimum usage requirement. Plus, long distance charges appear on your monthly Cox telephone statement, so there's only one invoice to pay each month.² Here are some of our most popular plans:

Cox Long Distance Solutions Plan

When coupled with Cox Digital Telephone, this plan will give businesses of any size competitive rates without a monthly volume or revenue commitment. This plan calculates discounts based on term commitment and minutes of use. Therefore, the more you call, the more you save! This plan is also available with Cox Toll Free service.

Cox Long Distance Enterprise Plan

This plan offers greater discounts on long distance calling when you also have Cox Business Internet access and Cox Digital Telephone. When Cox provides all of your telephone and Internet services, you achieve maximum savings! Discounts are based on term commitment and minutes of use. This plan is also available with Cox Toll Free service.

Cox Business Unlimited Plan*

Augment your Cox Digital Telephone service with this plan and make unlimited direct dialed long distance calls to any state or US possession. This plan is based on a per-line rate, so you have the flexibility you need to manage your business's bottom line.

*Plans not available in all markets.

¹Dedicated LD plans can offer a lower rate but require a higher volume of usage than switched plans.

²Long Distance rates will vary.

Cox Office Solutions Pak*

This plan bundles two flat-rate business lines with Cox Business Internet service, 200 minutes of long distance, and four calling features. Not only will you receive additional savings, but you'll also have the convenience of receiving one bill from one provider for all of your communications services.

There may be other plans available in your area. Ask your local sales representative to help you choose the plan that's best for your business.

Cox Toll Free Service

Toll Free service from Cox makes it easy for your customers, suppliers and employees to connect with your business from anywhere at any time. Toll Free (800) service is a cost-effective and convenient way for anyone to reach your company from outside your local service area. You'll also have access to customized call management reports that will enable you to analyze calling patterns and statistics, providing you with valuable marketing data.

With Cox Toll Free service, your domestic calls will be billed in 6-second increments after the first 6 seconds (except in California where calls are billed in 6-second increments after the first 18 seconds). Plus our extended service area enables your customers and employees to reach you from the 50 United States, Canada, Puerto Rico and U.S. Virgin Islands. Calls from outside the U.S. are billed in 6-second increments after the first 30 seconds. Note: Cox local and long distance services required.

Toll Free Directory Listing

List your toll free number in the national toll free directory to get the added attention your business deserves.

Vanity Numbers

Easily identifies your business and makes your phone number memorable. There is a one-time charge for vanity numbers and they are subject to availability.

Number Portability

If you already have a toll free number(s) with another company, you can switch to Cox and keep your current number(s) at no charge.

Cox Account Codes*

Account Codes give you an easy way to manage long distance call tracking and accounting. By assigning account codes to employees or clients, you'll be able to accurately track long distance, international or toll calling costs to help you bill back charges to customers, deter internal abuse or simply see where your long distance dollars are being spent.

*Not available in all markets.

Account codes are set up by Cox as validated or non-validated and can be two to twelve digits in length. Validated codes allow a call through only if the code input matches the code in the programmed table. Non-validated codes require no matching, allowing calls to go through as long as the correct number of digits is entered. For more information on Account Codes, contact your local Cox Business Services office at the number listed on page 3. Note: Cox local and long distance services required.

International Calling Service

Cox International Long Distance Advantage Plan

Cox Business Services also provides worldwide connectivity at a competitive price! Our International Long Distance Advantage Plan enables you to make calls to over 230 countries worldwide. That means you can conduct business with just about anyone in the world. International long distance is billed in 6-second increments after the first 30 seconds.

To call someone in Canada:

Dial 1 + area code + local number.

The following islands and countries can be reached by dialing 1 + area code + local number:

Anguilla	264	Guam	671
Antigua	268	Jamaica	876
Bahamas	242	Montserrat	664
Barbados	246	Puerto Rico	787
Bermuda	441	St. Kitts & Nevis	869
British Virgin Islands	284	St. Lucia	758
Cayman Islands	345	St. Vincent	809
Dominica	767	Trinidad & Tobago	868
Dominican Republic	809	Turks & Caicos Islands	649
Grenada	473	U.S. Virgin Islands	340
Grenadines	784		

Dialing Instructions for Other Countries

Direct Dial Calls:

1. Dial 011 (the international access code)
2. The country code
3. The city code
4. The local telephone number

Example: Placing a call to Paris, France, dial 011 (the international access code), 33 (the country code for France), 1 (the city code for Paris), and the local telephone number.

Cox Digital Telephone Calling Card

Simply a Better Calling Card

Add a Calling Card for Traveling Employees

If your employees spend a lot of time away from the office, a Cox Calling Card can be a convenient and cost-effective way to stay in touch. A calling card enables your employees to dial into the Cox network and complete their calls using Cox's low calling card rates.



With a Cox Calling Card, your employees can make calls from locations throughout the U.S., Mexico, Canada and the Caribbean to more than 230 countries worldwide. That means they can conduct business from just about anywhere in the world.

All calls are reported on your company's monthly billing statement, so you can see when and where calling cards are being used.

Your employees will also appreciate the convenience of initiating new calls simply by pressing the pound (#) key after a call is completed.

To order cards, please call your local Cox Business Services office at the number for your area listed on page 3.

Operator Services

Operator and Directory Services

Assistance is just a phone call away. Cox Operators are available to assist you 24 hours a day, 7 days a week for all of your calling needs, whether you want to make a collect call or a person-to-person call, or to request a directory listing for anywhere in the United States. Additional charges apply for these calls.

Dialing Instructions for Operator-Assisted Calls

To reach a Cox Operator, get an outside line from your office, then just dial "0."

To make an operator-assisted call, press: "0" + area code + phone number. When the Cox Operator answers, simply tell the operator the type of call you wish to make.

Directory Assistance

Just Press "411."

Cox brings you the easiest-to-use Directory Assistance Service ever. Simply press "411" to obtain the telephone number of any listed number, anywhere in the U.S. There is no need to know the ever-changing area codes of cities across the country. Simply press "411," provide the address you are looking for, and ask for the desired listing. It's that easy. A nominal charge applies per request for up to three numbers per call.

Billing Information

Local service and features are billed one month in advance. Long distance, local toll charges, directory assistance, and operator-assisted calls are based upon usage up to the day your bill is prepared. Cox has billing and credit services contracts with other firms whose charges may appear on your bill. The total amount is due by the due date printed on the bill. Late payments may result in a late-payment charge and/or an interruption in service. Restoration of discontinued service is contingent upon payment in full. Also, a deposit may be required. Use the return envelope provided with your bill to mail your check or money order payable to Cox.

For billing questions, please call your local Cox Business Services office at the number for your area listed on page 3.

My Accounts

Once you become a Cox Business Services customer, you'll be able to manage your company's telephone account online with "My Accounts." All you have to do is register at "My Accounts" on CoxBusiness.com to set up and self-manage the following online, anytime, from anywhere:

- Manage your Cox Business Services account
- Access your web-based CoxMailSM
- Manage your CoxMail account
- View and pay your bill online
- Manage your CoxHosting account
- And much more!

This free service is just one more way Cox Business Services helps you to manage your business expenditures easily and efficiently. Ask your Cox Business Services representative for more information today.

Cox Digital Telephone Calling Features

This section outlines the features that are available — either on a per use or on a monthly subscription basis — with your Cox Digital Telephone service. Your ability to activate them may vary depending on the telephone equipment your company has purchased. (Features described in this section may not be available in all areas, or may require special programming. Ask for details.)

900 and 976 Number Blocking*

Restricts Specific Types of Calls From Being Made From Your Phone

How it works:

If you chose to activate this feature, all attempts to call a number starting with 900 or 976 area codes will be blocked. This service is provided at no cost to you.

Anonymous Call Rejection

Refuse Calls From Those Who Have Blocked Their Numbers

How it works:

When you've turned this service "on," any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls and they should remove blocking and call back. All other calls will ring through as usual.

To turn on the service:

1. Lift the handset and listen for the dial tone.
2. Press *77.
3. Listen for a confirmation tone or announcement. Hang up.

To turn off the service:

1. Press *87.
2. Listen for a confirmation tone or announcement. Hang up.

Notes:

- You will not be notified when or how many calls have been rejected.

*In some markets, customers can contact their local customer care center to unblock these restrictions.

Block Call Return*

Protect Your Business Identity

How it works:

Prevents anyone your business calls from being able to return the call using *67, by blocking your Caller ID name and number information. This feature is activated on a per line basis and requires a service order to add or remove it from your line. This feature cannot be activated or deactivated by a customer.

Busy Line Redial

Save Time By Not Having To Dial Busy Numbers Over And Over

How it works:

Once you activate the feature, the busy number is checked for up to 30 minutes. Once the line is free, you will be notified with a special ring and automatically connected.

Per Line/Per Use*

Once enabled, instead of hearing a busy signal, you will hear a notification and instructions. In some areas, this feature is also available on a per use basis.

How to use:

1. After you hear a busy signal, hang up. Lift the handset and listen for a normal dial tone.
2. Press *66.
3. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
4. A special callback ring alerts you if the line becomes free (some phones ring normally).
5. Lift the handset to automatically place the call.

To cancel your callback request:

1. Lift the handset and listen for a normal dial tone.
2. Press *86.
3. Listen for the confirmation tone or announcement. Hang up.

Notes:

- This feature does not work on 800 numbers, 900 numbers, or on lines where Call Forwarding and some other call services have been activated. Some service providers may not support this feature.

*Feature not available in all markets.

Caller ID

See Who's Calling Before You Answer the Phone

How it works:

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The calling name and telephone number of the calling party listed in telephone company records will automatically appear on your display screen.

Notes:

- Subscription to Caller ID requires the lease or purchase of a display telephone or an add-on display unit.
- If a letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name and number by pressing *67 before placing the call.
- If "unknown name," "unknown number," "out of area," or "0" appears, the caller is in an area that does not support Caller ID services.

Call Forwarding

Let Your Business Calls Follow You to Another Number

How it works:

You can program your calls to ring at another number (for example, your cellular phone). Each time a call is forwarded, your phone will emit one short ring. It can still be used to make outgoing calls.

To turn on the service:

1. Lift the handset.
2. Press *72.
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forward is in effect.

If the line is busy, or there's no answer:

6. Hang up.
7. Within two minutes, repeat steps 1–4 above. You'll hear a confirmation tone to let you know your Call Forward is now working.

To turn off the service:

1. Lift the handset.
2. Press *73.
3. Listen for the confirmation tone, then hang up. Your Call Forward is now OFF, and calls will ring normally on your phone.

To change the “forward to” number:

1. Turn off Call Forward.
2. Repeat steps 1–5 above to turn on Call Forward, entering the new “forward to” number.

Call Forwarding Remote Access

From Any Location — Turn On, Turn Off, or Change Your Forwarding Number

How it works:

You can use a touch-tone telephone at another location to change your Call Forwarding on your telephone.

To access your telephone’s Call Forwarding Remote Access service for the first time:

1. From the telephone where the feature is active, Dial *98.
2. Dial current PIN (default 1234) #
3. Enter new PIN#
4. Re-enter new PIN#

Regular use of Call Forwarding Remote Access:

Dial the Remote Access number for your area as listed in the chart on page 16. (Toll charges may apply.)

1. When prompted, enter your business telephone number including the area code (if required in your location), your PIN, and then press #.
2. If Call Forwarding Remote Access is currently activated, you will be asked to enter the telephone number to which your calls should be forwarded. Enter this number exactly as it would be dialed from within your business. Use 1 + (area code) if applicable. Once you’ve entered your forward-to telephone number, press # key.
3. If Call Forwarding Remote Access is currently activated, you will be informed of the current forward-to telephone number and be given the option to either change the forward-to telephone number or turn off Call Forwarding Remote Access altogether.

To deactivate Call Forwarding Remote Access:

1. Dial the Remote Access number for your area as listed in the chart on page 16.
(Toll charges may apply.)
2. When prompted, enter your business telephone number including the area code (if required in your location), your PIN, and then press #.
3. Dial the feature code to deactivate call forwarding (*73), listen for confirmation tone, then hang up. Your calls will no longer be forwarded.

Notes:

- Call Forwarding Busy and Call Forwarding No Answer are not available when Call Forwarding Remote Access is activated. You will also incur toll charges for calls outside your local calling area. For customers who subscribe to measured or message rate service, local charges for forwarded calls will accrue.

Call Forwarding Remote Access Phone Numbers

Your Remote Access number is identifiable by area code and/or three-digit exchange:

Area	Code, Local Exchange or Location	System Access	
AR - NW Arkansas	Bentonville	479-657-6995	
	Eureka Springs	479-363-6995	
	Fayetteville	479-445-6995	
	Ft. Smith	479-434-6995	
	Gravette	479-344-6995	
	Rogers	479-899-6995	
	Springdale	479-419-5995	
	Van Buren	479-262-6995	
AZ - Phoenix	623 area code	623-322-9125	
	480 area code	480-659-9125	
	480 area code	480-699-9125	
	480 area code	480-209-1125	
	602 area code	602-795-9125	
Tucson		520-207-7272	
CA - Orange County	949 area code	949-388-9125	
	714 area code	714-389-9125	
San Diego	See insert for appropriate telephone number.		
San Barbara		805-845-6240	
CT - Manchester/S. Windsor		860-436-9125	
	Meriden/Cheshire	203-439-9125	
	Southington/Plainville	860-426-9125	
FL - Ft. Walton Beach		850-226-6060	
	Gainesville	352-505-6060	
	Ocala	352-390-6260	
	Pensacola	850-791-6060	
GA - Macon		478-257-6060	
IA - Council Bluffs		402-932-9125	
ID - Sun Valley		208-928-9125	
KS - Salina		785-404-6995	
	Topeka	785-215-6995	
	Wichita	316-260-6995	
LA - Baton Rouge		225-223-6060	
	Lafayette	337-412-6060	
	New Orleans	301 exchange	504-301-9125
		302 exchange	504-302-9125
304 exchange		504-304-9125	
NE - Omaha		402-932-9125	
NV - Las Vegas		702-445-6999	
OH - Cleveland		216-712-6008	
OK - Broken Arrow		918-806-6060	
	Coweta	918-279-6060	
	Oklahoma City	405-600-9125	
	Tulsa	918-346-6060	
RI - Rhode Island		401-270-9125	
VA - Hampton Roads	Chesapeake	757-204-4600	
	Newport News	757-969-9125	
	Norfolk	757-369-9125	
	Northern Virginia	703-992-6125	
Roanoke		540-400-6046	

Call Forwarding Busy

When Your Line Is Busy, Your Callers Can Reach Someone Else

How it works:

Whenever you're on the phone, you can be sure your callers can talk with someone else or can leave a message for you. Easily turn it on or off, or change the forwarding number anytime. Once you've asked Cox to activate this service:

To turn on the service:

1. Lift the handset and listen for the dial tone.
2. Press *90.
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. A confirmation tone will be heard indicating the request has been accepted and you can now hang up.

To turn off the service:

1. Lift the handset and listen for the dial tone.
2. Press *91.
3. Listen for the confirmation tone, then hang up. Your Call Forward Busy is now OFF.

To change the "forward to" number:

1. Turn off Call Forward Busy (see directions above).
2. Repeat the steps above to turn on Call Forward Busy, entering the new "forward to" number.

Notes:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit or 10-digit local number. For a long distance number, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead. You will also incur toll charges for calls outside your local calling area. For customers who subscribe to measured or message rate service, local charges for forwarded calls will accrue.

Call Forwarding No Answer

Whenever You Can't Answer, Forward Your Calls to Someone Who Can

How it works:

If you can't get to the phone, you can be sure that your calls won't go unanswered. After four rings, an incoming call is automatically forwarded to an alternate number. Once Cox enables this service, you can change the number of rings and the "forward to" number.

To set your "forward to" number:

1. Lift the handset and listen for the dial tone.
2. Press *92.
3. Listen for the dial tone.
4. Then, dial the number where you want your calls forwarded.
5. A confirmation tone will be heard indicating the request has been accepted and you can now hang up.

To turn off the service:

1. Lift the handset and listen for the dial tone.
2. Press *93.
3. Listen for the confirmation tone, then hang up. Your Call Forwarding No Answer is now OFF.

To change the "forward to" number:

1. Turn off Call Forward No Answer (see directions above).
2. Repeat the steps above to turn on Call Forwarding No Answer, entering the new "forward to" number.

Contact Cox Customer Service to change the number of rings before your call is forwarded (default is four rings).

Notes:

- Dial the number exactly as if you are calling directly. For a local number, dial the 7-digit or 10-digit local number. For a long distance number, dial "1" plus the area code. Or if you have speed calling, you may dial one of your codes instead. You will also incur toll charges for calls outside your local calling area. For customers who subscribe to measured or message rate service, local charges for forwarded calls will accrue.

Selective Call Forwarding

Decides Which Caller Should Follow You to Another Number

How it works:

You can program your phone to forward only those calls from a special list of numbers to another number, e.g., your wireless phone. When your service is turned "on," calls from numbers in your forward list will be re-routed to your "forward-to" number. All others will ring at your phone as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *63.
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently OFF), or turn the feature OFF (if it is currently ON).

To add the last caller to your forward list:

1. Press #01#.

To enter your "forward-to" number:

1. The first time you turn on the service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.
2. If the current number is correct, dial 1.
3. If you wish to change the current "forward-to" number, dial 0 and then follow the voice instructions.

To hear the phone numbers on your list:

1. Press 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #.
2. Follow the voice instructions. You can store up to 31 phone numbers on your forward list.

To remove a number from your list:

1. Press *.
2. Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

1. Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- This service can work with Call Forward (all calls). Numbers on your preferred list will follow you to your

Selective Call Forward number. All other calls will be routed to your regular Call Forward number. You will also incur toll charges for calls outside your local calling area. For customers who subscribe to measured or message rate service, local charges for forwarded calls will accrue.

Caller ID Per-Call Blocking

Block Your Number, Call by Call, From Being Displayed to Others

How it works:

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *67.
3. Dial the number you're calling as usual.
4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.

Notes:

- You must press *67 before each call you place. Otherwise, your phone number will be released to the person receiving your call. This service is available to you at no cost.

Caller ID Per-Line Blocking

Blocking Your Number From Being Displayed to Others

How it works:

Always blocks your number from being displayed to others. By contacting Cox Business Services, you can arrange to prevent your telephone number and name from being displayed on all calls from your line. In order to temporarily suspend the service and therefore allow your number to be displayed to others for a particular call, simply press *82. This service is available to you at no cost.

Call Hunting

Enable Incoming Calls to Search For an Idle Line

How it works:

Once activated by Cox, an incoming call will search through a predefined sequence of numbers in your office for an idle line. Once an idle line is found, the call will complete

to that line. If no lines are available, the call will be routed to voicemail or a busy signal will be returned to the calling party. This feature is available on a per line basis and must be activated, changed, or deactivated by Cox.

Call Return

Easily Dial Your Last Caller — Even if You Didn't Answer

How it works:

If you couldn't answer in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

1. Lift the handset and listen for a normal dial tone.
2. Press *69.

A recorded voice will give you the phone number of the call you missed and ask if you want to use Call Return. Just follow the voice instructions.

If the line is busy:

3. Hang up. Your phone will keep trying the line for up to 30 minutes.
4. A special callback ring alerts you if the line becomes free. (Some phones ring normally.)
5. Lift the handset to automatically place the call.

To cancel your Call Return request:

1. Press *89.
2. Listen for the confirmation tone or announcement. Hang up.

Notes:

- This feature does not work on 800 numbers, 900 numbers, or lines where Call Forwarding and some other call services have been activated. Some service providers may not support this feature.

Call Trace

In the Event You Receive Harassing or Annoying Calls

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call.

How to use:

1. When you get a nuisance call, hang up.
2. Lift the handset again and listen for a normal dial tone.
3. Press *57.

4. Listen for a confirmation announcement that the last call has been traced.
5. Hang up.
6. The number you traced will be recorded by Cox personnel. If you decide to pursue the matter, you must contact a law enforcement agency and we'll provide that number directly to them. By law, we cannot provide the traced number directly to any of our Cox Digital Telephone customers.

Notes:

- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- In some areas, after you press *57, you'll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.

Call Transfer*

Pass A Call To a Specific Number

How it works:

Call Transfer enables a user to add a third party to an existing two-party call and then transfer the original call to the third party.

How to use:

1. Cox customer is on a call with another party that will be transferred to a third party.
2. The Cox customer (the initiating party) presses the flash button or switch hook. This places the first party on hold and returns a recall (stutter) dial tone.
3. The Cox customer dials the number of the third party.
4. When the third party answers, only the Cox customer and the third party can talk with each other. The first party cannot hear or talk with the Cox customer or the third party at this time. This allows the Cox customer to speak privately with the third party before adding the first party to the call.
5. When the Cox customer presses the flash button or switch hook during the conversation with the third party, a three-way conference is established. If the Cox customer hangs up after establishing the three-way conference, a two-way call is established between the first party and the third party.
6. In the event that the call originated by the Cox customer to the third party is a toll call, toll will continue to accrue to the Cox customer even after they hang up.

*Long Distance charges may apply.

Call Waiting*

Lets You Know When Another Caller Is Trying to Reach You

How it works:

A special tone alerts you to a waiting call; the person calling you hears normal ringing.

To answer a waiting call:

1. When you're on the phone, a special tone tells you a second call is waiting.
2. Simply press and quickly release the switch hook or "flash" button on your telephone. Your first caller is automatically placed on hold, while you're connected with the second caller.

To alternate between callers:

1. Simply press and quickly release the switch hook or "flash" button. While you talk with one caller, the other will automatically be placed on hold. Each conversation remains private.

To end either call:

1. Hang up.
2. Your phone will ring.
3. When you answer, you'll be connected with the remaining caller.

To "turn off" Call Waiting before making a call:

1. Lift the handset and listen for the dial tone.
2. Press *70.
3. Listen for the confirmation tone.
4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.
5. After you hang up, Call Waiting automatically "turns on" again.

To deactivate or activate Call Waiting permanently.*

Call Waiting is automatically activated with your service. If you decide you want it deactivated long term, or if you want to reactivate it after you have turned it off long term, the following instructions will help you.

1. Lift the handset and listen for the dial tone.
2. Press *37 to deactivate or press *38 to reactivate Call Waiting.
3. Listen for confirmation tone.
4. Call Waiting has now been permanently deactivated or reactivated, and will not "turn on" after you hang up.

Notes:

- The "switch hook" is the button the handset pushes down when you hang up the phone.
- Some telephones have a Link or Flash key you can press instead.

*Features not available in all areas.

Call Waiting with Caller ID

See Who's Calling When You're on the Phone

How it works:

Combines and enhances Caller ID and Call Waiting. Lets you use your telephone without missing other calls. A special tone alerts you to a waiting call and you also receive a visual display of the name and number of the person calling. This puts you in control of which calls you'll take.

Distinctive Ringing

The Ring Will Alert You to Key Business Calls

How it works:

Provides up to three distinctive rings for each different number that terminates on the same line. This way you can have additional phone numbers that all terminate on your same line and you will be able to tell what number the caller dialed.

Last Number Redial*

Quick Redialing

How it works:

Automatically call again the last number you dialed.

How to use:

Simply dial *45 to redial the last number called. This feature is activated by Cox on a per line basis.

*Not available in all markets.

Priority Ringing

The Ring Will Alert You to Key Business Calls

How it works:

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *61.
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your list.
4. Follow the voice instructions and Press 3 to turn the feature ON (if it is currently OFF), or to turn the feature OFF (if it is currently ON).

To add the last caller to your list:

1. Press #01#.

To hear the phone numbers on your list:

1. Press 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #.
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your priority list.

To remove a number from your list:

1. Press *.
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding, and similar services.

Selective Call Acceptance

Decide Which Calls You'll Take

How it works:

You can program your phone to accept only those calls from a special list of clients or co-workers. When your service is "turned on," your phone will only accept calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *64.
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.
4. Follow the voice instructions and Press 3 to turn the feature ON (if it is currently OFF), or to turn the feature OFF (if it is currently ON).

To add the last caller to your acceptance list:

1. Press #01#.

To hear the phone numbers on your list:

1. Press 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #.
2. Follow the voice instruction you'll hear. You must enter the 10-digit number, including area code. Only 10-digit phone numbers will be recognized. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press *.
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Call Waiting, Selective Call Forwarding, Selective Call Rejection, and similar services.
- You must enter the number including area code. Only 10-digit phone numbers will be recognized.

Selective Call Rejection

Don't Let Unwanted Calls Disturb You

How it works:

You can program your phone to reject calls from any number you place in the rejection list. When your service is turned "on," any callers on this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *60.
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
4. Follow the voice instructions and Press 3 to turn the feature ON (if it is currently OFF), or to turn the feature OFF (if it is currently ON).

To add the last caller to your rejection list:

1. Press #01#.

To hear the phone numbers on your list:

1. Press 1.
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #.
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers in your rejection list.

To remove a number from your list:

1. Press *.
2. Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:

1. Press 0.

Notes:

- You will not be notified when or how many calls have been rejected.
- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Call Waiting, Selective Call Acceptance, Selective Call Forwarding, and similar services.

Speed Calling 8*

Quickly Dial Your Most Frequently Called Numbers

How it works:

You can enter up to 8 telephone numbers, local or long distance, into your Speed Calling list. Then, you can reach those numbers by dialing just one digit.

*Feature not available in all markets.

To program your Speed Calling list:

1. Make a list of 8 frequently dialed numbers. Assign each one a number (speed code) from 2 to 9.
2. Lift the handset and listen for the dial tone.
3. Press *74.
4. Listen for the dial tone.
5. Dial a one-digit speed code. (Choose any number, 2 through 9.)
6. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
7. Press the # key.
8. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Dial the one-digit speed code, then press the # key.

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *74.
3. Listen for the dial tone.
4. Dial the one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4–7 above to re-program your Speed Calling list.

Speed Calling 30

A Speed Calling Option For Up To 30 Phone Numbers

How it works:

You can enter up to 30 telephone numbers, local or long distance, into your Speed Calling list. Then, you can reach those numbers by dialing two digits.

To program your Speed Calling list:

1. Make a list of 30 frequently dialed numbers. Assign each one a number (speed code) from 20 to 49.
2. Lift the handset and listen for the dial tone.
3. Press *75.
4. Listen for the dial tone.
5. Dial a two-digit speed code. (Choose any number, 20 through 49.)
6. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
7. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Dial the two-digit speed code, then press the # key.

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press *75.
3. Listen for the dial tone.
4. Dial the two-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4–7 above to re-program your Speed Calling list.

Three-Way Calling

It's Easy to Coordinate Business Meetings or Hold a Telephone Conference With Customers or Colleagues; Three-Way Calling Allows You to Conference Two Additional People Onto Your Call

How it works:

When you're talking with someone, you can add an additional person onto the call.

To add an additional person to the call:

1. Press and quickly release the switch hook or "flash" button to place the first person on hold. The switch hook is the button the handset pushes down when you hang up the phone.
2. Listen for the stutter dial tone.
3. Dial another person's phone number.
4. To make the connection, press and quickly release the switch hook or "flash" button. You can now have a three-way conference call.

To cancel the connection:

1. If a party does not answer or you wish to disconnect them, just press and quickly release the switch hook. You'll be reconnected to the other party.

Toll Restriction

Restricts Long Distance Calls Being Made From Your Phone

How it works:

Allows you to restrict long distance calls from being made from your phone. Your company may have activated this feature for telephones within your office. Please contact your telephone administrator to find out if toll calls have been restricted.

Important Customer Safety Information

Cautions:

Do not work on your telephone at all if you wear a pacemaker. We recommend any telephone repair service be performed by trained professionals. However, in the event you perform your own telephone repair work, please remember that telephone lines carry an electrical current. To avoid contact with electrical current:

- Use a screwdriver or other tools with insulated handles.
- Do not touch screw terminals or bare conductors with your hands.
- Do not work on your telephone wiring while a thunderstorm is in the vicinity.
- Be sure that your modular plug is not connected to the jack while you are working on your telephone wiring.
- Do not place telephone wiring or connections in any conduit, outlet or junction box containing electrical wiring.
- Protectors and grounding wire placed by Cox must not be connected to, removed, or modified.

Customer Information to Know

Helpful Information About Your Service

Call Customer Care for any problem with your telephone line. The number for your area can be found on page 3. We will repair any problems in the network up to the point where the line enters your business at no additional charge. If the problem resides in your company's on-site telephone equipment, please contact your telephone equipment vendor first.

Don't Worry, We Protect Your Personal Information

Protecting your privacy and personal information is extremely important to us. Unlike many other companies, Cox does not sell your name, address, or phone number to other companies except with your consent. In addition, we will not disclose any other information about you to other companies, such as credit information, calling patterns, or demographics. With Cox, rest assured that your information is secure.

Your Name and/or Number May Be Identified

Whenever you make an outgoing call, your telephone number will be transmitted to persons and businesses who subscribe to Caller ID service. As a Cox customer, you have two options for blocking your information from being transmitted. However, Caller ID to 911, 800, and 900 numbers cannot be blocked.

- 1) Caller ID Per-Call Blocking — see page 20.
- 2) Caller ID Per-Line Blocking — see page 20.

Both of these above services are provided free of charge. Please notify Cox of your blocking option choice. If no option is chosen, Caller ID Per-Call Blocking will be assigned. Once a blocking option is selected, you will be allowed to change the blocking option one time at no charge.

Frequently Asked Questions

General Questions about Cox Digital Telephone Service

Why is Cox offering local telephone service?

Our customers have told us that they would like a choice in local telephone service providers. As has been demonstrated in many other industries, competition results in several benefits to consumers. Local telephone service is part of our long-term strategy to offer our customers a full-service package of communications services. Our customers can rely on Cox to meet all of their communications needs with reliable, high-quality products and services, including high-speed Internet access, telephone services, and cable television. Cox Communications has made substantial investments to upgrade our cable network and now we offer voice, data and video services over a single platform in several areas of the country.

Why is Cox allowed to offer local telephone service?

The Telecommunications Act of 1996 paved the way for competition in the local telephone service market, making it possible for companies such as Cox to offer phone services to residents and businesses seeking an alternative to the local telephone company. Today, Cox is a total communications provider. With the launch of Cox Digital Telephone,[®] Cox now offers a full slate of communications services, including high-speed Internet and data, video and telephone services.

Isn't Cox simply renting its phone line from another service provider?

No. Cox Communications is proud to be a facilities-based provider. That means all of our services, including telephone, are provided over our own reliable network that we built and continue to invest in to ensure that you're receiving the latest technology and best possible service at all times.

How do customers benefit from Cox's local phone service?

Cox customers are able to enjoy the convenience of having all of their communications needs met by one source. By making just one phone call, you can enjoy the security of obtaining multiple communications services over a single advanced network. We have a track record of providing a reliable, high-quality product and superior customer service. Cox Digital Telephone service is also a better value. For example, our local telephone services and features are generally less expensive than our competitors' because our broadband network has much more capacity, making it easier and less costly for us to meet your needs.

How good is the voice quality?

Cox's digital broadband network provides voice quality that is, according to many Cox customers, better than what their previous service providers offered, including the local phone companies.

Will I be able to call people who use other local telephone companies?

Yes. The Cox network is connected to the networks of other local telephone companies, so you are able to call anyone, anywhere, regardless of what phone company they use. There may be some restrictions placed on collect calls for customer protection/fraud prevention reasons.

General Questions about Your Bill

How does billing work when I purchase Cox Digital Telephone for my business?

Basic local service and any features are billed one month in advance. Long distance, local toll charges, directory assistance, and operator-assisted calls are based upon usage up to the day your bill is prepared. The total amount on your bill is due by the due date printed on your bill.

What are some of the FCC charges that I will see on my bill?

The *Universal Fund Fee* was created by the FCC to help provide affordable telecommunications and advanced services such as Internet access for low-income families, remote areas, and eligible organizations. All long distance carriers pay into this fund.

The *Carrier Line Fee* helps recover a portion of fees paid to local telephone companies for access. Local phone companies recover some of the costs of the telephone line connected to your home or business through a monthly charge on your local telephone bill. Cox calls this the FCC Access Charge. It is sometimes called the “federal subscriber line charge” because it is regulated by the FCC and not by state public utilities commissions. This charge has existed for a number of years and is part of an overall plan to substantially reduce per-minute long distance phone rates. The subscriber line charge is not a tax, but is part of the price charged by local telephone companies.

Neither the FCC nor any other government agency receives the subscriber line charges. Local telephone companies collect subscriber line charges to cover part of their costs of operating and maintaining the local telephone network.

What's the difference between intra-state and inter-state calls?

Intra-state refers to calls that originate and terminate within the same state. Inter-state calls originate in one state and terminate in another. For example, a call from Fairfax to Richmond is considered intra-state, while a call from Fairfax to Los Angeles is inter-state. Cox is licensed to provide both intra- and inter-state services to our customers. We also provide international service.

Do rates vary between local toll and long distance?

Often different rates apply for local toll and long distance calls. Cox offers some plans where the distinction depends on whether you wish to complete a call within your state or to another state. Please contact your local Cox office to determine which plans are available for your area.



www.coxbusiness.com

Services and features not available in all areas. Some features may incur local usage charges in certain markets. Long distance rates will vary. In some markets telephone modem equipment may be required. Modem uses electrical power to operate and has backup power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Other restrictions may apply. Telephone services are provided by an affiliated entity. ©2007 Cox Communications, Inc. All rights reserved.