

ADLER POLLOCK & SHEEHAN P.C.

One Citizens Plaza, 8th floor
Providence, RI 02903-1345
Telephone 401-274-7200
Fax 401-751-0604 / 351-4607

175 Federal Street
Boston, MA 02110-2210
Telephone 617-482-0600
Fax 617-482-0604

www.apslaw.com

December 17, 2009

RECEIVED
2009 DEC 17 PM 3:29
PUBLIC UTILITIES COMMISSION

Via Hand Delivery

Luly E. Massaro
Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, Rhode Island 02888

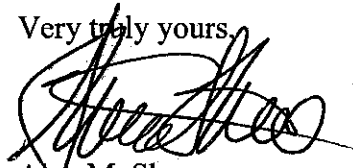
**RE: Docket No. 09-4020 - Rules Governing Lifeline Certification & Verification
Procedures for Eligible Telecommunications Companies**

Dear Luly:

In response to the Commission's Data Requests in this matter (dated November 19, 2009) we are attaching on original and nine (9) copies of Cox Rhode Island Telcom LLC's Data Responses to these questions.

Please let me know if you have any questions in regards to this filing.

Very truly yours,



Alan M. Shoer

Enclosure

cc: service list via electronic mail

519100_1.doc

December 17, 2009

Via Hand Delivery

Luly E. Massaro
Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, Rhode Island 02888

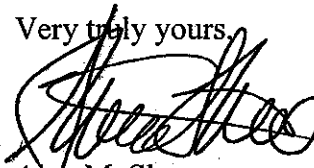
**RE: Docket No. 09-4020 - Rules Governing Lifeline Certification & Verification
Procedures for Eligible Telecommunications Companies**

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Please let me know if you have any questions in regards to this filing.

Very truly yours,



Alan M. Shoer

Enclosure

cc: service list via electronic mail

**Cox Rhode Island Telcom, LLC's Responses to the
Commission's Data Requests
Dated November 19, 2009**

Docket No.: 09-4020

COMM. 1.1: Please provide a listing of each popular ancillary service and current pricing for each. If Lifeline customers can purchase bundles, please provide the same for the most popular bundles.

RESPONSE: Please refer to the appended chart and information below.

	Cox Rate Per Month (Per Use)
Telephone Features:	
Anonymous Call Rejection	\$3.00 (Free with Caller ID)
Busy Line Redial (*66)	\$2.90 (\$.50)
Caller ID w/ Name	\$8.25
Call Forwarding	FREE
Call Forwarding Busy	\$2.90
Call Forwarding on Call Waiting	\$2.90
Call Forwarding No Answer	\$2.90
Call Return (*69)	\$2.90 (\$1.00)
Call Trace	(\$3.25) Per Use Only
Call Waiting	\$5.75
Call Waiting ID w/name	\$8.25
Distinctive Ring - 1 Number	\$6.00
Long Distance Alert	\$2.90
Priority Ring	\$2.90
Selective Call Acceptance	\$3.25
Selective Call Forwarding	\$3.25
Selective Call Rejection	\$3.25
Speed Dialing - 8	\$2.90
Wire Maintenance Plan	\$4.95
Feature Packages:	
Call Manager	\$11.95
Solutions	\$16.95
Control Plus	\$11.95

**Cox Rhode Island Telcom, LLC's Responses to the
Commission's Data Requests
Dated November 19, 2009**

Docket No.: 09-4020

Voice Mail:	
Voice Mail Basic	\$5.95
Voice Mail With Extensions	\$8.95
Directory Charges:	
Non Published	\$4.95
Non Listed	\$3.00
Additional Listing	\$3.00

Call Waiting and Caller ID are the most popular ancillary services with 1,135 Lifeline customers who subscribe to this feature. The next most popular ancillary service is a non-published listing with 521 Lifeline customers who subscribe to this service.

**Respondent: Joan Lawlor
Residential Product Manager**

Date: December 17, 2009

**Cox Rhode Island Telcom, LLC's Responses to the
Commission's Data Requests
Dated November 19, 2009**

Docket No.: 09-4020

COMM. 1.2: Please provide sample bills of the following: Standard customer receiving ancillary services and not receiving ancillary services; Lifeline customer with and without ancillary services; Lifeline measured service customer.

RESPONSE: Please see attached.

Respondent: David Grover
Manager Information Technology

Date: December 17, 2009

**Cox Rhode Island Telcom, LLC's Responses to the
Commission's Data Requests
Dated November 19, 2009**

Docket No.: 09-4020

COMM 1.3: For the most recent 3 year period, please provide the number of customers receiving Lifeline service broken out by those with and without measured service and those with and without ancillary services.

RESPONSE: Cox is able to produce the information requested for the last calendar year 2008, as reported below. Cox's Measured Service Customers (three of them) do not, and cannot, access ancillary services.

Year	# Lifeline (w/out measured service)	# Measured Service Lifeline Customers	# Lifeline w/Ancillary	#Lifeline w/out Ancillary
12/31/2008	7,153	3	2,356	4,797

**Respondent: Donna Poirier
Sr. Financial Analyst**

Date: December 17, 2009

From:

12/09/2009 15:59

#277 P.002/004



Bill for:
December 04, 2009

Page 1 of 3

9 J.P. MURPHY HIGHWAY
WEST WARWICK, RI 02893-2381

Account Number
PIN
Service at:



Contact Us
www.cox.com
401-383-2000



Thank you for choosing Cox. Your satisfaction is our top priority. Should you need to contact us, call the number listed on this statement or visit our website at www.cox.com.

ACCOUNT SUMMARY as of Dec 4, 2009

Previous Balance

Payment Received - Nov 20

New Charges

TOTAL DUE BY Dec 23, 2009



To recover government imposed interstate charges and other expenses incurred to comply with federal regulatory obligations, a Regulatory Cost Recovery Fee will appear on your bill effective January 1.



December 04, 2009
Account Number
Service at



EasyPay
There's an easier way to pay your Cox bill! With EasyPay you can have your monthly Cox bill paid automatically from the bank or credit card account you choose. Visit www.cox.com for more information.

TOTAL DUE BY Dec 23, 2009

COX COMMUNICATIONS
P.O. BOX 8001085
LOUISVILLE KY 40280-1085



06610001238309143102800000364

SUMMARY OF CHARGES	
Monthly Services	\$1.00
Partial Month Services	-37.82
Usage Charges	0.90
One Time Charges	-7.50
Taxes, Fees and Surcharges	-5.83
NEW CHARGES	\$-49.25

MONTHLY SERVICES		Dec 8 - Jan 7
Telephone		
Call Forwarding	\$0.00	
900/976 Call Blocking	0.00	
Cox Long Distance	0.00	
ULTS Measured Rate Service	1.00	
Total Telephone	\$1.00	
TOTAL MONTHLY SERVICES	\$1.00	

PARTIAL MONTH SERVICES			
FCC Access Charge	Oct 8-Dec 7	\$-12.82	
Basic Monthly Service	Oct 8-Dec 7	-27.00	
ULTS Measured Rate Service	Oct 8-Dec 7	2.00	
TOTAL PARTIAL MONTH SERVICES		\$-37.82	

USAGE CHARGES	
Telephone Usage	
Usage for:	
Cox Long Distance (qty 0)	\$0.90
TOTAL USAGE CHARGES	\$0.90

ONE TIME CHARGES AND CREDITS		
Link Up America Assistance	Nov 6	\$-7.50
TOTAL ONE TIME CHARGES AND CREDITS		\$-7.50

TAXES, FEES AND SURCHARGES	
Telephone Taxes, Fees and Surcharges	
Taxes	
Schools and Library Fund*	\$0.26
E911*	1.00
Federal Excise Tax*	-1.10
State Sales Tax*	-2.74
Total Taxes	\$-2.58
Fees and Surcharges	
Relay Fund*	\$0.09
State Gross Receipts Tax*	-1.87
Universal Service Fund*	-1.47
Total Fees and Surcharges	\$-3.25
Total Telephone Taxes, Fees and Surcharges	\$-5.83
TOTAL TAXES, FEES AND SURCHARGES	\$-5.83
TOTAL NEW CHARGES	\$-49.25

TELEPHONE USAGE DETAILS for 401-349-5689						
Cox Long Distance						
Date	Time	Place	Number	Rate/Time	Min/Sec	Amt
Nov 6	04:10P			DD/D	1:00	0.15
Nov 9	10:00A			DD/D	1:00	0.15
Nov 9	11:57A			DD/D	1:00	0.15
Nov 9	12:01P			DD/D	1:00	0.15
Nov 9	12:03P			DD/D	1:00	0.15
Nov 9	12:04P			DD/D	1:00	0.15
Total Cox Long Distance				6:00		\$0.90



Payment options
 Online: Visit www.cox.com to register for 24-hour online access or make payments to your account.
 Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.
 Phone: Call the number listed under the "Questions?" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.
 In Person: Visit www.cox.com for a list of Cox Authorized Payment Centers.





Telephone Usage Details cont.

Rate Codes
DD - Direct Dial

Time Codes
D - Day

CUSTOMER INFORMATION

Advance Billing

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On DEMAND/Pay-Per-View and long distance. Credits or charges for any service changes made during the month will be reflected in the next bill.

When to Pay Your Bill

Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees such as late payment charges, electronic reactivation fees, or returned check fees. For more information on these fees and all other charges, please visit www.cox.com.

Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

Understanding Your Cox Bill

Having trouble understanding your Cox bill? Visit <http://www.cox.com/support> for help or contact a customer service representative. Contact information is listed under the "Questions?" section on the front of this bill.

Cox Retail Centers:

Bristol: 576 Metacom Ave, Suite 6. M-F 8:30am-5pm, Sat 9am-12pm
Johnston: 1999 Plainfield Pike. M-F 8:30am-6pm, Sat 9am-3pm
Lincoln: 1320 Eddie Dowling Highway. M-F 8:30am-6pm, Sat 9am-3pm
Pawtucket: 670 Narragansett Park Drive. M-F 8:30am-6pm, Sat 9am-3pm
Portsmouth: 137 Chase Road. M-F 8:30am-5pm, Sat 9am-3pm
Providence: 50 Houghton Street. M-F 8:30am-6pm, Sat 9am-3pm
The Cox Digital Store - South County: 35 South County Commons Way. M-F 9am-8pm, Sat 9am-5pm, Sun 12pm-5pm
Warwick Mall: 400 Bald Hill Road. M-F 8:30am-7pm, Sat 9am-5pm

Electronic Fund Transfer (EFT)

When you provide a check as payment, you authorize Cox to make a one time electronic fund transfer (EFT) from your account, using the information from your check, or process your payment as a traditional check transaction. An EFT may debit your account as soon as the same day you make your payment and you will not receive your check back from your financial institution. For more information or to opt-out of this process please contact 866-548-6963.

Closed Captioning Issues

If you are experiencing issues with closed captioning, please contact Cox Customer Service at the number listed on the front of your bill. If the Cox customer service representative is unable to address your closed captioning concerns, please contact:

M.R Rehberg, Manager of Closed Captioning
 Cox Communications
 1400 Lake Hearn Dr NE, Atlanta, GA 30319
 Phone: 1 888 278 6660, Fax: 404 847 6257
 Email: closedcaption@cox.com

Basic Local Telephone Service

Your basic local telephone service will not be disconnected for

Customer Information cont.

Failure to pay non-telephone charges. Services that must be paid to retain your local basic telephone services are marked with an asterisk (*) on your bill. Failure to pay charges on the bill denoted by an asterisk (*) may result in the disconnection of your basic local telephone service.

Telephone Modem and Battery Back-Up

If your modem is disconnected or moved, or its battery is not charged or otherwise fails, phone service, including access to emergency 911 services will not be available.

Cox Long Distance

If you have questions concerning rates or terms and conditions of your Cox Interstate or International long distance services, please refer to the Customer Services Agreement on our website at <https://www.cox.com/telephone/customerserviceagreement.asp>

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority:

RI DPUC
 89 Jefferson Boulevard
 Warwick, RI 02888
 401-941-4500

If you disagree with the investigation's outcome on telephone service, you may file a complaint with the Rhode Island Division of Public Utilities and Carriers, 89 Jefferson Blvd, Warwick, RI 02888 or 401-780-9700.





Bill for
November 19, 2009

Page 1 of 3

9 J.P. MURPHY HIGHWAY
WEST WARWICK, RI 02893-2381

Account Number:
PIN:
Service at:



Contact Us:
www.cox.com
401-383-2000



Your Account is Past Due. Balance in full is due upon receipt to avoid disconnection of services. Please disregard if payment in full has been made.



Beginning November 4, 2009, your Cox High Speed Internet download speed is increasing to 15Mbps with PowerBoost®. Save time with faster speeds!
PowerBoost temporarily increases your download speeds for the first 18-22 Mb of a file when extra bandwidth is available. PowerBoost is only available with Cox Preferred, Premier and Ultimate service. The maximum download speeds without PowerBoost are as follows: Premier 20 Mbps; Preferred 12 Mbps; Ultimate 50 Mbps. PowerBoost is a registered trademark of Comcast Corporation, use with permission.

continued in News from Cox



EasyPay
There's an easier way to pay your Cox bill! With EasyPay you can have your monthly Cox bill paid automatically from the bank or credit card account you choose. Visit www.cox.com for more information.

ACCOUNT SUMMARY as of Nov 19, 2009

Previous Balance

Payment Received - Nov 14

Remaining Previous Balance

DUE IMMEDIATELY

New Charges Due By Dec 8, 2009

TOTAL DUE

November 19, 2009 bill for:
Account Number
Service at

Remaining Previous Balance
DUE IMMEDIATELY

New Charges Due By Dec 8, 2009

TOTAL DUE

COX COMMUNICATIONS
P.O. BOX 9001085
LOUISVILLE KY 40290-1085



06610001238063514702960041031

SUMMARY OF CHARGES

Monthly Services
 Usage Charges
 One Time Charges
 Taxes, Fees and Surcharges

NEW CHARGES

MONTHLY SERVICES Nov 23 - Dec 22

Monthly Services cont:

Cox-Long Distance 0.00
 FCC Access Charge 6.41
 Basic Monthly Service 11.95
 Rhode Island One Rate 5.00
 Cox Service Assurance Plan 4.95
Total Telephone \$36.56

TOTAL MONTHLY SERVICES

USAGE CHARGES

Telephone Usage
 Usage for
 Cox-Long Distance (qty 3) \$3.15
TOTAL USAGE CHARGES \$3.15

ONE TIME CHARGES AND CREDITS

Interruption Of Service Fee
TOTAL ONE TIME CHARGES AND CREDITS

TAXES, FEES AND SURCHARGES

Telephone Taxes, Fees and Surcharges
Taxes
 Federal Excise Tax* \$0.80
 Schools and Library Fund* 0.26
 E911* 1.00
 State Sales Tax* 3.01
Total Taxes \$5.07
Fees and Surcharges
 Relay Fund* \$0.09
 State Gross Receipts Tax* 2.05

Telephone:
 Call Forwarding \$0.00
 Caller ID 8.25
 900/976 Call Blocking 0.00



Payment options
 Online: Visit www.cox.com to register for 24-hour online access or make payments to your account.
 Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.
 Phone: Call the number listed under the "Questions?" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.
 In Person: Visit www.cox.com for a list of Cox Authorized Payment Centers.



**Taxes cont:**

Universal Service Fund*	1.18
Total Fees and Surcharges	\$3.32
Total Telephone Taxes, Fees and Surcharges	\$8.39
TOTAL TAXES, FEES AND SURCHARGES	\$14.13
TOTAL NEW CHARGES	

TELEPHONE USAGE DETAILS for 401-942-6064**Cox Long Distance**

Date	Time	Place	Number	Rate/Time	Min/Sec	Amnt
Oct 18	07:20P			DD/N	1:00	0.15
Oct 18	07:22P			DD/N	10:00	1.50
Nov 14	06:23P			DD/N	10:00	1.50
Total Cox Long Distance					21:00	\$3.15

Rate Codes

DD = Direct Dial

Time Codes

N = Night/Weekend

NEWS FROM COX

You are saving money every month by subscribing to a **MAX Bundle** which includes Cox Digital Cable, Cox High Speed Internet with PowerBoost®, and Cox Telephone service. Your bundle discount is located within the **Monthly Services** portion of your bill. Please note: Some changes to your services may result in the loss of this discount and an early termination fee. For more information, call the number listed on this statement or visit our website at www.cox.com.

This statement covers the period of service as indicated in the **Monthly Services** section of this statement. To avoid late fees on the current charges, payment must be received forty-five (45) days from the end of the period covered.

CUSTOMER INFORMATION**Advance Billing**

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On DEMAND/Pay-Per-View and long distance. Credits or charges for any service changes made during the month will be reflected in the next bill.

When to Pay Your Bill

Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees such as late payment charges, electronic reactivation fees, or returned check fees. For more information on these fees and all other charges, please visit www.cox.com.

Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

Understanding Your Cox Bill

Having trouble understanding your Cox bill? Visit <http://www.cox.com/support> for help or contact a customer service representative. Contact information is listed under the "Questions?" section on the front of this bill.

Cox Retail Centers:

Bristol: 576 Metacom Ave, Suite 6. M-F 8:30am-5pm, Sat 9am-12pm

Johnston: 1999 Plainfield Pike. M-F 8:30am-6pm, Sat 9am-3pm

Lincoln: 1320 Eddie Dowling Highway. M-F 8:30am-6pm, Sat

Customer Information cont.**9am-3pm:**

Pawtucket: 670 Narragansett Park Drive. M-F 8:30am-6pm, Sat 9am-3pm

9am-3pm

Portsmouth: 137 Chase Road. M-F 8:30am-5pm, Sat 9am-3pm

Providence: 50 Houghton Street. M-F 8:30am-6pm, Sat 9am-3pm

The Cox Digital Store - South County: 35 South County Commons Way. M-F 9am-8pm; Sat 9am-5pm; Sun 12pm-5pm

Warwick Mall: 400 Bald Hill Road. M-F 8:30am-7pm, Sat 9am-5pm

Electronic Fund Transfer (EFT):

When you provide a check as payment, you authorize Cox to make a one time electronic fund transfer (EFT) from your account, using the information from your check, or process your payment as a traditional check transaction. An EFT may debit your account as soon as the same day you make your payment and you will not receive your check back from your financial institution. For more information or to opt-out of this process please contact 866-548-6963.

Closed Captioning Issues

If you are experiencing issues with closed captioning, please contact Cox Customer Service at the number listed on the front of your bill. If the Cox customer service representative is unable to address your closed captioning concerns, please contact:

M.R. Rehberg, Manager of Closed Captioning

Cox Communications

1400 Lake Hearn Dr NE, Atlanta, GA 30319

Phone: 1 888 278 6660, Fax: 404 847 6257

Email: closedcaption@cox.com

Basic Local Telephone Service

Your basic local telephone service will not be disconnected for failure to pay non-telephone charges. Services that must be paid to retain your local basic telephone services are marked with an asterisk (*) on your bill. Failure to pay charges on the bill denoted by an asterisk (*) may result in the disconnection of your basic local telephone service.

Telephone Modem and Battery Back-Up

If your modem is disconnected or moved, or its battery is not charged or otherwise fails, phone service, including access to emergency 911 services will not be available.

Cox Long Distance

If you have questions concerning rates or terms and conditions of your Cox interstate or international long distance services, please refer to the Customer Services Agreement on our website at <https://www.cox.com/telephone/customerservicesagreement.asp>

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority:

RI DPUC

89 Jefferson Boulevard

Warwick, RI 02888

401-941-4500

If you disagree with the investigation's outcome on telephone service, you may file a complaint with the Rhode Island Division of Public Utilities and Carriers, 89 Jefferson Blvd, Warwick, RI 02888 or 401-780-9700.



Bill for
November 24, 2009

Page 1 of 3

9 J.P. MURPHY HIGHWAY
WEST WARWICK, RI 02893-2381

Account Number
PIN
Service at



Contact Us
www.cox.com
401-383-2000



Thank you for choosing Cox. Your satisfaction is our top priority. Should you need to contact us, call the number listed on this statement or visit our website at www.cox.com.

ACCOUNT SUMMARY as of Nov 24, 2009

Previous Balance

Payment Received - Nov 6

New Charges

TOTAL DUE BY Dec 13, 2009



This statement covers the period of service as indicated in the Monthly Services section of this statement. To avoid late fees on the current charges, payment must be received forty-five (45) days from the end of the period covered.



November 24, 2009 bill for
Account Number
Service at



EasyPay
There's an easier way to pay your Cox bill! With EasyPay you can have your monthly Cox bill paid automatically from the bank or credit card account you choose. Visit www.cox.com for more information.

TOTAL DUE BY Dec 13, 2009

COX COMMUNICATIONS
P.O. BOX 9001085
LOUISVILLE KY 40290-1085



06610001238063503202310010452

SUMMARY OF CHARGES

Monthly Services: ██████████
 Usage Charges: ██████████
 Taxes, Fees, and Surcharges: ██████████
NEW CHARGES: ██████████

MONTHLY SERVICES Nov 28 - Dec 27

Telephone

Call Forwarding	\$0.00
Basic Monthly Service	13.50
900/976 Call Blocking	0.00
Cox Long Distance	0.00
FCC Access Charge	6.41
Total Telephone	\$19.91
TOTAL MONTHLY SERVICES	████████

USAGE CHARGES

Telephone Usage:
 Usage for:

Directory Assistance (qty 3)	\$1.50
TOTAL USAGE CHARGES	\$1.50

TAXES, FEES AND SURCHARGES

Telephone Taxes, Fees and Surcharges:
Taxes:

Schools and Library Fund*	\$0.26
E911*	1.00
Federal Excise Tax*	0.64
State Sales Tax*	1.64
Total Taxes	\$3.54
Relay Fund*	\$0.09
Universal Service Fund*	0.79
State Gross Receipts Tax*	1.11
Total Fees and Surcharges	\$1.99
Total Telephone Taxes, Fees and Surcharges	\$5.53
TOTAL TAXES, FEES AND SURCHARGES	\$10.64
TOTAL NEW CHARGES	████████

CUSTOMER INFORMATION

Advance Billing:
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**Payment options**

Online: Visit www.cox.com to register for 24-hour online access or make payments to your account.
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**Customer Information cont.**

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Lincoln: 1320 Eddie Dowling Highway. M-F 8:30am-6pm, Sat 9am-3pm
Pawtucket: 670 Narragansett Park Drive. M-F 8:30am-6pm, Sat 9am-3pm
Portsmouth: 137 Chase Road. M-F 8:30am-5pm, Sat 9am-3pm
Providence: 50 Houghton Street. M-F 8:30am-6pm, Sat 9am-3pm
The Cox Digital Store - South County: 35 South County Commons Way. M-F 9am-8pm; Sat 9am-5pm; Sun 12pm-5pm
Warwick Mall: 400 Bald Hill Road. M-F 8:30am-7pm, Sat 9am-5pm

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M:R Rehberg, Manager of Closed Captioning
Cox Communications
1400 Lake Hearn Dr NE, Atlanta, GA 30319
Phone: 1 888 278 6660, Fax: 404 847 6257
Email: closedcaption@cox.com

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Cox Long Distance

If you have questions concerning rates or terms and conditions of your Cox interstate or international long distance services, please refer to the Customer Services Agreement on our website at <https://www.cox.com/telephone/customerservicesagreement.asp>

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89 Jefferson Boulevard
Warwick, RI 02888
401-941-4500

If you disagree with the investigation's outcome on telephone service, you may file a complaint with the Rhode Island Division of Public Utilities and Carriers; 89 Jefferson Blvd, Warwick, RI 02888 or 401-780-9700.



Bill for
November 21, 2009

Page 1 of 3

9 J.P. MURPHY HIGHWAY
WEST WARWICK, RI 02893-2381

Account Number
PIN
Service at



Contact Us
www.cox.com
401-383-2000



Your Account is Past Due. Balance in full is due upon receipt to avoid disconnection of services. Please disregard if payment in full has been made.



This statement covers the period of service as indicated in the Monthly Services section of this statement. To avoid late fees on the current charges, payment must be received forty-five (45) days from the end of the period covered.

ACCOUNT SUMMARY as of Nov 21, 2009

Previous Balance

Remaining Previous Balance

DUE IMMEDIATELY

New Charges Due By Dec 10, 2009

TOTAL DUE



November 21, 2009 bill for:
Account Number
Service at



EasyPay
There's an easier way to pay your Cox bill! With EasyPay you can have your monthly Cox bill paid automatically from the bank or credit card account you choose. Visit www.cox.com for more information.

Remaining Previous Balance
DUE IMMEDIATELY

New Charges Due By Dec 10, 2009

TOTAL DUE

COX COMMUNICATIONS
P.O. BOX 9001085
LOUISVILLE KY 40290-1085



06610001238063616902270025752

SUMMARY OF CHARGES

Monthly Services
Usage Charges
Taxes, Fees and Surcharges
NEW CHARGES

MONTHLY SERVICES Nov 26 - Dec 25

Telephone

Call Forwarding	\$0.00
Caller ID	8.25
ULTS Flat Rate Service	6.50
900/976 Call Blocking	0.00
Cox Long Distance	0.00
Simply Worldwide Int Calling Plan	0.99
Total Telephone	\$15.74

TOTAL MONTHLY SERVICES

USAGE CHARGES

Telephone Usage	
Usage for:	
Directory Assistance (qty 5)	\$6.25
Cox Long Distance (qty 13)	9.00
Cox International LD Distance	0.84

Usage Charges cont.

Total Telephone Usage	\$16.09
TOTAL USAGE CHARGES	\$16.09

TAXES, FEES AND SURCHARGES

Telephone Taxes, Fees and Surcharges

Taxes	
Schools and Library Fund*	\$0.26
E911*	1.00
Federal Excise Tax*	0.63
State Sales Tax*	2.44
Total Taxes	\$4.33
Fees and Surcharges	
Relay Fund*	\$0.09
State Gross Receipts Tax*	1.66
Universal Service Fund*	1.33
Total Fees and Surcharges	\$3.08
Total Telephone Taxes, Fees and Surcharges	\$7.41
TOTAL TAXES, FEES AND SURCHARGES	\$11.75

TOTAL NEW CHARGES

TELEPHONE USAGE DETAILS for

Cox Long Distance

Date	Time	Place	Number	Rate/ Time	Min/ Sec	Amt
Oct 29	02:15P			DD/D	1:00	0.15
Oct 29	02:17P			DD/D	1:00	0.15
Nov 3	03:31P			DD/D	1:00	0.15
Nov 3	03:34P			DD/D	1:00	0.15
Nov 3	03:35P			DD/D	1:00	0.15
Nov 3	03:39P			DD/D	1:00	0.15
Nov 3	03:41P			DD/D	1:00	0.15



Payment options

Online: Visit www.cox.com to register for 24-hour online access or make payments to your account.
 Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.
 Phone: Call the number listed under the "Questions?" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.
 In Person: Visit www.cox.com for a list of Cox Authorized Payment Centers.



**Telephone Usage Details cont.**

Nov 3 03:45P	DD/D	1:00	0.15
Nov 3 03:47P	DD/D	1:00	0.15
Nov 4 08:10P	DD/E	43:00	6.45
Nov17 01:02P	DD/D	2:00	0.30
Nov17 07:05P	DD/E	2:00	0.30
Nov17 07:07P	DD/E	4:00	0.60
Total Cox Long Distance		60:00	\$9.00

Cox International LD Distance

Date	Time	Place	Number	Rate/ Time	Min/ Sec	Amt
Oct 31	02:04P			DD/T	12:00	0.84
Total Cox International LD Distance					12:00	\$0.84

Rate Codes

DD = Direct Dial

Time Codes

D = Day

E = Evening

T = Discount

CUSTOMER INFORMATION**Advance Billing**

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On DEMAND/Pay-Per-View and long distance. Credits or charges for any service changes made during the month will be reflected in the next bill.

When to Pay Your Bill

Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees such as late payment charges, electronic reactivation fees, or returned check fees. For more information on these fees and all other charges, please visit www.cox.com.

Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

Understanding Your Cox Bill

Having trouble understanding your Cox bill? Visit <http://www.cox.com/support> for help or contact a customer service representative. Contact information is listed under the "Questions?" section on the front of this bill.

Cox Retail Centers:

Bristol: 576 Metacom Ave, Suite 6. M-F 8:30am-5pm, Sat 9am-12pm

Johnston: 1999 Plainfield Pike. M-F 8:30am-6pm, Sat 9am-3pm

Lincoln: 1320 Eddie Dowling Highway. M-F 8:30am-6pm, Sat 9am-3pm

Pawtucket: 670 Narragansett Park Drive. M-F 8:30am-6pm, Sat 9am-3pm

Portsmouth: 137 Chase Road. M-F 8:30am-5pm, Sat 9am-3pm

Providence: 50 Houghton Street. M-F 8:30am-6pm, Sat 9am-3pm

The Cox Digital Store - South County: 35 South County Commons Way. M-F 9am-8pm, Sat 9am-5pm, Sun 12pm-5pm

Warwick Mall: 400 Bald Hill Road. M-F 8:30am-7pm, Sat 9am-5pm

Electronic Fund Transfer (EFT)

When you provide a check as payment, you authorize Cox to make a one time electronic fund transfer (EFT) from your account, using the information from your check, or process your payment as a traditional check transaction. An EFT may debit your account as soon as the same day you make your payment and you will not receive your check back from your financial institution. For more information or to opt-out of this process please contact 866-548-6963.

Customer Information cont.**Closed Captioning Issues**

If you are experiencing issues with closed captioning, please contact Cox Customer Service at the number listed on the front of your bill. If the Cox customer service representative is unable to address your closed captioning concerns, please contact:

M.R Rehberg, Manager of Closed Captioning
Cox Communications
1400 Lake Hearn Dr NE, Atlanta, GA 30319
Phone: 1 888 278 6660, Fax: 404 847 6257
Email: closedcaption@cox.com

Basic Local Telephone Service

Your basic local telephone service will not be disconnected for failure to pay non-telephone charges. Services that must be paid to retain your local basic telephone services are marked with an asterisk (*) on your bill. Failure to pay charges on the bill denoted by an asterisk (*) may result in the disconnection of your basic local telephone service.

Telephone Modem and Battery Back-Up

If your modem is disconnected or moved, or its battery is not charged or otherwise fails, phone service, including access to emergency 911 services will not be available.

Cox Long Distance

If you have questions concerning rates or terms and conditions of your Cox interstate or international long distance services, please refer to the Customer Services Agreement on our website at <https://www.cox.com/telephone/customerserviceagreement.asp>

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority:

RI DPUC
89 Jefferson Boulevard
Warwick, RI 02888
401-941-4500

If you disagree with the investigation's outcome on telephone service, you may file a complaint with the Rhode Island Division of Public Utilities and Carriers, 89 Jefferson Blvd, Warwick, RI 02888 or 401-780-9700.




November 06, 2009 bill
for


Page 1 of 3


9 J.P. MURPHY HIGHWAY
WEST WARWICK, RI 02893-2381

Account Number:
PIN:
Service at:

 Questions?
www.cox.com
401-383-2000




 Thank you for choosing Cox. Your satisfaction is our top priority. Should you need to contact us, call the number listed on this statement or visit our website at www.cox.com.

 Beginning November 4, 2009, your Cox High Speed Internet upload speed is increasing to 15Mbps with PowerBoost®! Save time with faster speeds!

PowerBoost temporarily increases your download speeds for the first 18-22 Mb of a file when extra bandwidth is available. PowerBoost is only available with Cox Preferred, Premier and Ultimate service. The maximum download speeds without PowerBoost are as follows: Premier 20Mbps; Preferred 12 Mbps; Ultimate 50 Mbps. PowerBoost is a registered trademark of Comcast Corporation, use with permission.



 **EasyPay.** There's an easier way to pay your Cox bill! With EasyPay you can have your monthly Cox bill paid automatically from the bank or credit card account you choose. Visit www.cox.com for more information.

ACCOUNT SUMMARY as of Nov 6, 2009

Previous Balance

Payment Received - Oct 18

REMAINING PREVIOUS BALANCE

TOTAL NEW CHARGES

TOTAL DUE BY Nov 25, 2009

November 06, 2009 bill for
Account Number
Service at

TOTAL DUE BY Nov 25, 2009

COX COMMUNICATIONS
P.O. BOX 9001085
LOUISVILLE KY 40290-1085



06610001238063541701630016071

SUMMARY OF CHARGES

Monthly Services
 Usage Charges
 Taxes, Fees and Surcharges
TOTAL NEW CHARGES

MONTHLY SERVICES Nov 10 - Dec 9

Monthly Services cont.

Total Telephone: **\$6.50**

USAGE CHARGES

Telephone Usage:
 Usage for:
 Cox Long Distance **\$12.90**
TOTAL USAGE CHARGES \$12.90

TAXES, FEES AND SURCHARGES

Telephone Taxes, Fees and Surcharges
Taxes
 Federal Excise Tax* **\$0.20**
 Schools and Library Fund* **0.26**
 E911* **1.00**
 State Sales Tax* **1.55**
Total Taxes \$3.01
Fees and Surcharges
 Relay Fund* **\$0.09**
 State Gross Receipts Tax* **1.05**
 Universal Service Fund* **1.59**
Total Fees and Surcharges \$2.73
Total Telephone Taxes, Fees and Surcharges \$5.74
TOTAL TAXES, FEES AND SURCHARGES \$11.76
TOTAL NEW CHARGES

Telephone

Call Forwarding **\$0.00**
 ULTS Flat Rate Service **6.50**
 900/976 Call Blocking **0.00**
 Cox Long Distance **0.00**



Payment options

Online: Visit www.cox.com to register for 24-hour online access or make payments to your account.
Mail: Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.
Phone: Call the number listed under the "Questions?" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.
In Person: Visit www.cox.com for a list of Cox Authorized Payment Centers.



**TELEPHONE USAGE DETAILS for 401-942-7243****Cox Long Distance:**

Date	Time	Place	Number	Rate/Min	Time	Sec	Amnt
Nov	1:02:59P			DDN	86:00		12.90
Total Cox Long Distance:					86:00		\$12.90

Rate Codes:
DD = Direct Dial

Time Codes:
N = Night/Weekend

NEWS FROM COX

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M.R. Reiberg, Manager of Closed Captioning
 Cox Communications
 1400 Lake Hearn Dr NE, Atlanta, GA 30319
 Phone: 1-888-278-6660, Fax: 404-847-6257
 Email: closedcaption@cox.com

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