



## **Dear Cox Customer:**

Welcome to a better choice in local and long distance phone service -- and a superior value!

With Cox Digital Telephone service, you'll now enjoy greater convenience, reliability and savings. You can count on the call you make to be connected over our extraordinary digital fiber-optic based network for a clear, reliable phone connection.

In addition, this state-of-the-art network can bring you our other popular digital services like Cox Digital Cable and Cox High Speed Internet<sup>SM</sup>, the high-speed Internet service.

Cox Digital Telephone service offers several lifestyle-enhancing features which are listed in this handbook. They're all designed to make your life easier, so see which ones interest you. Better yet, visit us at [www.cox.com](http://www.cox.com) for more information about Cox feature packages and services.

Of course, everyone's talking about Cox Long Distance. And for good reason. That's because you can enjoy big savings each month! Plus, the calling plans are simple, straightforward and easy to understand.

Finally, we want you to know that you can take Cox Digital Telephone service for granted, because we never take you for granted. Cox is committed to delivering the best possible customer service 24 hours a day, 7 days a week. So if you ever have a question, feel free to call us for answers.

<b>Unlimited Connection Plan</b> .....	3
<b>Connection 60 Plan</b> .....	3
<b>Cox Feature Packages</b> .....	4-5
<b>Calling Features Summary And Services</b> .....	4-5
Call Forwarding .....	5
Call Forwarding Busy .....	6
Call Forwarding No Answer .....	7
Call Waiting .....	8
Call Waiting ID .....	8
Selective Call Forwarding .....	9
Busy Line Redial .....	10
900, 976 Number Blocking .....	10
Call Return .....	11
Speed Calling .....	12
Three Way Calling .....	13
Anonymous Call Rejection .....	13
Caller ID .....	14
Caller ID Blocking .....	14-15
Call Trace .....	15
Selective Call Rejection .....	16
Selective Call Acceptance .....	17
Toll Restriction .....	18
<b>International Calling</b> .....	18-20
<b>Cox Digital Telephone Calling Card</b> .....	21
<b>Operator And Directory Services</b> .....	22
<b>Billing Information</b> .....	23-25
<b>Taxes And Surcharges</b> .....	26
<b>Important Customer Safety Information</b> .....	27
<b>Frequently Asked Questions</b> .....	27-28

# Calling Plans

Select The Plan That Serves Your Calling Needs.

You'll enjoy local phone service, long distance calling, and our Cox Solutions Package, which includes 14 timesaving calling features all in one package.

## **Cox Unlimited Connections Plan**

With Cox Unlimited Connections Plan you won't need to worry about how frequently you call your family and friends- all your calls, local and long distance within the USA, are included in one low monthly fee. Imagine paying the same low monthly price, every month, regardless of the number of calls you make or when you place your calls. With the Cox Unlimited Connections Plan you'll receive:

- One phone line
- 14 great calling features like Caller ID, Call Waiting and 3-Way Calling
- Voicemail
- UNLIMITED Long Distance Calling within the USA!

## **Cox Connection 60 Plan**

The Cox Connection 60 Plan is ideal for the consumer who wants the benefit of a telecommunications bundle but at a lower price. Pay one low monthly price and receive:

- One phone line
- 14 great features like Caller ID, Call Waiting and 3-Way Calling
- Voicemail
- 60 Minutes of Long Distance Calling within the USA!

Whether you're a heavy or light long distance user we have the two calling plans to meet your unique calling needs!

# Calling Features and Services

## Our Most Popular Calling Features.

### Don't Worry About Missing Calls With . . .

- **Call Forwarding** – Let your calls follow you to another number.
- **Call Forwarding Busy** – When your line is busy, your callers can reach someone else.
- **Call Forwarding No Answer** – Whenever you can't answer, forward your calls to someone who can.
- **Call Forwarding Remote Access** – From any location—turn on, turn off, or change your forwarding number.
- **Call Waiting** – You'll know when another caller is trying to reach you.
- **Call Waiting ID** – Combines Caller ID and Call Waiting.
- **Selective Call Forwarding** – Decide which callers should follow you to another number.

### Save Time With . . .

- **Busy Line Redial** – Get through to busy numbers as soon as they're free.
- **Call Return** – Easily dial your last caller—even if you didn't answer.
- **Speed Calling** – Quickly dial eight of your most frequently called numbers.
- **Three-Way Calling** – Talk with two people in different places—at the same time.

### Maintain Privacy and Security With . . .

- **900 and 976 Number Blocking** – Restricts calls to 900 and 976 numbers from being made from your home.
- **Anonymous Call Rejection** – Refuse calls from those who have blocked their numbers.
- **Caller ID** – See who's calling before you answer the phone.
- **Caller ID Per-Line Blocking** – Block your number from being displayed to others for every call you make.
- **Caller ID Per-Call Blocking** – Block your number call by call, from being displayed to others.
- **Call Trace** – Identify harassing callers.
- **Selective Call Rejection** – Don't let unwanted calls disturb you.
- **Selective Call Acceptance** – Decide which calls you'll take.
- **Toll Restriction** – Restricts long-distance calls being made from your home.

For a complete list of all our features and services, visit [www.cox.com](http://www.cox.com)

---

## Solutions Package

Simplify ALL your communications

- Call Waiting
- Call Forwarding No Answer \*92
- Call Waiting ID
- Caller ID
- Three-Way Calling \*71
- Call Return \*69

- Busy Line Redial \*66
- Speed Calling \*74
- Call Forwarding \*72
- Call Forwarding Busy \*90
- Selective Call Acceptance \*64
- Selective Call Rejection \*60
- Selective Call Forwarding \*63

These features deliver the full range of functionality busy people like you need for total communication efficiency. Together, they make all your communication faster and easier, keep's you in complete touch with family, friends and colleagues.

<sup>1</sup> Subscription to Caller ID and Call Waiting ID requires purchase or rental of compatible caller ID display unit. Other limits apply.

<sup>2</sup> Subscription to Voice Mail will limit the functionality of these Call Forwarding features.

## Don't Worry About Missing Calls With. . .

### Call Forwarding

Let Your Calls Follow You To Another Number.

#### How it works:

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

#### To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 7 2**
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forwarding 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 Forwarding is now working.

#### To "turn off" the Service:

1. Lift the handset and listen for a dial tone.
2. Press **\* 7 3**
3. Listen for the confirmation tone, then hang up. Your Call Forwarding is now "off," and calls will ring normally on your phone.

#### To change the "forward to" number:

1. Turn off Call Forwarding.
2. Repeat steps 1–5 above to turn on Call Forwarding, entering the new "forward-to" number.

# 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.

## To "turn on" the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 0**
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forwarding 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 Forwarding Busy is now working.

## To "turn off" the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 1**
3. Listen for the confirmation tone, then hang up. Your Call Forwarding Busy is now "off."

## To change the "forward to" number:

1. Turn off Call Forwarding Busy (see directions above).
2. Repeat the steps above to turn on Call Forwarding 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 phone number. For a long distance number, press "1" plus the area code. Or if you have Speed Calling, you may dial one of your codes instead.
  - Cox Voice Mail automatically includes this service. However, Cox Voice Mail customers have limited functionality for Call Forwarding Busy. If you use Cox Voice Mail, all calls must be forwarded to your pre-programmed Voice Mail number.

# Call Forwarding No Answer

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

## How it works:

With Call Forwarding No Answer, you can be sure that your calls won't go unanswered, even if you can't get to the phone. You can easily change the forwarding number—even choosing how many times your phone should ring.

## To “turn on” the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 2**
3. Listen for the dial tone.
4. Then, dial the number where you want your calls forwarded.
5. When the phone is answered, your Call Forwarding No Answer 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 Forwarding No Answer is now working.

## To “turn off” the Service:

1. Lift the handset and listen for the dial tone.
2. Press **\* 9 3**
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 Forwarding No Answer (see directions above).
2. Repeat the steps above to turn on Call Forwarding No Answer, entering the new “forward to” number.

## To change the number of rings before your call is forwarded:

1. Lift the handset and listen for the dial tone.
2. Press **\* 7 8**, wait for confirmation tone.
3. Dial the number of rings (2 – 9).
4. Listen for confirmation tone. (Two fast busy tones)
5. Hang up the phone.
6. The number of rings has successfully been changed.

**Notes:** Cox Voice Mail packages automatically include this service. However, Cox Voice Mail customers have limited functionality for Call Forwarding No Answer. If you use Cox Voice Mail, all calls must be forwarded to your pre-programmed Voice Mail number.

## Call Waiting

You'll Know When Another Caller Is Trying To Reach You.

### How it works:

You can use your telephone without missing other calls. 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 "switchhook" 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 "switchhook." 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 **\* 7 0**
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. New callers will hear a busy signal.
5. After you hang up, Call Waiting automatically "turns on" again.

Notes: The "switchhook" 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.

## Call Waiting ID

Combine Caller ID and Call Waiting.

### How it works:

Combines and enhances Caller ID and Call Waiting. Let's 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. Subscription to Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

# Selective Call Forwarding

Decide Which Callers 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—such as your car 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 **\* 6 3**
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the voice instructions and Press **3** to turn the feature ON, or turn the feature OFF.

## To add the last caller to your forward list:

1. Press **# 0 1 #**

## To enter your “forward-to” number:

1. The first time you turn on the service, you’ll be asked to enter the number you would 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, Press **1**.
3. If you wish to change the current “forward-to” number, Press **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’ll hear. 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 Forwarding (all calls). Numbers on your preferred list will follow you to your Selective Call Forwarding number. All other calls will be routed to your regular Call Forwarding number.

## Save Time With. . .

### **Busy Line Redial**

Get Through To Busy Numbers As Soon As They're Free.

#### **How it works:**

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

#### **How to use:**

1. After you hear a busy signal, hang up. Lift the handset and listen for a normal dial tone.
2. Press **\* 6 6**
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 **\* 8 6**
3. Listen for the confirmation tone or announcement. Hang up.

**Notes:** Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forwarding and some other call services have been activated.

### **900 and 976 Number Blocking**

Restricts Specific Types Of Calls From Being Made From Your Home.

#### **How it works:**

Currently, Cox Communications automatically blocks calls to 900 and 976 numbers dialed from your home. Please call your local Cox Customer Care Representative to find out more on the availability in your area.

## Call Return

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

This service is conveniently available on a monthly subscription as well as on a per use basis.

### How it works:

If you can't get to the phone 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 **\* 6 9**  
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, or there's no answer:*
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 Automatic Recall request:

1. Press **\* 8 9**
2. Listen for the confirmation tone or announcement. Hang up.

**Notes:** Does not work on 800 numbers, 900 numbers, outside the specified service area, or lines where Call Forwarding and some other call services have been activated.

# Speed Calling

Quickly Dial Your Most Frequently Called Numbers.

## How it works:

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

## To program your Speed Calling list:

1. Make a list of 8 frequently dialed numbers. Assign each one a digital code from 2 to 9.
2. Lift the handset and listen for the dial tone.
3. Press **\*** **7** **4**
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 **#** 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 **#** key.

## To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press **\*** **7** **4**
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.

## Three-Way Calling

Talk With Two People In Different Places—At The Same Time.

### How it works:

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues.

### To add a third person to the call:

1. Press and quickly release the “switchhook” to place the first person on hold.
2. Listen for the dial tone. (If operating on a per use basis, press **\* 7 1**, otherwise proceed directly to step 3.)
3. Dial the third person's phone number.
4. To make the three-way connection, press and quickly release the “switchhook.”  
You can now talk with both people at the same time.

### To cancel the three-way connection:

1. If the third person did not answer or you wish to disconnect them, just press and quickly release the “switchhook.” You'll be reconnected to the person holding.
2. Or, if either of the two people hang up, you can continue talking with the remaining person.

**Notes:** The “switchhook” 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.

## Maintain Privacy And Security With . . .

### 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 the Blocking and then 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 **\* 7 7**
3. Listen for a confirmation tone or announcement. Hang up.

### To “turn off” the Service:

1. Press **\* 8 7**
2. Listen for a confirmation tone or announcement. Hang up.

**Note:** You will not be notified when or how many calls have been rejected.

## 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. Subscription to Caller ID requires the lease or purchase of a display telephone or an add-on display unit.

### How to use:

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

**Notes:**

- 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 (or dialing 1167 on a rotary phone) before placing the call.
- If "unknown name," "unknown number," "out of area," "unavailable" or "O" appears, the caller is in an area that does not support Caller ID services.

## Caller ID Per-Call Blocking

Block Your Number Call By Call, From Being Displayed To Others.

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 of your information from being transmitted. However, calls to 911, 800, and 900 numbers cannot be blocked.

### 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 **\* 6 7**
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.

# 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 Communications, 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**

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 free of any service charge.

# Call Trace

Identify Harassing Callers.

## How it works:

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

## How to use:

1. When you get a nuisance call, press and quickly release the “switchhook.” Listen for a special dial tone.
2. If you’ve already hung up, just 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 follow-up on the matter, you must contact a law enforcement agency and we’ll provide that number directly to them. We cannot provide the traced number directly to the Cox Digital Telephone customer.

**Notes:** •The “switchhook” 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.

- Call 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.

# 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 in 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 **\* 6 0**
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, or turn the feature OFF.

## To add the last caller to your rejection list:

1. Press **# 0 1 #**

## 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.

# Selective Call Acceptance

Decide Which Calls You'll Take.

## How To Use:

1. Lift the handset and listen for the dial tone.
2. Press **\*** **6** **4**
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, or turn the feature OFF.

## To add the last caller to your acceptance list:

1. Press **#** **0** **1** **#**

## 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 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.

## Toll Restriction

Restricts Long-Distance Calls Being Made From Your Home.

### How it works:

Allows you to restrict long-distance calls from being made from your home. In order to activate Toll Restriction service, you must contact Cox Communications.

## International Calling

Placing Calls Outside Of The U.S.

### Dialing Instructions For:

To call someone in Canada:

Dial **1** + the area code + local number.

To call someone in the following islands and countries:

Dial **1** + area code + local number.

Anquilla 264

Antigua 268

Bahamas 242

Barbados 246

Bermuda 441

British Virgin Islands 284

Cayman Islands 345

Dominca 767

Dominican Republic 809

Grenada 473

Grenadines 784

Guam 671

Jamaica 876

Montserrat 664

Puerto Rico 787

St. Kitts & Nevis 869

St. Lucia 758

St. Vincent 809

Trinidad & Tobago 868

Turks & Caicos Islands 649

U.S. Virgin Islands 340

### Dialing Instructions for Other Destinations

#### Dial direct calls—enter:

1. **0 1 1** (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.

### Operator-Assisted Calls

Such as person-to-person calls; collect calls; calling card calls on a rotary phone; international calls billed to a number other than the person you're calling. Dial in the following sequence:

1. **0 1** (the international access code)
2. The country code
3. The city code
4. The local telephone number

After you dial, you'll be connected to an operator.

# International Calling

## Country codes/City codes.

The number next to a country is the “country code.”

The number next to a city is the “city code.”

If the codes you need aren't listed here, dial “00” (operator) for assistance.

Albania 355 Tirana 42 +5 digits	Benin 229* Bolivia 591 La Paz 2 Santa Cruz 3	Czech Republic 420 Prague 2	Gibraltar 350*	Israel 972 Haifa 4 Jerusalem 2 Tel Aviv 3
Algeria 213 Adar 7 +6 digits	Bosnia/ Herzegovina 387 Sarajevo 71	Denmark 45* Ecuador 593 Guayaquil 4 Quinto 2	Greece 30 Athens 1 Iraklion (Crete) 81	Italy 39 Florence 055 Genoa 010 Milan 02 Naples 081 Rome 06 Venice 041
Angola 244 Luanda 2 +6 or 7 digits	Brazil 55 Brasília 61 Rio de Janeiro 31 Salvador 71 Sao Paulo 11	Egypt 20 Alexandria 3 Cairo 2	Guantanamo Bay 53	Ivory Coast 225*
Argentina 54 Buenos Aires 1 Cordoba 51 Rosario 41	Bulgaria 359 Sofia 2	El Salvador 503*	Guatemala 502 Guatemala City 2 All other cities 9	Japan 81 Kyoto 75 Tokyo 3 Yokohama 45
Armenia 374 All cities 885 or 886 +6 digits	Burundi 257*	Estonia 372 Tallinn 2	Haiti 509	Jordan 962 Amman 6 Karak 3
Aruba 297 All cities 8 +5 digits	Cambodia 855 Phnom Penh 23	Ethiopia 251 Addis Ababa 1	Honduras 504*	Kenya 254 Mombasa 11 Nairobi 2
Australia 61 Brisbane 7 Melbourne 3 Perth 9 Sydney 2	Cameroon 237*	Fiji 679*	Hong Kong 852*	North Korea 850
Austria 43 Salzburg 662 Vienna 1	Central African Republic 236*	Finland 358 Helsinki 0	Hungary 36 Budapest 1 Derberecen 52	South Korea 82 Seoul 2
Azerbaijan 994 Baku 12 Tashkent 3712	Chile 56 Concepcion 41 Santiago 2 Valparaiso 32	France 33 Bordeaux 56 Cannes 93 Grenoble 76 Lyon 7 Marseille 91 Nice 93 Paris 1 Toulouse 61	Iceland 354 Keflavik Naval Base 2 Reykjavik 1	Taegu 53
Bahrain 973*	China 86 Beijing (Peking) 1 Canton 20 Fuzhou 591 Shanghai 21	French Antilles 596* Martinique* St. Barthelemy* St. Martin*	India 91 Bombay 22 Calcutta 33 Madras 44 New Delhi 11	Taegu 53 Kuwait 965*
Bangladesh 880 Chittagong 31 Dhaka 2 Khulna 41	Colombia 57 Bogota 1 Medellin 4	French Polynesia 689* (Moorea & Tahiti)	Indonesia 62 Jakarta 21	Laos 856 Vietiane 22
Belgium 32 Antwerp 3 Brussels 2 Liege 41	Congo 242*	Georgia 995 Tblisi 8832	Iran 98 Esfahan 31 Tabriz 41 Tehran 21	Latvia 371 Riga 2
Belize 501 Belize City 2 Belmopan 8	Costa Rica 506* Croatia 385 (formerly Yugoslavia) Zagreb 1 Dubrovnik 20	Germany 49 Berlin 30 Frankfurt 69 Hamburg 40 Munich 89	Iraq 964 Baghdad 1 Kerbela 32 Mousil 60	Lebanon 961 Beirut 1
	Cyprus 357 Nicosia 2		Ireland 353 Cork 21 Dublin 1	Liberia 231*
				Libya 218 Tripoli 21
				Liechtenstein 41 All cities 75
				Lithuania 370 Kaunas 7

\*City codes are not needed. †Locations with more than one time zone.

# International Calling

Country codes/City codes.

If the codes you need aren't listed here, dial "00" (operator) for assistance.

Luxembourg 352*	Netherlands 31	Russia 7	Switzerland 41	United Kingdom 44
Macao 853*	Amsterdam 20	Minsk 172	Basel 61	Belfast 1232
Macedonia 389	Rotterdam 10	Moscow 095	Berne 31	Birmingham 121
Asmati 96	Netherlands Antilles 599	St. Petersburg 812	Geneva 22	Cardiff 1222
Malawi 265	St. Maarten 5	Saudi Arabia 966	Lausanne 21	Edinburgh 131
Domasi 531	New Zealand 64	Jeddah 2	Lucerne 41	Glasgow 141
Malaysia 60	Auckland 9	Makkah 2	Zurich 1	Liverpool 151
Ipoh 5	Christchurch 3	Riyadh 1	Syria 963	London
Kuala Lumpur 3	Wellington 4	Senegal 221*	Damascus 11	Inner London 171
Malta 356*	Nicaragua 505	Singapore 65*	Taiwan 886	Outer London 181
Mexico 52	Leon 311	Slovakia 421	Kaohsiung 7	Manchester 161
Acapulco 744	Managua 2	Bratislava 7	Tainan 6	Southampton 1703
Cabo San Lucas 624	Nigeria 234	Slovenia 386	Taipei 2	Uruguay 598
Ensenada 646	Lagos 1	Ljubljana 61	Tanzania 255	Canelones 32
La Paz	Norway 47	Maribor 62	Dar Es Salaam 51	Mercedes 532
(Tampico) 833	Oman 968*	South Africa 27	Tanga 53	Montevideo 2
La Paz	Pakistan 92	Bloemfontein 51	Thailand 66	Vatican City 39
(Matehuala) 488	Karachi 21	Cape Town 21	Bangkok 2	All cities 6
Mazatlan 669	Lahore 42	Durban 31	Chanthaburi 39	Venezuela 58
Mexicali 686	Panama 507*	Johannesburg 11	Tunisia 216	Caracas 2
Mexico City 55	Paraguay 595	Pretoria 12	Bizerte 2	Maracaibo 61
Monterrey 81	Asuncion 21	Spain 34	Tunis 1	Maracay 43
Tijuana 664	Concepcion 31	Barcelona 3	Turkey 90	Valencia 41
Veracruz 229	Peru 51	Bilbao 4	Ankara 4	Vietnam 84
Monaco 377	Arequipa 54	Granada 58	Istanbul 1	Hanoi 4
All cities 93	Lima 14	Madrid 1	Uganda 256	Ho Chi Minh 8
Morocco 212	Philippines 63	Melilla 52	Entebbe 42	Yemen 967
Rabat 77 +5 digits	Davao 82	Palma de Mallorca 71	Kampala 41	Sana'a 1
El Jadida 334	Iloilo City 33	Pamplona 48	Ukraine 380	Zabid 3
Mozambique 258	Manila 2	Seville 5	Kiev 044	Yugoslavia 381
Maputo 1	Poland 48	Valencia 6	Odessa 0482	Belgrade 11
Myanmar 95	Crakow 12	Sri Lanka 94	United Arab Emirates 971	Zaire 243
Yangon	Gdansk 58	Columbo Central 1	Abu Dhabi 2	Kinshasa 12
Namibia 264	Warsaw 22	Suriname 597*	Ajman 6	Zambia 260
Windhoek 61	Portugal 351	Sweden 46	Al Ain 3	Lusaka 1
Nepal 977	Lisbon 1	Malmö 40	Fujairah 9	Zimbabwe 263
Kathmandu 1	Romania 40	Stockholm 8	Khawanij 48	Harare 4
	Bucharest 0			

\*City codes are not needed. †Locations with more than one time zone.

# Cox Digital Telephone Calling Card

Simply A Better Calling Card!

Stop paying per call service charges every time you use a calling card! End the mystery of how much you'll be charged for a call. With the Cox Digital Telephone Calling Card, there is no per call surcharge for calls within the United States. Plus, calls are a flat per minute rate, no matter where you call within the U.S.<sup>3</sup> Perfect for when you're on the road and need to make a call!

The Cox Digital Telephone Calling Card gives you the convenience of making local and long-distance phone calls while you are away from your own phone. These calls are then billed on your monthly Cox Digital Telephone bill.

Cox Digital Telephone Calling Cards are available at no charge.

Please contact us or visit our website [www.cox.com](http://www.cox.com) to order your card today.



\*Prices effective 4/1/03. Subject to change.

<sup>3</sup>Although there is no per call surcharge associated with the calling card, a \$0.30 surcharge applies for all card calls originating from pay phones. Subject to change.

# Operator Services

## Operator and Directory Services

Assistance is just a phone call away. Cox Operators are available to assist you every day, 24 hours a day for all of your calling needs. Whether you would like to make a collect call, a person-to-person call, or to request a directory listing for anywhere in the United States.

### Just Press "0"!

#### Dialing Instructions for Operator-Assisted Calls

To reach a helpful Cox Operator for assistance in placing a call, simply press "0."

To make an operator-assisted call, by dialing the number yourself, simply:

Press "0" + the area code + phone number.

When the Cox Operator answers, say what type of call you wish to make.

## Directory Assistance

### Just Press "411":

Cox brings you an easy-to-use Directory Assistance Service. Simply call "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. When you call "411," provide the area you are looking for, and ask for the desired listing. It's that easy. A nominal charge applies per request.

Cox provides both primary directory listings and non-published directory listings within your local white pages. Primary directory listings are provided at no charge, in the telephone directory published by the local telephone carrier within your local exchange area. Non-published directory listings are available upon your request. Your name, address and telephone number are not published in the telephone directory or street address directory and are not obtainable from the directory assistance records available to the general public. A nominal charge will apply.

# Billing Information

## How To Read Your Bill.

- 1 Previous Balance**—The total balance due as of previous statement
- 2 Payments Received**—Amount received by Cox by the statement date
- 3 Adjustments**—Any changes reflected from previous balances
- 4 Statement Date**—The last date for which current charges are calculated
- 5 Current Charges**—Charges incurred since last statement
- 6 Total Due**—Total amount to be paid for the billing period
- 7 Due By**—Please have your payment to us by this day to be reflected on next statement
- 8 Questions**—How to reach us with questions regarding Cox Digital Telephone

**COX COMMUNICATIONS** [www.cox.com](http://www.cox.com)

May 9, 2003  
Account Number: **501 7210 018157501**  
YOUR NAME  
YOUR STREET  
YOUR CITY, ST 00000-0000-00  
Page 1 of 4

Previous Balance	Payments Received	Adjustments	Current Charges	Total Due	Due By
\$18.16	\$0.00	\$0.00	\$18.16	\$36.32	Jun 9, 2003

**Current Charges as of May 9, 2003**

Total Telephone	14.84
Total Taxes	3.32
<b>Total Current Charges</b>	<b>\$18.16</b>

**AMOUNT PAST DUE \$0.03**

**Remittance Document—**  
Please return this portion of your bill with your payment. Make sure the Cox address shows in the return window envelope.

**Questions?**  
HOME ACCOUNTS: 402-933-3000  
BUSINESS ACCT: 402-934-6000  
On-Line: [www.cox.com/omaha](http://www.cox.com/omaha)

**About Your Account**  
COX WIRELINK IS NOW COX SERVICE ASSURANCE PLAN. Only the name has changed. Your home wiring for cable TV, Cox High Speed Internet, and telephone is still covered with Cox Service Assurance Plan and you are still paying up to 68% less than other companies' maintenance plans. See the insert in your March cable bill or visit our website at [www.cox.com/omaha](http://www.cox.com/omaha) for more information.

**What's New from Cox**  
Our midtown front counter location is moving to serve you better. In preparation for that move, the office located at 5014 Dodge St will be closed Friday, April 11 and Saturday, April 12. The grand opening of our new midtown front counter at 340 N 76th St, just north of 76th and Dodge St, will be on Monday April 21.

THE OMAHA CHILDREN'S MUSEUM AND COX COMMUNICATIONS have teamed up on a "buy one admission, get one free" offer. Simply bring your current Cox bill into the Omaha Children's Museum and enjoy the museum, including the new GROSSCLOCKY exhibit.

Continued on reverse...

Please return this portion with your payment.  
Amount Enclosed \$ \_\_\_\_\_

Allow 7 days for mail 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.

6400 0010 XC RP 16 0000120 07182003 NNNNNNN


07210501132018157501970003632

#BWNJNPF  
#132PAHAEGEPA5010#  
YOUR NAME  
YOUR STREET  
YOUR CITY, ST 00000-0000-00


COX COMMUNICATIONS  
P.O. BOX 2167  
OMAHA NE 68103-2167

# Billing Information

- 1 **Payments**—Itemized list of payments received by Cox as of the statement date
- 2 **Telephone Service**—Itemizes charges associated with your primary telephone line including monthly services, additional services, features, and Cox Long Distance
- 3 **Cox Long Distance**—Detailed usage charges highlight date and time of call, number called, length and cost of call

		6400 0010 XC RP 18 0000040 07182003 NNNNNNN May 9, 2003 Account Number: <b>501 7210 003127301</b> YOUR NAME Page 3 of 4	
<b>Cox Digital Telephone Service</b>			
Telephone Service for 402-289-2128	<b>Monthly Telephone Service from Apr 26 to May 25</b>	<b>Quantity</b>	<b>Amount</b>
	EXTENDED LOCAL CALLING AREA	1	2.30
	BASIC MONTHLY SERVICE	1	15.89
	SOLUTION PACKAGE	1	12.99
	COX LONG DISTANCE	1	0.00
	FCC ACCESS CHARGE	1	5.16
	BUNDLE DISCOUNT-100 FREE MINUTES	1	-3.95
	NUMBER PORTABILITY FEE	1	0.43
	COX US SAVINGS PLAN MONTHLY FEE	1	3.95
	<i>Total Monthly Telephone Service</i>		\$36.77
	<b>Total Telephone Service for 402-289-2128</b>		<b>\$36.77</b>
Telephone Service for 402-289-1182	<b>Monthly Telephone Service from Apr 26 to May 25</b>	<b>Quantity</b>	<b>Amount</b>
	EXTENDED LOCAL CALLING AREA	1	2.30
	BASIC MONTHLY SERVICE	1	7.89
	SOLUTION PACKAGE	1	12.99
	FCC ACCESS CHARGE	1	5.16
	NUMBER PORTABILITY FEE	1	0.43
	COX SERVICE ASSURANCE PLAN	1	1.50
	<i>Total Monthly Telephone Service</i>		\$30.27
	<b>Total Telephone Service for 402-289-1182</b>		<b>\$30.27</b>
	<b>Total Cox Digital Telephone Service</b>		<b>\$67.04</b>
<b>Taxes and Surcharge</b>			
	<b>Telephone Taxes and Surcharges</b>		<b>Amount</b>
	Federal Excise		2.03
	State Sales Tax		3.69
	E911		1.00
	Telecommunications Relay		0.14
	Local Sales Tax		0.63
	NE Universal Service		3.67
	B&O Tax		1.97
	Federal Universal Service Fund		0.70
	<i>Total Telephone Taxes and Surcharges</i>		\$13.83
	<b>Total Taxes and Surcharge</b>		<b>\$13.83</b>

# Billing Information

 <b>COX</b> COMMUNICATIONS www.cox.com	6450 2010 NC RP 18 000040 07182003 NNNNNNN <b>May 9, 2003</b> <b>Account Number: 501 7210 003127301</b> YOUR NAME Page 3 of 4		
	<b>Cox Digital Telephone Service</b>		
<b>Telephone Service for 402-289-2128</b>	<b>Monthly Telephone Service from Apr 26 to May 25</b>	<b>Quantity</b>	<b>Amount</b>
	EXTENDED LOCAL CALLING AREA	1	2.30
	BASIC MONTHLY SERVICE	1	15.89
	SOLUTION PACKAGE	1	12.99
	COX LONG DISTANCE	1	0.00
	FCC ACCESS CHARGE	1	5.16
	BUNDLE DISCOUNT-100 FREE MINUTES	1	-3.95
	NUMBER PORTABILITY FEE	1	0.43
	COX US SAVINGS PLAN MONTHLY FEE	1	3.95
	<i>Total Monthly Telephone Service</i>		<b>\$36.77</b>
	<b>Total Telephone Service for 402-289-2128</b>		<b>\$36.77</b>
<b>Telephone Service for 402-289-1182</b>	<b>Monthly Telephone Service from Apr 26 to May 25</b>	<b>Quantity</b>	<b>Amount</b>
	EXTENDED LOCAL CALLING AREA	1	2.30
	BASIC MONTHLY SERVICE	1	7.89
	SOLUTION PACKAGE	1	12.99
	FCC ACCESS CHARGE	1	5.16
	NUMBER PORTABILITY FEE	1	0.43
	COX SERVICE ASSURANCE PLAN	1	1.50
	<i>Total Monthly Telephone Service</i>		<b>\$30.27</b>
	<b>Total Telephone Service for 402-289-1182</b>		<b>\$30.27</b>
	<b>Total Cox Digital Telephone Service</b>		<b>\$67.04</b>
<b>Taxes and Surcharge</b>			
	<b>Telephone Taxes and Surcharges</b>		<b>Amount</b>
	Federal Excise		2.03
	State Sales Tax		3.69
	E911		1.00
	Telecommunications Relay		0.14
	Local Sales Tax		0.63
	NE Universal Service		3.67
	B&O Tax		1.97
	Federal Universal Service Fund		0.70
	<i>Total Telephone Taxes and Surcharges</i>		<b>\$13.83</b>
	<b>Total Taxes and Surcharge</b>		<b>\$13.83</b>

↑

**Taxes and Surcharges—Includes Federal, State and Local Taxes, additional fees and surcharges.**

## 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 anyone. 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.

# Taxes and Surcharges

Federal, State and Local Taxes, Additional Fees and Surcharges.

## Federal Tax

This tax goes directly to the Federal Government for general spending. The tax applies to local exchange, non-recurring service charges, access line charges, intrastate toll, and interstate toll.

## E-911 Charge

This charge supports the cost of providing 911 emergency service and applies to local exchange revenue.

## Universal Service Fund Fee (USFF)

This federally-mandated fund ensures affordable telephone service for low-income customers and those living in rural areas. In addition, it supports discounts for telecommunications services and advance services such as Internet access to schools, libraries, and rural health care providers. Similar to many other telecommunications providers, Cox will recover contributions to this fund through a monthly charge. Currently, this charge is 5% of interstate and international long-distance calls but may vary over time.

## FCC Access Charge

The FCC Access fee is a “FCC-approved” monthly charge. This fee ensures that each customer has equal and reasonable access to the long-distance carrier of his or her choice. It also helps the local exchange companies recover the cost of the installation and maintenance of the telephone wire, poles and other facilities that link a customer’s home to the telephone network (the local loop).

## High Cost Fund

This charge is for the statewide fund which is used to provide service to high cost areas (areas where it is very expensive to provide service). The charge applies to:

- Local exchange
- Non-recurring service charges
- Installation charges
- Access line charges
- Intrastate toll

# 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 test 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.

## Frequently Asked Questions

### What is the FCC Access charge?

The FCC Access fee is a "FCC-approved" monthly charge. This fee ensures that each customer has equal and reasonable access to the Long Distance carrier of his or her choice. It also allows the local exchange companies to recover the cost of the installation and maintenance of the telephone wire, poles and other facilities that link a customer's home to the telephone network.

- Cable/telephone modem equipment required and will be provided and installed by Cox. Disconnection or removal of cable/telephone modem will impair service.

# Frequently Asked Questions

## **What would the cost be for a second telephone line?**

Most families have found a second phone line to be useful for their children or for access to the Internet. Cox offers an attractive pricing plan, which could save you up to 50% off your second telephone line, depending on your location.

## **Why can't I use dial-around numbers to make long distance calls?**

Cox recognizes that customers do want the flexibility to different long distance carriers, so we are currently working with several dial-around companies to allow our customers this option in the future. Stay tuned!

## **Can you assist me with my Voice Mail?**

This guide has a special insert devoted to Voice Mail, its features and also provides comprehensive operating instructions. If you are having any difficulty with your service after reading this insert, please contact your local calling center and a Cox Customer Care Representative will be happy to assist you with your account.

## **How can I tell who my long distance provider is?**

There are several ways to determine who your long distance provider is:

- a) Contact Cox Customer Care. We'll be happy to provide you with this information.
- b) You may easily determine your Long Distance Carrier by calling 1-700-555-4141 from the phone line in question. A recorded message will state the name of your carrier.
- c) Dial "0" and an operator will be happy to assist you.

## **Will the rates increase?**

We pride ourselves on having very competitive rates. We will continue to do so – today and in the future.

## **Will I still be listed in the phone book?**

Of course. Or if you choose, we'll be happy to keep your information private. The choice is yours.