

## 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

### Why am I still receiving a separate Long Distance bill from companies like AT&T or MCI?

Long Distance companies prefer to bill customers directly for their long distance calling, that's why you receive a separate bill. However, if you select Cox as your long distance provider we can put all of your local and long distance on one easy to understand bill!

### 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.