

No equipment warranties are provided under this plan. Customer will be charged for service call due to failed self-install. <sup>2</sup>Discovery Tier is free with the Movie, Variety, Sports & Info tiers or Paquete Latino. <sup>3</sup>Digital Gateway required. <sup>4</sup>Cable modem rental or purchase required. Service may not be available in all areas. <sup>5</sup>\$4.99 service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates and programming subject to change without notice.

## Cox Digital Telephone Rates

### Calling Packages

#### Cox Unlimited Connection

•\$39.95/3-Product Bundle •\$44.95/2-Product Bundle •\$49.95/Phone Only

*Includes unlimited local and nationwide Cox LD, plus these*

- 16 features (Voice Mail is optional):* • Call Forwarding  
• Call Waiting • Speed Dial 8 • Caller ID • Three-Way Calling  
• Call Return • Busy Line Redial • Selective Call Acceptance  
• Selective Call Rejection • Call Forwarding - Busy  
• Call Forwarding - No Answer • Call Forwarding on Call Waiting  
• Priority Ringing • Long Distance Alert • Call Waiting ID  
• Selective Call Forwarding • Voice Mail

**Connection-100** \$ 34.90

- Includes 100 Cox LD minutes per month, plus a low 5 cents per minute thereafter for in-state and state-to-state calls anytime, and these 16 features plus Voice Mail:* • Call Forwarding  
• Call Waiting • Speed Dial 8 • Caller ID • Three-Way Calling  
• Call Return • Busy Line Redial • Selective Call Acceptance  
• Selective Call Rejection • Call Forwarding - Busy  
• Call Forwarding - No Answer • Call Forwarding on Call Waiting  
• Priority Ringing • Long Distance Alert • Call Waiting ID  
• Selective Call Forwarding • Voice Mail

**Call Manager Package** \$ 24.95

- Primary Line • Voice Mail • Call Waiting • Caller ID

#### Features<sup>1</sup>

**Solutions** — Includes the following 16 features: \$ 14.95

- Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID  
• Three-Way Calling • Call Return • Busy Line Redial  
• Selective Call Acceptance • Selective Call Rejection • Call Forwarding - Busy • Call Forwarding - No Answer • Call Forwarding on Call Waiting • Priority Ringing • Long Distance Alert • Call Waiting ID  
• Selective Call Forwarding

**Control Plus** — Includes these features: Call Return \$ 9.95

- Priority Ringing • Long Distance Alert • Call Waiting ID

**Call Waiting ID** — Call Waiting • Caller ID \$ 9.95

#### Long Distance and International Calling<sup>1</sup>

Cox Long Distance - \$ .10 per minute	
Simply 5¢ Savings Plan <sup>SM</sup> - \$.05 per minute	\$ 4.95/month
International Savings Plus <sup>SM</sup> rates vary per country	\$ 3.95/month
<b>Mexico 120</b>	
120 minutes and each additional minute is \$.11/minute	\$ 11.95/month
<b>Mexico 240</b>	
240 minutes and each additional minute is \$.10/minute	\$ 22.95/month
<b>Asian Pacific 60</b>	
60 minutes and each additional minute is \$.06-.22/minute	\$ 7.95/month
<b>Philippines 60</b>	
60 minutes and each additional minute is \$.13/minute	\$ 8.95/month
<b>Mi Conexión Latina 60<sup>SM</sup></b>	
60 minutes and each additional minute is \$.14-.36/minute	\$ 6.95/month

#### Monthly Charges

Phone lines (each) <sup>2</sup>	\$ 12.90
Cox Service Assurance Plan <sup>3</sup>	\$ 3.99
Non Listed in Directory	\$ 1.06
Non Published in Directory or 411	\$ 1.71
Additional Directory Listing	\$ 1.12

#### A-la-carte Features

	Monthly	Per Use
Anonymous Call Rejection	No charge	N/A
Busy Line Redial <sup>4</sup>	\$ 1.80	\$ 0.70
Call Forwarding	\$ 3.40	N/A
Call Forwarding Busy	\$ 3.15	N/A
Call Forwarding - No Answer	\$ 3.15	N/A

Call Forwarding - Remote Access	\$ 4.50	N/A
Call Forwarding on Call Waiting	\$ 3.25	N/A
Call Number Block - per call	No charge	N/A
Call Return Last Number Inbound <sup>4</sup>	\$ 3.90	\$ 0.70
Call Trace	N/A	\$ 1.00
Call Waiting	\$ 3.45	N/A
Caller ID	\$ 7.40	N/A
Caller ID Per Use Blocking	No charge	N/A
Long Distance Alert	\$ 3.15	N/A
Line Number Block	No charge	N/A
Priority Ringing <sup>5</sup>	\$ 2.70	N/A
Distinctive Ring	\$ 3.50	N/A
Selective Call Acceptance	\$ 3.60	N/A
Selective Call Forwarding	\$ 3.60	N/A
Selective Call Rejection	\$ 3.60	N/A
Three Way Calling <sup>4</sup>	\$ 3.40	\$ 0.70
900/976 Restriction	No charge	N/A
Toll Restriction	\$ 1.50	N/A
Speed Dial 8	\$ 1.40	N/A
Voice Mail	\$ 4.95	N/A
Voice Mail Pager	\$ 6.95	N/A
Home Office, Voice Mail and Fax	\$ 8.95	N/A

#### Installation/One Time Charges

	Rate	
	Initial Install	After Initial Install
Activation (1st line)	No charge	N/A
2nd Line	\$ 29.95	\$ 29.95
3rd /4th Line	\$ 29.95	\$ 29.95
Deposit (when required)	\$100.00 <sup>6</sup>	N/A
Account Changes (per billing record change)	N/A	\$ 9.00
Directory Changes/Change Listing	N/A	\$ 10.80
Reconnect (if only soft disconnect)	N/A	\$ 25.00
Transfer - 1st Line	N/A	\$ 29.95
Transfer - Add'l Lines	N/A	\$ 29.95
Additional jack (same trip) not wired	No charge	\$ 29.95
Additional jack (separate trip)	N/A	\$ 29.95
PIC (Long Distance Provider) Change	N/A	\$ 5.00 <sup>7</sup>
LPIC (Local Toll Provider) Change	N/A	\$ 5.00 <sup>7</sup>
Telephone Number Change	N/A	\$ 9.00
Features (add/change) per line	N/A	\$ 9.00
Voice Mail Installation	N/A	\$ 9.95
Service call for Non-CSAP customer	\$ 41.99 <sup>8</sup>	
Returned Check Charge	\$ 20.00	

#### Directory & Operator Charges

Directory Assistance Call Completion (DACC) \$0.75 (up to 3 free DACC calls per month, \$0.75 per call thereafter)

#### Lost Equipment Charges

Internal Voice Port \$223.00

<sup>1</sup>Cox Connections or primary flat-rate line also required and priced separately. <sup>2</sup>Total of four lines allowed. <sup>3</sup>Wiring coverage applies to Cox- and customer-owned wiring in single family and other select housing. Subscription to the Service Assurance Plan from Cox required, which is billed monthly and in advance. Your plan subscription will be cancelled without notice if no Cox service is being provided to the residence, or if any misuse or abuse of the plan services occurs, or if a hazard or danger to the person or property exists which could prevent Cox technicians from performing their work in a safe manner. Your plan subscription may also be suspended or discontinued upon notice for nonpayment. No equipment warranties are provided under this plan. Customer will be charged for service call due to failed self-install. <sup>4</sup>Maximum charge on a per use basis is \$4.90 per feature, per month. <sup>5</sup>Priority Ringing on up to 31 phone numbers. <sup>6</sup>The interest on customer deposits for telephone is 4.1% per VA SCC. <sup>7</sup>Waived if customer is switching to Cox PIC or LPIC from a different provider. Also-waived within 30 days of telephone number activation. <sup>8</sup>\$41.99 service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates and package pricing subject to change. Telephone service provided by Cox Virginia Telcom, Inc. Prices exclude applicable taxes, fees, equipment & surcharges. Rates subject to change. Service may not be available in all areas. Available in Cox wired, serviceable locations. Extended area calling fees range from \$.02 - \$.04 per minute depending on time of day and day of the week. Late payment charge, if applicable, is 1.5% of the total unpaid balance, calculated monthly. Some features not available in all areas. Other restrictions apply. ©2006 Cox Communications, Inc. All rights reserved.

On DEMAND - Channel 1

**ANALOG LIMITED BASIC SERVICE**

- 2 Telefutera (WMDO)\*
- 3 WDCW 50\*
- 4 WRC 4 - NBC\*  
*Channel 34 without receiver*
- 5 WTTG 5 - FOX\*  
*Channel 35 without receiver*
- 6 MHz1
- 7 WJLA 7- ABC\*  
*Channel 37 without receiver*
- 8 News Channel 8
- 9 WUSA 9 - CBS\*  
*Channel 39 without receiver*
- 10 Fairfax Cable Access
- 12 Cities of Fairfax / Falls Church
- 13 Leased Access
- 14 Univision (WFDC)\*
- 15 i Independent Channel
- 16 Fairfax County Government
- 17 TBS\*
- 18 George Mason University
- 19 NVCC
- 20 WDC My20\*
- 21 FCPS Red Apple 21
- 22 WMPT
- 23 Towns of Herndon / Vienna
- 24 QVC
- 25 FCPS Community Classroom
- 26 WETA\*
- 28 TV Superstore
- 29 ShopNBC
- 30 FPA International Access
- 31 WGN\*
- 32 WHUT
- 34 HSN  
*Channel 4 without receiver*
- 36 C-SPAN3 / Leased Access
- 37 FPA Community Board  
*Channel 7 without receiver*
- 38 Cable Marketplace
- 41 C-SPAN
- 43 C-SPAN2

\*Also available in digital.

**LIMITED EXPANDED BASIC SERVICE (available in analog & digital)**

- 53 Spike TV
- 54 Speed Channel
- 55 ESPN 2
- 56 ESPN
- 57 Comcast SportsNet
- 58 Lifetime
- 59 HGTV (CFP)
- 60 Food Network
- 61 Oxygen
- 62 MTV
- 63 MTV2
- 64 VH-1
- 65 CMT
- 66 BET
- 67 MSNBC

- 68 CNBC
- 69 The Weather Channel
- 70 CNN Headline News (CFP)
- 71 CNN
- 72 Fox News
- 73 Discovery Channel
- 74 Discovery Health
- 75 The Learning Channel
- 76 A&E
- 77 The History Channel
- 78 Animal Planet
- 79 Court TV
- 80 USA Network
- 81 FX
- 82 Sci-Fi Channel
- 83 E! Entertainment Television
- 84 TV Land
- 85 Comedy Central
- 86 Travel Channel
- 87 TNT
- 88 Telemundo
- 89 Galavisión
- 90 Cartoon Network
- 91 Nickelodeon (CFP)
- 92 The Disney Channel (CFP)
- 93 American Movie Classics
- 94 Turner Classic Movies
- 100 Bravo
- 101 ABC Family
- 102 MASN

**DIGITAL DISCOVERY TIER\***

- 150 Discovery Times
- 151 Discovery Home
- 152 Discovery Kids (CFP)
- 153 The Science Channel (CFP)
- 154 Military Channel
- 155 Weatherscan (Local Radar) (CFP)
- 156 Noggin
- 157 NASA
- 158 Jewelry TV
- 159 Cable Marketplace II
- 160 National Geographic (CFP)
- 161 EWTN (CFP)
- 162 TBN (CFP)
- 163 TV Guide Channel

\*Included with any Digital Tier

**DIGITAL MOVIE TIER**

- 200 IFC
- 201 Sundance
- 202 Encore
- 203 Encore Westerns
- 204 Encore Love Stories
- 205 Encore Mystery
- 206 Encore Action
- 207 Encore Drama
- 208 Lifetime Movie Network
- 209 WE

**DIGITAL VARIETY TIER**

- 214 Logo
- 215 VH1 Soul

- 216 MTV Jams
- 217 PBS Kids Sprout (CFP)
- 218 Boomerang (CFP)
- 219 Reality TV
- 220 GSN (CFP)
- 221 Toon Disney
- 222 FUSE
- 223 BET on Jazz
- 224 Encore WAM!
- 225 Soap Net
- 226 BBC America
- 227 Ovation
- 228 History International
- 229 The Biography Channel
- 230 Hallmark Channel
- 231 Fine Living
- 232 Style Network
- 233 American Life TV
- 234 Nicktoons
- 235 Nick GAS
- 236 MTV Hits
- 237 VH1 Classics
- 239 CMT Pure Country
- 240 TV One

**DIGITAL SPORTS & INFORMATION TIER**

- 241 VERSUS
- 242 Fox Soccer Channel
- 243 The Golf Channel
- 244 ESPN Classic
- 245 ESPNews
- 246 DIY (CFP)
- 247 NBA TV
- 249 NFL Network
- 250 Bloomberg
- 251 CNNi
- 252 G4
- 253 AZN
- 254 Washington Korean TV (WKTV)
- 255 Tennis Channel
- 256 Fit TV (CFP)
- 257 GoTV

**DIGITAL INTERNATIONAL CHANNELS**

- 271 ART
- 272 ZEE TV
- 273 TV Asia
- 274 SBTN
- 275 TFC (The Filipino Channel)
- 276 Bridges TV

**DIGITAL PREMIUMS**

- 300 HBO
- 301 HBO Comedy *Included w/HBO*
- 302 HBO Zone *Included w/HBO*
- 303 HBO Signature *Included w/HBO*
- 304 HBO 2 *Included w/HBO*
- 305 HBO Family *Included w/HBO*
- 306 HBO Latino *Included w/HBO*
- 310 HBO (West) *Included w/HBO*
- 311 HBO Family (West) *Included w/HBO*

- 320 Cinemax
- 321 MoreMax *Included w/Cinemax*
- 322 ThrillerMax *Included w/Cinemax*
- 323 ActionMax *Included w/Cinemax*
- 330 WMax *Included w/Cinemax*
- 331 5 Star Max *Included w/Cinemax*
- 332 @Max *Included w/Cinemax*
- 333 OuterMax *Included w/Cinemax*
- 340 Showtime
- 341 Showtime Too *Included w/Showtime*
- 342 Showtime Showcase *Included w/Showtime*
- 343 SHO Extreme *Included w/Showtime*
- 344 SHO Beyond *Included w/ Showtime*
- 360 TMC *Included w/Showtime*
- 361 TMC Xtra *Included w/Showtime*
- 370 Encore (West) *Included w/Starz*
- 371 Starz
- 372 Starz Edge *Included w/Starz*
- 373 Starz in Black *Included w/Starz*
- 374 Starz Kids & Family *Included w/Starz*
- 375 Starz Cinema *Included w/Starz*

**PAQUETE LATINO**

- 400 Toon Disney Español (SAP)
- 401 Discovery en Español
- 402 MTV TR3S
- 403 VH Uno
- 404 CNN en Español
- 405 Fox Soccer en Español
- 406 Boomerang Español (SAP)
- 407 Canal Sur
- 408 Cine Latino
- 409 GoTV
- 410 HBO Latino *Included w/HBO subscription*
- 411 Nick TOO
- 412 Nick Toons
- 413 Sorpresa
- 414 Cartoon Network (SAP)
- 415 EWTN Español
- 417 Galavision
- 418 The History Channel en español
- 419 de Película
- 420 de Película Clásico
- 421 Ritmoson
- 422 Mun2
- 423 Musica Urbana - *Music Choice*
- 424 Salsa Merengue - *Music Choice*
- 425 Rock en Español - *Music Choice*
- 426 Pop Latino - *Music Choice*
- 427 Mexicana - *Music Choice*
- 428 ESPN Deportes
- 429 TV Chile
- 430 Discovery Travel & Living  
(Viajar y Vivir)
- 431 Discovery Kids en Español

**DIGITAL PAY-PER-VIEW (PPV)**

- 500 Digital iN DEMAND  
Preview Channel
- 501 - 503 iN DEMAND PPV Events
- 504 - 509 iN DEMAND PPV Movies
- 523 Hot Choice - Adult PPV

- 590 Playboy - Adult PPV
- 591 Ten Clips - Adult PPV
- 592 Ten Blox - Adult PPV
- 593 Club Jenna - Adult PPV
- 594 Spice:Xcess - Adult PPV
- 598 Playboy en Español - Adult  
PPV
- 601 - 607 ESPN PPV
- 650 NBA TV Preview Channel
- 651 - 659 NBA/MLS PPV
- 662 NBA TV
- 670 - 679 NHL/MLB PPV

**HDTV CHANNELS**

- 701 HBO HDTV  
*Subscription to HBO required*
- 702 SHO HDTV  
*Subscription to Showtime required*
- 703 Discovery HD Theater *(must subscribe to Expanded Basic service, Digital Gateway)*
- 704 NBC HD (WRC)
- 705 FOX HD (WTTG)
- 706 WDCW HD
- 707 ABC HD (WJLA)
- 708 ESPN HD *(must subscribe to Expanded Basic service, Digital Gateway)*
- 709 CBS HD (WUSA)
- 710 iNHD1 *(must subscribe to Expanded Basic service, Digital Gateway)*
- 711 iNHD2 *(must subscribe to Expanded Basic service, Digital Gateway)*
- 712 Universal HD *(must subscribe to Expanded Basic service, Digital Gateway)*
- 713 Starz HD  
*Subscription to Starz required*
- 714 TNT HD *(must subscribe to Expanded Basic service, Digital Gateway)*
- 715 MTV HD *(must subscribe to Expanded Basic service, Digital Gateway)*
- 726 PBS HD

**INCLUDED WITH DIGITAL GATEWAY**

- 800 WETA Create
- 801 WETA Family
- 802 WETA World
- 803 NBC Weather Plus

**DIGITAL GATEWAY\***

- 901-
  - 946 Music Choice
- \*Included for all digital customers

*CFP: Denotes networks also available in the Cox Family Package*

*Programming as of November 1, 2006.*

**Fairfax County Reply Comment Attachments  
MB Docket No. 06-189**

**Attachment A – Cox VA Rate & Channel Line-Up Information**

A – 3. Cox 2005 Annual Customer Notice –  
Prices Effective November 1, 2005.



## 2005 Annual Customer Notice

3080 Centreville Road  
Herndon, VA 20171  
(703) 378-8422  
[www.cox.com/fairfax](http://www.cox.com/fairfax)

The 1992 Cable Act requires the following annual notification of customer service standards.

### **Resolution of Complaints and Inquiries**

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting [www.cox.com/support/fairfax/contactsup](http://www.cox.com/support/fairfax/contactsup). Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Kingstowne, at 5958 Kingstowne Town Center. In the event the customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

#### **Fairfax County Department of Cable Communications and Consumer Protection**

12000 Government Center Parkway, Suite 433  
Fairfax, VA 22035  
(703) 222-8435, TTY (703) 222-8653

#### **City of Fairfax customers may contact:**

##### **Public Information Officer**

10455 Armstrong Street  
Fairfax, VA 22030  
(703) 385-7855

#### **Falls Church customers may contact:**

##### **Cable Regulatory Division**

300 Park Avenue  
Falls Church, VA 22046  
(703) 248-5080

Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above.

X20103

**Products and Services**

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to any digital cable services. A subscription to Digital Gateway is a prerequisite to premium (pay) services or pay-per-view and some high-definition programming.

**Instructions On How to Use Cable Service**

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide or [www.cox.com/fairfax](http://www.cox.com/fairfax) for information on operations and services.

**Signal Blocking Devices**

Customers should receive only those channels that they've ordered. If you see images or hear sound from channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting [www.cox.com/support/fairfax/contactsup](http://www.cox.com/support/fairfax/contactsup).

**Cox Communications - Fairfax County Programming & Equipment Rates  
Effective November 1, 2005\***

\* Rates do not include franchise fees. Franchise, PEG fees & other costs paid to local governments.  
8.26% of total bill + \$0.24

SERVICES	MONTHLY SERVICE FEES
<b>Analog Programming Service Rates</b>	
Basic Service	\$ 17.99
Expanded Basic (includes Basic service)	\$ 41.99
<b>Analog Equipment</b>	
Analog Receiver plus Remote	\$ 3.50
<b>Cox Service Assurance Plan<sup>1</sup></b>	\$ 3.25
<b>Digital Tiers</b>	
Digital Gateway*	\$ 6.95
Movie Tier: Ten channels of digital movies.	\$ 2.00
Variety Tier: Twenty-two channels of variety programming.	\$ 2.00
Sports & Info: Fifteen channels of news & sports programming.	\$ 2.00
Discovery <sup>2</sup> : Ten channels including Discovery programming and Weatherscan.	\$ 2.00
<small>* Digital Gateway is required for digital service and includes Interactive Program Guide (IPG), 46 Digital Music Choice channels, plus access to digital pay-per-view, premium &amp; digital service tiers.</small>	
<b>Paquete Latino</b>	\$ 30.44
Includes Digital Gateway and equipment, limited basic and 26 channels of Hispanic programming and 5 digital music channels.	
<b>Digital Premium Services<sup>3</sup></b>	
1 premium channel	\$ 13.99
2 premium channels	\$ 21.99
3 premium channels	\$ 29.99
4 premium channels	\$ 37.99
<small>HBO (9 channels) • Showtime (7 channels) • Cinemax (8 channels) • Starz (6 channels)</small>	
<b>Digital International Services</b>	
Arab Radio and TV (ART)	\$ 12.95
ZEE TV (Hindi & Indian/South Asian programming)	\$ 14.99 (\$24.95 w/TV Asia)
TV Asia	\$ 14.95 (\$24.95 w/Zee TV)
TFC (The Filipino Channel)	\$ 11.95
SBTN (Saigon Broadcast Television Network)	\$ 14.99
Bridges TV	\$ 14.99
<b>Cox High Speed Internet Service<sup>4</sup></b>	
Cox Premier Package	\$ 54.95
Cox Preferred Package	\$ 39.95
Cox Value Package	\$ 24.95
Modem Rental	\$ 15.00
Additional IP Address (1st IP free, maximum 3 total)	\$ 6.95/ea.
<b>Cox Connection Bundles</b>	
Preferred Bundle	\$ 99.99
Expanded Basic service, digital receiver, one tier, Cox High Speed Internet referred, local telephone service and Cox Service Assurance Plan.	
Deluxe Bundle	\$129.99
Preferred Bundle, plus one premium channel and Cox Connections 100 calling plan.	

Ultra Bundle	\$ 149.99
Preferred Bundle, plus two premium channels, Cox Connection Unlimited calling plan, two additional tiers of digital programming, DVR service and receiver.	
<b>Digital IN Demand Pay-Per-View</b>	Rates Vary
<b>Cox One-Way Digital Plug-and-Play Cable Card™</b>	\$ 1.99
<b>High Definition (HD) Services</b>	
Discovery HD Theater (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
ESPN HD (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
TNT HD (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
Universal HD (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
iNHD1 (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
iNHD2 (must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
HBO HDTV (included w/HBO subscription)	No Additional Charge
SHO HDTV (included w/Showtime subscription)	No Additional Charge
Starz HD (included w/Starz subscription)	No Additional Charge
ABC HD	No Additional Charge
NBC HD	No Additional Charge
CBS HD	No Additional Charge
FOX HD	No Additional Charge
PBS HD	No Additional Charge

<b>Digital Video Recorder (DVR)</b>	
DVR service	\$ 9.99
HD/DVR service (includes DVR service and HD receiver)	\$ 19.98
<b>Digital Equipment</b>	
Digital receiver & remote	\$ 3.50
Additional digital outlets (includes digital receiver & service)	\$ 9.45
DVR receiver (replaces digital receiver)	\$ 3.50
HDTV receiver (replaces digital receiver)	\$ 9.99
HD/DVR receiver (includes DVR service and HD receiver)	\$ 19.98
<b>TV Guide</b> optional weekly magazine	\$ 3.99/month

<b>Installation/One-Time Charges</b>	
New Service/Transfer Standard Installation (primary outlet)	\$ 29.99
Service Call Charge	\$ 41.99 <sup>1</sup>
CableCARD™ installation and activation	\$ 29.99
Additional Outlet Installation (during initial install visit)	\$ 10.00
Additional Outlet Installation (separate visit)	\$ 19.99
Relocate Outlet (video or high-speed Internet)	\$ 19.99
Additional Outlet Kit (analog only)	\$ 5.95
Digital Self Install 2nd Trip Charge	\$ 19.99
Digital Upgrade (current non-digital customers only)	\$ 19.99
Additional Digital Outlet (same visit)	\$ 10.00
Digital Downgrade to Analog	\$ 19.99
DVR Installation (new customers)	\$ 29.99
High Definition Installation (new customers)	\$ 29.99
DVR Upgrade	\$ 19.99
HDTV Upgrade	\$ 19.99
Programming/Service Change (electronic)	\$ 5.00
Programming/Service Change (trip required)	\$ 19.99
VCR Hook-Up (trip required)	\$ 41.99
Account Reconnection (electronic)	\$ 1.99
Account Reconnection HSI/Cable (trip required)	\$ 19.99
Wall Fish (per wall, floor or ceiling each)	\$ 24.99
Cox High Speed Internet Self-Install	No Charge
Cox High Speed Internet Professional Installation	\$ 99.99
Cox High Speed Internet Self Install 2nd Trip charge	\$ 74.99
Home Networking wireless router and equipment (2 computers)	\$199.95
Home Networking equipment (additional computers 3rd and/or 4th)	\$ 49.95
Home Networking wireless installation (2 PCs plus router)	\$ 99.95
Home Networking installation (each additional computer 3rd and/or 4th)	\$ 49.95
Returned Check Charge	\$ 25.00
Late Payment Fee	\$ 5.00

<b>Lost Equipment Charges</b>	
Cox remote controls	\$ 4.27
GI analog descrambler	\$ 40.00
SA digital receiver	\$180.00
SA DVR receiver	\$375.00
SA HD/DVR receiver	\$431.00
CableCARD™	\$ 80.00

50

**ANALOG BASIC SERVICE**

- 2 Univision
- 3 WBDC 50
- 4 WRC 4 - NBC  
Channel 34 without receiver
- 5 WTTG 5 - FOX  
Channel 35 without receiver
- 6 MHz (WNVC)
- 7 WJLA 7- ABC  
Channel 37 without receiver
- 8 News Channel 8
- 9 WUSA 9 - CBS  
Channel 39 without receiver
- 10 Fairfax Cable Access
- 12 Cities of Fairfax / Falls Church
- 13 Leased Access
- 14 WFDC/Telefutura
- 15 i Independent Channel
- 16 Fairfax County Government
- 17 TBS
- 18 George Mason University
- 19 NVCC
- 20 WDCA UPN 20
- 21 FCPS Red Apple 21
- 22 WMPT
- 23 Towns of Herndon / Vienna
- 24 QVC
- 25 FCPS Community Classroom
- 26 WETA
- 27 Cable Marketplace II
- 28 MHz2 (WNVTV)
- 29 ShopNBC
- 30 FPA International Access
- 31 WGN
- 32 WHUT
- 33 TV Guide Channel
- 34 HSN  
Channel 4 without receiver
- 35 COX 35  
Channel 5 without receiver
- 36 C-SPAN3 / Leased Access
- 37 FPA Community Board  
Channel 7 without receiver
- 38 Cable Marketplace
- 41 C-SPAN
- 43 C-SPAN2
- 51 Trinity

**ANALOG EXPANDED BASIC SERVICE**

- 53 Spike TV
- 54 Speed Channel
- 55 ESPN 2
- 56 ESPN
- 57 Comcast SportsNet
- 58 Lifetime
- 59 HGTV
- 60 Food Network
- 61 Oxygen
- 62 MTV
- 63 MTV2
- 64 VH-1

- 65 CMT
- 66 BET
- 67 MSNBC
- 68 CNBC
- 69 The Weather Channel
- 70 CNN Headline News
- 71 CNN
- 72 Fox News
- 73 Discovery Channel
- 74 Discovery Health
- 75 The Learning Channel
- 76 A&E
- 77 The History Channel
- 78 Animal Planet
- 79 Court TV
- 80 USA Network
- 81 FX
- 82 Sci-Fi Channel
- 83 E! Entertainment Television
- 84 TV Land
- 85 Comedy Central
- 86 Travel Channel
- 87 TNT
- 88 Telemundo
- 89 Galavisión
- 90 Cartoon Network
- 91 Nickelodeon
- 92 The Disney Channel
- 93 American Movie Classics
- 94 Turner Classic Movies
- 100 Bravo
- 101 ABC Family
- 102 EWTN

**DIGITAL DISCOVERY TIER\***

- 150 Discovery Times
- 151 Discovery Home
- 152 Discovery Kids
- 153 The Science Channel
- 154 Military Channel
- 155 Weatherscan (Local Radar)
- 156 Noggin
- 157 NASA
- 158 Jewelry TV
- 160 National Geographic

\*Included with any Digital Tier

**DIGITAL MOVIE TIER**

- 200 IFC
- 201 Sundance
- 202 Encore
- 203 Encore Westerns
- 204 Encore Love
- 205 Encore Mystery
- 206 Encore Action
- 207 Encore Drama
- 208 Lifetime Movie Network
- 209 WE

**DIGITAL VARIETY TIER**

- 218 Boomerang
- 219 Reality TV

- 220 Game Show Network
- 221 Toon Disney
- 222 FUSE
- 223 BET on Jazz
- 224 Encore WAM!
- 225 Soap Net
- 226 BBC America
- 227 Ovation
- 228 History International
- 229 The Biography Channel
- 230 Hallmark Channel
- 231 Fine Living
- 232 Style Network
- 233 American Life TV
- 234 Nicktoons
- 235 Nick GAS
- 236 MTV Hits
- 237 VH1 Classics
- 239 VH1 Country
- 240 TV One

**DIGITAL SPORTS & INFORMATION TIER**

- 241 Outdoor Life Network
- 242 Fox Soccer Channel
- 243 The Golf Channel
- 244 ESPN Classic
- 245 ESPN News
- 246 DIY
- 247 NBA TV
- 249 NFL Network
- 250 Bloomberg
- 251 CNNi
- 252 G4techTV
- 253 AZN
- 254 Washington Korean TV (WKTV)
- 255 Tennis Channel
- 256 Fit TV

**DIGITAL INTERNATIONAL CHANNELS**

- 271 ART
- 272 ZEE TV
- 273 TV Asia
- 274 SBTN
- 275 TFC (The Filipino Channel)
- 276 Bridges TV

**DIGITAL PREMIUMS**

- 300 HBO
- 301 HBO Comedy Included with HBO
- 302 HBO Zone Included with HBO
- 303 HBO Signature Included with HBO
- 304 HBO 2 Included with HBO
- 305 HBO Family Included with HBO
- 306 HBO Latino Included with HBO
- 310 HBO (West) Included with HBO
- 311 HBO Family (West) Included with HBO
- 320 Cinemax
- 321 MoreMax Included with Cinemax

- 322 ThrillerMax Included with Cinemax
- 323 ActionMax Included with Cinemax
- 330 WMax Included with Cinemax
- 331 5 Star Max Included with Cinemax
- 332 @Max Included with Cinemax
- 333 OuterMax Included with Cinemax
- 340 Showtime
- 341 Showtime Too  
Included with Showtime
- 342 Showtime Showcase  
Included with Showtime
- 343 Showtime Extreme  
Included with Showtime
- 344 Showtime Beyond  
Included with Showtime
- 360 TMC Included with Showtime
- 361 TMC Xtra Included with Showtime
- 370 Encore (West) Included with Starz
- 371 Starz
- 372 Starz Edge Included with Starz
- 373 Starz in Black Included with Starz
- 374 Starz Kids & Family  
Included with Starz
- 375 Starz Cinema Included with Starz

**PAQUETE LATINO**

- 400 Toon Disney Español (SAP)
- 401 Discovery en Español
- 402 MTV en Español
- 403 VH Uno
- 404 CNN en Español
- 405 Fox Soccer en Español
- 406 Boomerang Español (SAP)
- 407 Canal Sur
- 408 Cine Latino
- 410 HBO Latino  
Included with HBO subscription
- 411 Nick TOO
- 412 Nick Toons
- 413 Sorpresa
- 414 Cartoon Network (SAP)
- 415 EWTN Español
- 417 Galavisión
- 418 The History Channel en español
- 419 de Película
- 420 de Película Clásico
- 421 Ritmoson
- 422 Mun2
- 423 Musica Urbana - Music Choice
- 424 Salsa Merengue - Music Choice
- 425 Rock en Español - Music Choice
- 426 Pop Latino - Music Choice
- 427 Mexicana - Music Choice
- 428 ESPN Deportes
- 429 TV Chile

**DIGITAL PAY-PER-VIEW (PPV)**

- 500 Digital IN DEMAND  
Preview Channel
- 501-
- 502 IN DEMAND PPV Events

- 503-
- 522 IN DEMAND PPV Movie:
- 523 Hot Choice - Adult PPV
- 590 Playboy - Adult PPV
- 591 Ten Clips - Adult PPV
- 592 Ten Blox - Adult PPV
- 593 Hot Network - Adult PPV
- 594 Hot Zone - Adult PPV
- 598 Playboy en Español - Ad  
PPV

- 601-
- 607 ESPN PPV
- 650 NBA TV Preview Channel
- 651-
- 659 NBA/MLS PPV
- 662 NBA TV
- 670-
- 679 NHL/MLB PPV

**HDTV CHANNELS**

- 701 HBO HDTV  
Subscription to HBO required
- 702 SHO HDTV  
Subscription to Showtime required
- 703 Discovery HD Theater
- 704 NBC HD (WRC)
- 705 FOX HD (WTTG)
- 707 ABC HD (WJLA)
- 708 ESPN HD
- 709 CBS HD (WUSA)
- 710 iNHD1
- 711 iNHD2
- 712 Universal HD
- 713 Starz HD  
Subscription to Starz required
- 714 TNT HD
- 726 PBS HD

**DIGITAL BROADCAST CHANNELS**

- 800 PBS WETA Prime
- 801 PBS WETA Kids
- 802 PBS WETA Plus

**DIGITAL GATEWAY\***

- 901-
- 946 Music Choice

\*Included for all Digital Customers

Programming as of November 1, 2005.

**Fairfax County Reply Comment Attachments  
MB Docket No. 06-189**

**Attachment A – Cox VA Rate & Channel Line-Up Information**

A – 4. Cox 2004 Annual Customer Notice –  
Prices Effective November 1, 2004.



## 2004 Annual Customer Notice

3080 Centreville Road  
Herndon, VA 20171  
(703) 378-8422  
[www.cox.com/fairfax](http://www.cox.com/fairfax)

The 1992 Cable Act requires the following annual notification of customer service standards.

### Resolution of Complaints and Inquiries

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting [www.cox.com/support/fairfax/contactsup](http://www.cox.com/support/fairfax/contactsup).

Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Kingstowne, at 5958 Kingstowne Town Center. In the event the customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

#### **Department of Cable Communications and Consumer Protection**

12000 Government Center Parkway, Suite 433  
Fairfax, VA 22035  
(703) 222-8435, TTY (703) 222-8653

#### **City of Fairfax customers may contact: Public Information Officer**

10455 Armstrong Street  
Fairfax, VA 22030  
(703) 385-7855

#### **Falls Church customers may contact: Cable Administrator, Public Works**

300 Park Avenue  
Falls Church, VA 22046  
(703) 246-5080

*Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above.*

## Products and Services

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to any digital cable services. A subscription to Digital Gateway is a prerequisite to premium (pay) services or pay-per-view and some high-definition programming.

## Instructions On How to Use Cable Service

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide or [www.cox.com/fairfax](http://www.cox.com/fairfax) for information on operations and services.

## Signal Blocking Devices

Customers should receive only those channels that they've ordered. If you see images or hear sound from channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting [www.cox.com/support/fairfax/contactsup](http://www.cox.com/support/fairfax/contactsup).

**Cox Communications - Fairfax County Programming & Equipment Rates**  
**Effective November 1, 2004**  
Rates do not include franchise fees, franchise PEG fees, & other costs paid to local government.  
 \*2% of total bill = \$0.21

SERVICES	MONTHLY SERVICE FEES
<b>Analog Programming Service Rates</b>	
Basic Service	\$ 14.70
Expanded Basic (includes Basic service)	\$ 40.40
<b>Analog Equipment</b>	
Analog Converter plus Remote	\$ 3.50
<b>Cox High Speed Internet Service<sup>1</sup></b>	
Cox Premier Package	\$ 54.95 (bundled)      \$69.95 (non-bundled)
Cox Preferred Package	\$ 39.95 (bundled)      \$54.95 (non-bundled)
Cox Value Package	\$ 24.95 (bundled)      \$24.95 (non-bundled)
Modem Rental	\$ 15.00
Additional IP Address (1st IP free, maximum 3 total)	\$ 6.95/ea.
<b>Cox Service Assurance Plan</b>	<b>\$ 3.25/mo.</b>
<b>Digital Tiers</b>	
<i>Movie Tier:</i>	Ten channels of digital movies.
<i>Variety Tier:</i>	Twenty one channels of variety programming.
<i>Sports &amp; Info:</i>	Thirteen channels of news & sports programming.
<i>Discovery<sup>2</sup>:</i>	Nine channels including Discovery programming and Weatherscan.
<b>Digital Services<sup>3</sup></b>	
Digital Gateway (required for digital service)	\$ 5.95
<i>Includes Interactive Program Guide (IPG), digital Music Choice plus access to digital pay-per-view, premium &amp; digital service tiers.</i>	
Digital Service with 1 Digital Tier	\$ 7.95
<i>Includes Digital Gateway &amp; any 1 tier of digital channels, plus Discovery Tier &amp; Weatherscan Local.</i>	
Digital Service with 3 Digital Tiers	\$ 12.95
<i>Includes Digital Gateway &amp; all 3 tiers of digital channels, plus Discovery Tier &amp; Weatherscan.</i>	
Digital Premium Services <sup>4</sup>	\$ 13.99/ea.
HBO (9 channels) • Showtime (7 channels) • Cinemax (8 channels) • Starz! (6 channels)	
<b>Digital International Services<sup>5</sup></b>	
Washington Korean TV (WKTV)	\$ 12.95
Arab Radio and TV (ART)	\$ 12.95
ZEE TV (Hindi & Indian/South Asian programming)	\$ 14.99 (\$24.95 w/TV Asia)
TV Asia	\$ 14.95 (\$24.95 w/Zee TV)
TFC (The Filipino Channel)	\$ 11.95
SBTN (Saigon Broadcast Television Network)	\$ 14.99
Digital InDemand Pay-Per-View	rates vary
Cox One-Way Digital Plug-and-Play Cable Card™	\$ 1.99

**High Definition (HD) services**

Discovery HD Theater	\$ 5.99 <sup>a</sup>
ESPN HD (Must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
iNHD1 (Must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
iNHD2 (Must subscribe to Expanded Basic Service, Digital Gateway)	No Additional Charge
HBO HDTV (Included w/HBO subscription)	
SHO HDTV (Included w/Showtime subscription)	
ABC HD	No Additional Charge
NBC HD	No Additional Charge
CBS HD	No Additional Charge
FOX HD	No Additional Charge

**Digital Video Recorder (DVR)**

DVR service	\$ 9.99
HD/DVR service (HD/DVR converter required to receive HD programming)	\$ 9.99

**Home Networking from Cox<sup>7</sup>**

\$ 6.95

**Digital Equipment**

Digital set top box & remote	\$ 3.50
Additional digital outlets (includes digital set top box & service)	\$ 9.45
DVR converter (replaces digital converter box)	\$ 3.50
HDTV converter (replaces digital converter box)	\$ 9.99
HD/DVR converter	\$ 9.99

**Digital Packages<sup>a</sup>**

<i>Paquete Latino</i>	\$26.15
Limited Basic service, digital converter and remote, plus 28 Spanish channels.	
<i>Super Plus Package</i>	\$68.69
Expanded Basic service, digital converter and remote, plus 3 digital tiers and any 1 premium service.	
<i>Choice Package</i>	\$73.69
Expanded Basic service, digital converter and remote, plus 1 digital tier and any 2 premium services.	
<i>Greatest Hits Package</i>	\$78.69
Expanded Basic service, digital converter and remote, plus 3 digital tiers and any 2 premium services.	
<i>Movie Plus Package</i>	\$83.69
Expanded Basic service, digital converter and remote, plus the digital Movie tier and 3 premium services.	
<i>The Big Deal Package</i>	\$93.69
Expanded Basic service, digital converter and remote, plus 3 digital tiers and all 4 premium services.	

**Installation/One-Time Charges**

New Service/Transfer Standard Installation (primary outlet)	\$29.99
Service Call Charge	\$41.99 <sup>b</sup>
CableCARD™ Installation and activation	\$29.99
Additional Outlet Installation (during initial install visit)	\$10.00
Additional Outlet Installation (separate visit)	\$19.99
Relocate Outlet (video or high-speed Internet)	\$19.99
Additional Outlet Kit (analog only)	\$ 5.95
Digital Self Install 2nd Trip Charge	\$19.99
Digital Upgrade (current non-digital customers only)	\$19.99
Additional Digital Outlet (same visit)	\$10.00
Digital Downgrade to Analog	\$19.99
DVR Installation (new customers)	\$29.99
High Definition Installation (new customers)	\$29.99
DVR Upgrade	\$19.99
HDTV Upgrade	\$19.99
Programming/Service Change (electronic)	\$ 5.00
Programming/Equipment/Hook-Up Change (trip required)	\$19.99
Account Reconnection (electronic)	\$ 1.99
Account Reconnection HSI/Cable (trip required)	\$19.99
Wall Fish (Per wall, floor or ceiling each)	\$24.99
Cox High Speed Internet Self-Install	No Charge
Cox High Speed Internet Professional Installation	\$99.99
Cox High Speed Internet Self Install 2nd trip charge	\$74.99
Returned Check Charge	\$25.00
Late Payment Fee	\$ 5.00
Vacation Disconnect	\$10.00
TV Guide Cable (optional weekly magazine)	\$ 3.99/month

55

**Lost Equipment Charges**

Cox remote controls	\$ 6.00
GI analog descrambler	\$108.00

SA digital converter	\$260.00
SA DVR converter	\$580.00
SA HD/DVR converter	\$571.00
CableCARD™	\$ 85.00
Cox cable modem	\$ 75.00
SA HDTV converter	\$360.00
Basic non-addressable converters	\$ 40.00
Internal Voice Port	\$370.00

<sup>1</sup>Cable modem rental or purchase required. Service may not be available in all areas. <sup>2</sup>Discovery Tier is free with the Movie, Variety and Sports & Info tiers. <sup>3</sup>Basic Analog service and digital set top box also required and priced separately. <sup>4</sup>Digital premium services sold a-la-carte or in packages. Digital service required. <sup>5</sup>Digital International Services are only available a-la-carte and are not included as part of a digital package. <sup>6</sup>No additional charge as of January 1, 2005. <sup>7</sup>For \$6.95 per month and a one-year commitment, customers will also receive 24-hour technical support. <sup>8</sup>Each package also includes Digital Gateway and Discovery Tier. <sup>9</sup>\$41.99 CSAP service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates and programming subject to change.

## Cox Digital Telephone Rates

### Calling Packages

#### Cox Unlimited Connection

• \$39.95/3-Product Bundle • \$44.95/2-Product Bundle • \$49.95/Phone Only

Includes unlimited local and nationwide Cox LD

Plus these 16 features; (Voice Mail is optional)

- Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID
- Three-Way Calling • Call Return • Busy Line Redial
- Selective Call Acceptance • Selective Call Rejection
- Call Forwarding - Busy • Call Forwarding - No Answer
- Call Forwarding of Call Waiting • Priority Ringing
- Long Distance Alert • Call Waiting ID
- Selective Call Forwarding • Voice Mail

#### Connection-100

\$34.90

Includes 100 Cox LD minutes per month

Plus a low 5 cents per minute thereafter for in-state and state-to-state calls anytime and these 16 features plus Voice Mail

- Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID
- Three-Way Calling • Call Return • Busy Line Redial
- Selective Call Acceptance • Selective Call Rejection
- Call Forwarding - Busy • Call Forwarding - No Answer
- Call Forwarding of Call Waiting • Priority Ringing
- Long Distance Alert • Call Waiting ID
- Selective Call Forwarding • Voice Mail

#### Features<sup>1</sup>

#### Solutions

\$14.95

Includes the following 16 features:

- Call Forwarding • Call Waiting • Speed Dial 8 • Caller ID
- Three-Way Calling • Call Return • Busy Line Redial
- Selective Call Acceptance • Selective Call Rejection
- Call Forwarding - Busy • Call Forwarding - No Answer
- Call Forwarding of Call Waiting • Priority Ringing
- Long Distance Alert • Call Waiting ID • Selective Call Forwarding

#### Control Plus

\$ 9.95

Includes the following 4 features:

- Call Return • Priority Ringing • Long Distance Alert
- Call Waiting ID

#### Call Waiting ID

\$ 9.95

- Call Waiting • Caller ID

#### Long Distance<sup>1</sup>

Cox Long Distance - \$.10 per minute

#### Simply 5 - \$.05 per minute

\$ 4.95/mo.

Simply 5 is a long distance plan. Calls are \$.05 per minute, with a monthly recurring charge of \$4.95<sup>2</sup>.

#### International Savings Plan -

\$ 2.95/mo.

rates vary per country

56

#### Monthly Charges

#### Phone lines (each)<sup>3</sup>

\$12.90

Cox Service Assurance Plan

\$ 3.25

Non Listed in Directory

\$ 1.00

Non Published in Directory or 411 \$ 1.71  
 Additional Directory Listing \$ 1.12

**A-la-carte Features**

	<u>Monthly</u>	<u>Per Use</u>
Anonymous Call Rejection	No charge	N/A
Busy Line Redial <sup>4</sup>	\$1.80	\$0.70
Call Forwarding	\$3.40	N/A
Call Forwarding Busy	\$3.15	N/A
Call Forwarding - No Answer	\$3.15	N/A
Call Forwarding - Remote Access	\$4.50	N/A
Call Forwarding of Call Waiting	\$3.25	N/A
Call Number Block - per call	No charge	N/A
Call Return Last Number Inbound <sup>4</sup>	\$3.90	\$0.70
Call Trace	N/A	\$1.00
Call Waiting	\$3.45	N/A
Caller ID	\$7.40	N/A
Caller ID Per Use Blocking	No charge	N/A
Long Distance Alert	\$3.15	N/A
Line Number Block	No charge	N/A
Priority Ringing <sup>5</sup>	\$2.70	N/A
Repeat Dialing, Last Number Dialed <sup>4</sup>	\$1.80	\$0.70
Selective Call Acceptance	\$3.60	N/A
Selective Call Forwarding	\$3.60	N/A
Selective Call Rejection	\$3.60	N/A
Three Way Calling <sup>4</sup>	\$3.40	\$0.70
900/976 Restriction	No charge	N/A
Toll Restriction	\$1.50	N/A
Speed Dial 8	\$1.40	N/A
Voice Mail	\$4.95	N/A
Voice Mail Pager	\$6.95	N/A
Home Office, Voice Mail and Fax	\$8.95	N/A

**Installation/One Time Charges**

	<u>Rate</u>	
	<u>Initial Install</u>	<u>After Initial Install</u>
Activation (1st line)	No charge	N/A
2nd Line	No charge	\$29.95
3rd /4th Line	\$29.95	\$29.95
Deposit (when required)	\$100.00 <sup>6</sup>	N/A
Account Changes (per billing record change)	N/A	\$ 9.00
Directory Changes/Change Listing	N/A	\$10.80
Reconnect (if only soft disconnect)	N/A	\$13.00
Transfer - 1st Line	N/A	\$29.95
Transfer - Add'l Lines	N/A	\$29.95
Additional jack (same trip) not wired	No charge	\$29.95
Additional jack (separate trip)	N/A	\$29.95
PIC (Long Distance Provider) Change	N/A	\$ 5.00 <sup>7</sup>
LPIC (Local Toll Provider) Change	N/A	\$ 5.00 <sup>7</sup>
Telephone Number Change	N/A	\$ 9.00
Features (add/change) per line	N/A	\$ 9.00
Voice Mail Installation	N/A	\$ 9.95
Service call for Non-CSAP customer		\$41.99 <sup>8</sup>

**Directory & Operator Charges**

Directory Assistance (DA) (local) \$0.29 (up to 3 free DA calls per month, \$0.29 per call thereafter)  
 Directory Assistance (LD) \$0.75 per call.

<sup>1</sup>Cox Connections or primary flat-rate line also required and priced separately. <sup>2</sup>Promotional offering will waive the activation charges on the first two lines installed on the first truck roll for residential telephone from June 1, 2004 to December 31, 2004. Additional lines will be billed at the regular rate of \$29.95 each. <sup>3</sup>Total of four lines allowed. <sup>4</sup>Maximum charge on a per use basis is \$4.90 per feature, per month. <sup>5</sup>Priority Ringing on up to 31 phone numbers. <sup>6</sup>The interest on customer deposits for telephone is 1.3% per VA SCC. <sup>7</sup>Waived if customer is switching TO Cox PIC or LPIC from a different provider. Also waived within 30 days of telephone number activation. <sup>8</sup>\$41.99 CSAP service call charge may apply to non-CSAP customer; fee is waived if service issue is related to Cox equipment.

Rates subject to change.

Telephone service provided by Cox Virginia Telcom, Inc., an affiliate of Cox Communications, Inc. Prices exclude applicable taxes, fees, equipment & surcharges. Rates subject to change. Service may not be available in all areas. Available in Cox wired, serviceable locations. Extended area calling fees range from \$.02 - \$.04 per minute depending on time of day. Late payment charge, if applicable, is 1.5% of the total unpaid balance, calculated monthly. Not all features available in all areas.

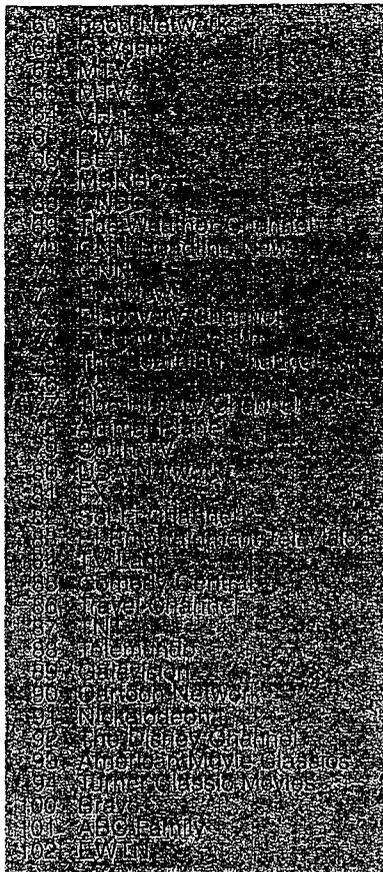
©2004 Cox Communications, Inc. Other restrictions apply.

### ANALOG BASIC SERVICE

- 2 WMDO/Univision
- 3 WBDC 50
- 4 WRC 4 - NBC  
Channel 34 without box
- 5 WTTG 5 - FOX  
Channel 35 without box
- 6 WNVG 56
- 7 WJLA 7- ABC  
Channel 37 without box
- 8 News Channel 8
- 9 WUSA 9 - CBS  
Channel 39 without box
- 10 Fairfax Cable Access
- 11 Fairfax Public Access  
School Teacher Channel  
Cities of Fairfax / Falls  
Church
- 13 Leased Access
- 14 WFDC/TeleFutura
- 15 PAX TV (WPXW)
- 16 Fairfax Government Ch.
- 17 TBS
- 18 George Mason University
- 19 NVCC
- 20 WDCG UPN 20
- 21 FCPS Red Apple 21
- 22 WMPT
- 23 Towns of Herndon / Vienna
- 24 QVC
- 25 FCPS Community  
Classroom
- 26 WETA
- 27 Cable Marketplace II
- 28 WNVG 53
- 29 SHOP NBC
- 30 FPA International Access
- 31 WGN
- 32 WHUT
- 33 TV Guide Channel
- 34 HSN  
Channel 4 without box
- 35 COX 35  
Channel 5 without box
- 36 C-SPAN3 / Leased Access
- 37 FPA Community Board  
Channel 7 without box
- 38 Cable Marketplace
- 41 C-SPAN
- 43 C-SPAN2
- 44 Fairfax County Public Library
- 51 Trinity

### ANALOG EXPANDED BASIC SERVICE

- 50 Spike TV
- 51 ESPN Channel
- 52 ESPN
- 53 ESPN2
- 54 ESPN3
- 55 ESPN Classic
- 56 ESPN HD
- 57 ESPN2 HD
- 58 ESPN3 HD
- 59 ESPN Classic HD
- 60 ESPN HD2
- 61 ESPN HD3
- 62 ESPN HD4
- 63 ESPN HD5
- 64 ESPN HD6
- 65 ESPN HD7
- 66 ESPN HD8
- 67 ESPN HD9
- 68 ESPN HD10
- 69 ESPN HD11
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- 144 ESPN HD86
- 145 ESPN HD87
- 146 ESPN HD88
- 147 ESPN HD89
- 148 ESPN HD90
- 149 ESPN HD91
- 150 ESPN HD92
- 151 ESPN HD93
- 152 ESPN HD94
- 153 ESPN HD95
- 154 ESPN HD96
- 155 ESPN HD97
- 156 ESPN HD98
- 157 ESPN HD99
- 158 ESPN HD100



### DIGITAL DISCOVERY TIER\*

- 150 Discovery Times
- 151 Discovery Home
- 152 Discovery Kids
- 153 The Science Channel
- 154 Discovery Wings
- 155 Weatherscan (Local Radar)
- 156 Noggin
- 157 NASA
- 158 Jewelry TV

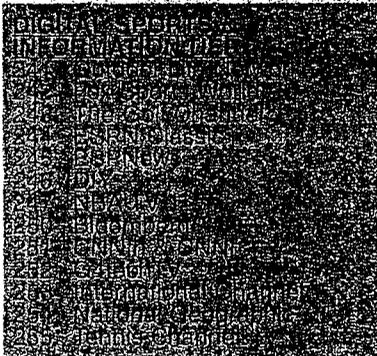
\*Included with any Digital Tier

### DIGITAL MOVIE TIER

- 200 AMC
- 201 Sundance
- 202 Encore
- 203 Encore Westerns
- 204 Encore Movie Clasic
- 205 Encore Mystery
- 206 Encore Action
- 207 Encore Kids Stories
- 208 Encore Comedy
- 209 Encore Drama
- 210 Encore History
- 211 Encore Sports
- 212 Encore Music
- 213 Encore Nature
- 214 Encore Sci-Fi
- 215 Encore TV Shows
- 216 Encore TV Series
- 217 Encore TV Movies
- 218 Encore TV Documentaries
- 219 Encore TV Animation
- 220 Encore TV Reality
- 221 Encore TV Game Shows
- 222 Encore TV News
- 223 Encore TV Talk Shows
- 224 Encore TV Variety
- 225 Encore TV Sports
- 226 Encore TV Music
- 227 Encore TV Kids
- 228 Encore TV Family
- 229 Encore TV Lifestyle
- 230 Encore TV Food
- 231 Encore TV Travel
- 232 Encore TV Health
- 233 Encore TV Pets
- 234 Encore TV Gardening
- 235 Encore TV Home Improvement
- 236 Encore TV DIY
- 237 Encore TV Crafts
- 238 Encore TV Hobbies
- 239 Encore TV Antiques
- 240 Encore TV Collectibles
- 241 Encore TV Gardening
- 242 Encore TV Home Improvement
- 243 Encore TV DIY
- 244 Encore TV Crafts
- 245 Encore TV Hobbies
- 246 Encore TV Antiques
- 247 Encore TV Collectibles
- 248 Encore TV Gardening
- 249 Encore TV Home Improvement
- 250 Encore TV DIY
- 251 Encore TV Crafts
- 252 Encore TV Hobbies
- 253 Encore TV Antiques
- 254 Encore TV Collectibles
- 255 Encore TV Gardening
- 256 Encore TV Home Improvement
- 257 Encore TV DIY
- 258 Encore TV Crafts
- 259 Encore TV Hobbies
- 260 Encore TV Antiques
- 261 Encore TV Collectibles
- 262 Encore TV Gardening
- 263 Encore TV Home Improvement
- 264 Encore TV DIY
- 265 Encore TV Crafts
- 266 Encore TV Hobbies
- 267 Encore TV Antiques
- 268 Encore TV Collectibles
- 269 Encore TV Gardening
- 270 Encore TV Home Improvement
- 271 Encore TV DIY
- 272 Encore TV Crafts
- 273 Encore TV Hobbies
- 274 Encore TV Antiques
- 275 Encore TV Collectibles
- 276 Encore TV Gardening
- 277 Encore TV Home Improvement
- 278 Encore TV DIY
- 279 Encore TV Crafts
- 280 Encore TV Hobbies
- 281 Encore TV Antiques
- 282 Encore TV Collectibles
- 283 Encore TV Gardening
- 284 Encore TV Home Improvement
- 285 Encore TV DIY
- 286 Encore TV Crafts
- 287 Encore TV Hobbies
- 288 Encore TV Antiques
- 289 Encore TV Collectibles
- 290 Encore TV Gardening
- 291 Encore TV Home Improvement
- 292 Encore TV DIY
- 293 Encore TV Crafts
- 294 Encore TV Hobbies
- 295 Encore TV Antiques
- 296 Encore TV Collectibles
- 297 Encore TV Gardening
- 298 Encore TV Home Improvement
- 299 Encore TV DIY
- 300 Encore TV Crafts

### DIGITAL VARIETY TIER

- 218 Boomerang
- 220 Game Show Network
- 221 Toon Disney
- 222 FUSE
- 223 BET on Jazz
- 224 Encore WAM!
- 225 Soap Net
- 226 BBC America
- 227 Ovation
- 228 History International
- 229 The Biography Channel
- 230 Hallmark Channel
- 231 Fine Living
- 232 Style Network
- 234 Nicktoons
- 235 Nick GAS
- 236 MTV Hits
- 237 VH1 Classics
- 238 Mega Hits
- 239 VH1 Country

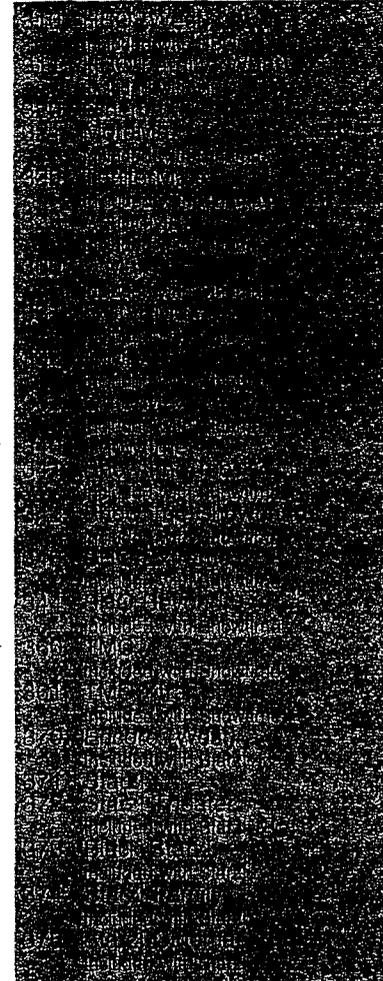


### DIGITAL INTERNATIONAL CHANNELS

- 270 Washington Korean TV  
(WKTV)
- 271 ART
- 272 ZEE TV
- 273 TV Asia
- 274 SBN
- 275 TFC (The Filipino Channel)

### DIGITAL PREMIUMS

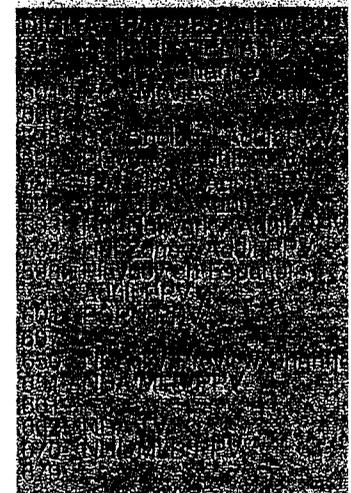
- 300 HBO
- 301 HBO HD
- 302 HBO Signature
- 303 HBO Signature
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- 400 HBO Signature



### PAQUETE LATINO

- 400 Toon Disney Español (SAP)
- 401 Discovery en Español
- 402 MTV en Español
- 403 VH Uno
- 404 CNN en Español
- 405 Fox Sports en Español
- 406 Boomerang Español (SAP)
- 407 Canal Sur
- 408 Cine Latino
- 410 HBO Latino
- Included with HBO subscription
- 411 Nick 2
- 412 Nick Toons
- 413 Sorpresa
- 414 Cartoon Network (SAP)
- 415 EWTN Español

- 417 Galavisión
- 418 The History Channel en Español
- 419 de Película
- 420 de Película Clásico
- 421 Ritmosón
- 422 Mun2
- 423 Música Urbana - Music Choice
- 424 Salsa Merengue - Music Choice
- 425 Rock en Español - Music Choice
- 426 Pop Latino - Music Choice
- 427 Mexicana - Music Choice
- 428 ESPN Deportes
- 429 TV Chile



### HDTV CHANNELS

- 701 HBO HDTV  
Subscription to HBO required
- 702 SHO HDTV  
Subscription to SHO required
- 703 Discovery HD Theater
- 704 NBC HD
- 705 FOX HD
- 707 ABC HD
- 708 ESPN HD
- 709 CBS HD
- 710 INHD1
- 711 INHD2

### DIGITAL GATEWAY

- 901 Music Choice
- 902 Music Choice
- 903 Music Choice
- 904 Music Choice
- 905 Music Choice
- 906 Music Choice
- 907 Music Choice
- 908 Music Choice
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- 910 Music Choice
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- 998 Music Choice
- 999 Music Choice
- 1000 Music Choice

Programming as of November 1, 2004.

**Fairfax County Reply Comment Attachments  
MB Docket No. 06-189**

**Attachment A – Cox VA Rate & Channel Line-Up Information**

A – 5. Cox 2003 Annual Customer Notice –  
Prices Effective November 1, 2003.



## 2003 Annual Customer Notice

3080 Centreville Road  
Herndon, VA 20171  
(703) 378-8422  
[www.cox.com/fairfax](http://www.cox.com/fairfax)

The 1992 Cable Act requires the following annual notification of customer service standards.

### Resolution of Complaints and Inquiries

Customers should direct consumer or service complaints to Cox Communications by calling (703) 378-8422 or by visiting <https://www.cox.com/Fairfax/ContactUsEmail.asp>. Cox offers 24/7 customer service, ensuring that all customer concerns are addressed in a timely manner. Customers can also visit our facility in Herndon, located at the address above, or in Springfield, at 7741 Southern Drive. In the event the customer wishes to register a consumer or service complaint with the governing body of their jurisdiction, such complaints may be submitted to:

#### **Fairfax County Department of Telecommunications & Consumer Services Consumer Services Division**

12000 Government Center Parkway, Suite 433  
Fairfax, VA 22035  
(703) 222-8435, TTY (703) 222-8653

#### **City of Fairfax customers may contact: Public Information Officer**

10455 Armstrong Street  
Fairfax, VA 22030  
(703) 385-7855

#### **Falls Church customers may contact: Cable Administrator, Public Works**

300 Park Avenue  
Falls Church, VA 22046  
(703) 246-5080

*Residents in the Towns of Herndon, Vienna and Clifton should contact the Fairfax County Telecommunications office listed above.*

### Products and Services

Customers acknowledge that the tiers of service offered by Cox Communications are independent of each other, but that as a prerequisite to subscribing to Expanded Basic Service, customers will be required to subscribe to Basic Service. A subscription to Basic Service is also a prerequisite to premium (pay) services or pay-per-view events, and to any digital cable services.

### Instructions On How to Use Cable Service

Customers may tune in to channel 35 and/or consult the Cox Viewer's Guide, the Cox Digital Cable Customer Handbook or [www.cox.com/fairfax](http://www.cox.com/fairfax) for information on operations and services. A User's Guide is provided at time of installation. Lost copies may be replaced by calling (703) 378-8422.

### Signal Blocking Devices

Customers should receive only those channels that they've ordered. If you see images or hear sound from scrambled premium or adult channels that you do not subscribe to, you may have these channels blocked at no charge by calling (703) 378-8422 or by visiting <https://www.cox.com/Fairfax/ContactUsEmail.asp>.

## Cox Communications - Fairfax County Programming & Equipment Rates Effective November 1, 2003

SERVICES	MONTHLY SERVICE FEES
<u>Analog Programming Service Rates</u>	
Basic Service	\$ 12.70
Expanded Basic (includes Basic service)	\$ 40.40
HBO or Showtime	\$ 13.99
Cinemax	\$ 12.99
Any 3 premium services	\$ 26.99
Any 2 premium services	\$ 21.99
Sports Tier* (Golf Channel, ESPNNews, Fox Sports World)	\$ 4.99
<i>*Sports Tier only available in areas that have not yet been upgraded to the new Cox system.</i>	
<u>Analog Equipment</u>	
Analog Remote	\$ 0.21
Analog Descrambler (required for analog Premium & PPV)	\$ 2.40
<u>IN DEMAND Pay-Per-View Programming</u>	
Movies	\$ 3.99 to \$11.99
Special Events	prices vary
<u>Cox High Speed Internet Service*</u>	
Cox Cable Customers	\$ 39.95
Non Cox Cable Customers	\$ 54.95
Modem Rental	\$ 15.00
Additional IP Address (1st IP free, maximum 3 total)	\$ 6.95/ea.
Cox High Speed Internet Self-Install	No Charge
Cox High Speed Internet Professional Installation	\$ 99.99
Cox High Speed Internet Self Install Service Call**	\$ 74.99

\*Cable modem rental or purchase required. Service may not be available in all areas.

\*\* Effective 12/01/2003

### Digital Tiers

**Movie Tier:** Ten channels of digital movies including IFC, Sundance, Lifetime Movie Network, WE: Women's Entertainment and six Encore channels specializing in westerns, love stories, mystery, action and true stories.

**Variety Tier:** Twenty one channels of variety with something for everyone, including G4, Toon Disney, Fuse, BET on Jazz, Encore WAM!, Soap Net, Mega Hits, BBC America, History Channel International, The Hallmark Channel, Fine Living, Nick GAS, VH1 Country, VH1 Classics and The Biography Channel.

- Sports & Info:** Ten sports channels of news & sports programming including Outdoor Life Network, Fox Sports World, The Golf Channel, ESPN Classic, ESPNNews, Do-it-Yourself Network (DIY), Bloomberg TV, CNNfn, International Channel, and Tech TV.
- TeleLatina:** Nine channels of quality Hispanic programming, including Toon Disney Español, Discovery Español, MTV Español, VH Uno, CNN Español, Fox Sports World en Español, Boomerang en Español, Cine Latino and Canal Sur.
- Discovery\*:** Six channels of Discovery programming, including Discovery Times, Discovery Home & Leisure, Discovery Kids, The Science Channel, Discovery Wings and Weatherscan (local radar).
- \*Discovery Tier is free with the Movie, Variety, Sports & Info, or TeleLatina tiers.*

**Digital Services\***

Digital Gateway (required for digital service)	\$ 4.95
<i>Includes Interactive Program Guide (IPG), digital Music Choice plus access to digital pay-per-view, premium &amp; digital service tiers.</i>	
Digital Service with 1 Digital Tier	\$ 6.95
<i>Includes Digital Gateway &amp; any 1 tier of digital channels, plus Discovery Tier &amp; Weatherscan Local.</i>	
Digital Service with 3 Digital Tiers	\$ 11.95
<i>Includes Digital Gateway &amp; any 3 tiers of digital channels, plus Discovery Tier &amp; Weatherscan.</i>	
Digital Service with all 4 Digital Tiers	\$ 17.90
<i>Includes Digital Gateway &amp; all 4 tiers of digital channels, plus Discovery Tier &amp; Weatherscan Local.</i>	
Digital Premium Services+	\$ 13.99/ea.
HBO (9 channels)	
Showtime (7 channels)	
Cinemax (8 channels)	
Starz! (6 channels)	
Digital International Services~	
Washington Korean TV (WKTV)	\$ 12.95
Arab Radio and TV (ART)	\$ 12.95
ZEE TV (Hindi & Indian/South Asian programming)	\$ 14.99
	(\$24.95 w/TV Asia)
TV Asia -	\$ 14.95
	(\$24.95 w/Zee TV)
TFC (The Filipino Channel)	\$ 11.95
SBTN (Saigon Broadcast Television Network)	\$ 14.99
Digital Pay-Per-View	rates vary

\*Basic Analog service and digital set top box also required and priced separately.

+Digital premium services sold a-la-carte or in packages. Digital service required.

~Digital International Services are only available a-la-carte and are not included as part of a digital package.

**High Definition (HD) services\*\*\***

Discovery HD Theatre	\$5.99
ESPN HD	\$5.99
HBO HDTV	<i>Included w/Digital HBO subscription</i>
Showtime	<i>Included w/Digital Showtime subscription</i>
ABC	No Additional Charge
NBC	No Additional Charge

**Digital Video Recorder (DVR)**

DVR service	\$9.99
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**Home Networking from Cox**

\$299.95 for two personal computers

*Includes home networking hardware and software, as well as professional on-site installation. For \$9.95 per month and a one-year commitment, customers will also receive 24-hour technical support.*

### Digital Equipment

Digital set top box & remote	\$ 3.00
Additional digital outlets (includes digital set top box & service)	\$ 7.95
DVR set top box (replaces digital set top box)	\$ 3.00
HDTV set top box (replaces digital set top box)	\$ 9.99

### Digital Packages\*

<i>Super Plus Package</i>	\$67.19
Expanded Basic service, digital set top box and remote, plus any 3 digital tiers and any 1 digital premium service.	
<i>Choice Package</i>	\$72.19
Expanded Basic service, digital set top box and remote, plus any 1 digital tier and any 2 digital premium services.	
<i>Greatest Hits Package</i>	\$77.19
Expanded Basic service, digital set top box and remote, plus any 3 digital tiers and any 2 digital premium services.	
<i>Movie Plus Package</i>	\$82.19
Expanded Basic service, digital set top box and remote, plus the digital Movie tier and any 3 digital premium services.	
<i>The Big Deal Package</i>	\$92.19
Expanded Basic service, digital set top box and remote, plus any 3 digital tiers and all 4 digital premium services.	

\*Each package also includes Digital Gateway, Discovery Tier & Weatherscan Local.

### Installation/One-Time Charges

New Service/Transfer Standard Installation (primary outlet)	\$29.99
Additional Outlet Installation (during initial install visit)	\$10.00
Additional Outlet Installation (separate visit)	\$19.99
Relocate Outlet (video or high-speed Internet)	\$19.99
Additional Outlet Kit (analog only)	\$ 5.95
Digital Self Install Service Call**	\$19.99
Digital Upgrade (current non-digital customers only)	\$19.99
Additional Digital Outlet (same visit)	\$10.00
Digital Downgrade to Analog	\$19.99
High Definition Installation (new customers)	\$29.99
DVR Upgrade	\$19.99
HDTV Upgrade	\$19.99
Programming/Service Change (electronic)	\$ 5.00
Programming/Equipment/Hook-Up Change (trip required)	\$19.99
Add or Drop Expanded Programming (electronic)	\$ 1.99
Account Reconnection (electronic)	\$ 1.99
Account Reconnection HSI/Cable (trip required)	\$19.99
Wall Fish (Per wall, floor or ceiling each)	\$24.99
Mail A/B Switch	\$ 5.41
Replace Parental Control Key	\$ 2.00
Returned Check Charge	\$25.00
Late Payment Fee	\$ 5.00
TV Guide Ultimate Cable (optional weekly magazine)	\$ 3.99/month

Rates do not include franchise fees. Franchise, PEG fees & other costs paid to local governments: 8.26% of total bill + \$0.16.

\*\*Effective 12/01/2003

### Lost Equipment Charges

Cox remote controls	\$ 6.00
GI analog descrambler	\$ 98.00
SA digital set top box	\$260.00
SA DVR set top box	\$580.00
Cox cable modem	\$ 85.00
SA HDTV set top box	\$360.00
Basic non-addressable converters	\$ 40.00
Modem with Router	\$580.00

Note : There is a \$10 charge for a vacation disconnect.

ANALOG BASIC SERVICE

- 2 Univision
- 3 WBDC 50
- 4 WRC 4 - NBC  
*Channel 34 without box*
- 5 WTTG 5 - FOX  
*Channel 35 without box*
- 6 WNIW 56
- 7 WJLA 7 - ABC  
*Channel 37 without box*
- 8 News Channel 8
- 9 WUSA 9 - CBS  
*Channel 39 without box*
- 10 Fairfax Cable Access
- 11 Fairfax Public Access
- 12 School Teacher Channel
- 13 City of Fairfax / Falls Church  
*Leased Access*
- 14 WFDC TeleFutura
- 15 PAX TV (WPX-TV)
- 16 Fairfax Government Ch.
- 17 TBS
- 18 George Mason University
- 19 NVCC
- 20 WDCALPN 20
- 21 FCPS Red Apple 21
- 22 WMPT
- 23 Towns of Herndon / Vienna
- 24 QVC
- 25 FCPS Community Classroom
- 26 WETA
- 27 Cable Marketplace II
- 28 WTVT 52
- 29 SHOP NBC
- 30 FFA International Access
- 31 WGN
- 32 WHUT
- 33 TV Guide Channel
- 34 HSN  
*Channel 4 without box*
- 35 COX 36  
*Channel 3 without box*
- 36 C-SPAN 3 / Leased Access
- 37 FFA Community Board  
*Channel 7 without box*
- 38 Cable Marketplace
- 41 C-SPAN 6
- 43 C-SPAN 2

- 44 FCPS Public Library Ch.
- 45 NASA

ANALOG PREMIUM

SERVICES

- 46 TMC  
*Included with Showtime*
- 47 HBO
- 48 CINEMAX
- 49 SHOWTIME

ANALOG PAY-PER-VIEW

- 50 IN DEMAND  
*Analog Pay-Per-View*

ANALOG EXPANDED

BASIC SERVICE

- 51 Trinity
- 53 Speed Channel
- 54 Spike TV
- 55 ESPN 2
- 56 ESPN
- 57 Comcast Sportsnet
- 58 Lifetime
- 59 Home & Garden TV
- 60 Food Network
- 61 Court TV
- 62 Travel Channel
- 63 MTV
- 64 VH-1
- 65 CMT
- 66 BET
- 67 MSNBC
- 68 CNBC
- 69 The Weather Channel
- 70 CNN Headline News
- 71 CNN
- 72 Fox News
- 73 Discovery Channel
- 74 Discovery Health
- 75 The Learning Channel
- 76 A&E
- 77 The History Channel
- 78 Animal Planet
- 79 Oxygen
- 80 <sup>64</sup> USA Network
- 81 FX
- 82 Sci-Fi Channel

- 83 E! Entertainment Television
- 84 TV Land
- 85 Comedy Central
- 86 Bravo
- 87 TNT
- 88 Telemundo
- 89 ABC Family
- 90 Cartoon Network
- 91 Nickelodeon
- 92 The Disney Channel
- 93 American Movie Classics
- 94 Turner Classic Movies
- 100 EWTN
- 101 Galveston
- 102 MTV 2

DIGITAL DISCOVERY TIER

- 150 Discovery Times
- 151 Discovery Home & Life
- 152 Discovery Kids
- 153 The Science Channel
- 154 Discovery Wings
- 155 WeatherScan (Local Req)  
*Included with any Digital Tier*

DIGITAL MOVIE TIER

- 200 FCI
- 201 Sundance
- 202 Encore
- 203 Encore Westerns
- 204 Encore Love Stories
- 206 Encore Mystery
- 206 Encore Action
- 207 Encore True Stories
- 208 Lifetime Movie Network
- 209 WE

DIGITAL VARIETY TIER

- 219 Noggin
- 220 Game Show Network
- 221 Toon Disney
- 222 HUSE
- 223 BET on Jazz
- 224 Encore WAMU
- 225 Soap Net
- 226 BBC America
- 227 Oxygen
- 228 History International

- 229 The Biography Channel
- 230 Hallmark Channel
- 231 Fine Living
- 232 Style Network
- 233 G4
- 234 Nicktoons
- 236 Nick GAS
- 236 MTV Hits
- 237 VH1 Classics
- 238 Mega Hits
- 239 VH1 Country

**DIGITAL SPORTS & INFORMATION TIER**

- 241 Outdoor Life Network
- 242 Fox Sports World
- 243 The Golf Channel
- 244 ESPN Classic
- 245 ESPNews
- 246 DIY - Do It Yourself Network
- 247 NBA TV
- 250 Bloomberg
- 251 CNNfn & CNNi
- 252 Tech TV
- 253 International Channel

**DIGITAL INTERNATIONAL CHANNELS**

- 254 Washington Korean TV (WKTV)
- 255 ART
- 256 ZEE TV
- 257 TV Asia
- 258 SBTN
- 259 TFC (The Filipino Channel)

**DIGITAL PREMIUMS**

- 300 Digital HBO
- 301 HBO Comedy  
*Included with HBO*
- 302 HBO Zone  
*Included with HBO*
- 303 HBO Signature  
*Included with HBO*
- 304 HBO 2  
*Included with HBO*
- 305 HBO Family  
*Included with HBO*

- 306 HBO Hits  
*Included with HBO*
- 310 HBO (West)  
*Included with HBO*
- 311 HBO Family (West)  
*Included with HBO*
- 320 Cinemax
- 321 MoreMax  
*Included with Cinemax*
- 322 ThrillerMax  
*Included with Cinemax*
- 323 ActionMax  
*Included with Cinemax*
- 330 V-Max  
*Included with Cinemax*
- 331 5 Star Max  
*Included with Cinemax*
- 332 @Max  
*Included with Cinemax*
- 333 OuterMax  
*Included with Cinemax*
- 340 Digital Showtime
- 341 Showtime Tool  
*Included with Showtime*
- 342 Showtime Showcase  
*Included with Showtime*
- 343 SHO Xtreme  
*Included with Showtime*
- 344 SHO Beyond  
*Included with Showtime*
- 360 TMC  
*Included with Showtime*
- 361 TMC Extra  
*Included with Showtime*
- 370 Encore (West)  
*Included with Starz*
- 371 Digital Starz
- 372 Starz Theater  
*Included with Starz*
- 373 Black Starz  
*Included with Starz*
- 374 Starz Family  
*Included with Starz*
- 375 Starz Cinema  
*Included with Starz*

**DIGITAL TELELATINA TIER**

- 400 Toon Disney Español
- 401 Discovery Español

- 402 MTV Español
- 403 VH Uno
- 404 CNN Español
- 405 Fox Sports World en Español
- 406 Boomerang Español
- 407 Canal Sur
- 408 Cine Latino
- 410 HBO Latino  
*Included with HBO*

**DIGITAL PAY-PER-VIEW (PPV)**

- 500 Digital IN DEMAND Preview Channel
- 501-532 PPV Movies & Events
- 535 Hot Choice - Adult PPV
- 590 Playboy - Adult PPV
- 591 Spice - Adult PPV
- 592 Spice 2 - Adult PPV
- 593 Hot Network - Adult PPV
- 594 Hot Zone - Adult PPV
- 598 Playboy en Español - Adult PPV
- 600 ESPN Now Preview Channel
- 601-607 ESPN PPV
- 650 NBA TV Preview Channel
- 651-661 NBA PPV
- 670-679 NHL/MLB PPV

**HDTV CHANNELS**

- 701 HBO HDTV  
*Subscription to Digital HBO required*
- 702 SHO HDTV  
*Subscription to Digital SHO required*
- 703 Discovery HD Theater
- 704 NBC
- 707 ABC
- 708 ESPN HD

**DIGITAL GATEWAY\***

- 901-945 Music Choice

*\*Included for all Digital Customers*

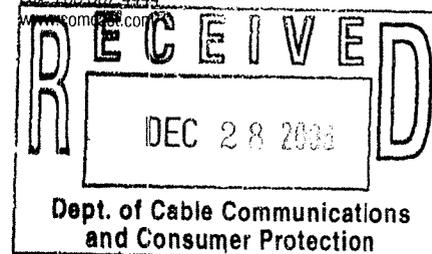
**Fairfax County Reply Comment Attachments  
MB Docket No. 06-189**

**Attachment B – Comcast VA Rate & Channel Line-Up Information**

B – 1. Letter from Marie Schuler, Director of Government & Community Affairs, Comcast Cable, to Gail Condrick, Cable Regulatory Division, Fairfax County (Dec. 28, 2006).

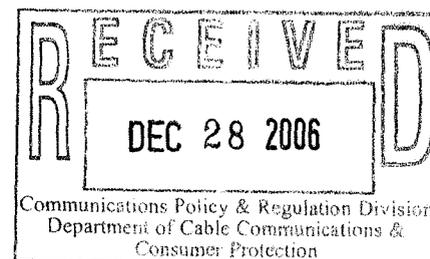


Comcast Cable  
508 D S Van Dorn Street  
Alexandria, VA 22304  
Office: 703.567.4500  
Fax: 703.567.4444  
www.comcast.com



December 28, 2006

Ms. Gail Condrick  
Cable Regulatory Division  
Fairfax County  
12000 Government Center Parkway Suite 433  
Fairfax, Virginia 22035



Dear Ms. Condrick:

When Comcast began offering services in your community, we made a commitment to increase the choice of products and services we offer our customers, expand the availability of new services, and enhance the customer's overall experience with the cable company.

Comcast operates in an extremely competitive environment. Virtually every customer we serve chooses Comcast from among several options for television entertainment, Internet access or telephone service. This competitive environment demands that we work hard to continually add value to the Comcast products and services our customers choose to receive.

Over the past year, Comcast has invested in its network to offer our customers more variety, choice, and control. Continual investments in monitoring technology, product enhancements, and system upgrades have helped us to increase service reliability and picture quality. Our commitment to product development means that we will always have industry-leading products and services like Comcast High-Speed Internet with PowerBoost™ and Comcast Digital Voice—our new home phone service.

We continue to enhance our robust programming selection featuring up to 250 channels with Comcast Digital Cable. Our lineup includes an exciting 16 channels in High Definition (HD), and a huge selection of ON DEMAND programming--a library of thousands of movies and shows that are ready when you are.

We've also continued the expansion our library of programming on Comcast On Demand (VOD). During 2006 we increased our library of programming from 2,700 hours to over 4,000 hours. The majority of this programming is free of charge to digital customers, with approximately 100 hours of local content. VOD enables the customer to order from

a selection of hundreds of digital movies and programs that are available when they want to watch them. Plus, Comcast On Demand allows the customer to pause, rewind, fast-forward or save a movie up to 24 hours from the time they place the order. So, the customer will be able to watch it again and again. Everything needed to watch these programs comes with the existing Comcast Digital Cable service; no additional equipment is required. Comcast Subscription Video on Demand (SVOD) gives the customer access to HBO and/or Showtime, Cinemax, Starz!, and The Movie Channel programming at their convenience.

Promising to change the way in which the customer watches TV, Digital Video Recorder Service (DVR) has become a popular service offering. Through DVR Service, customers can pause, rewind, and review live programming, as well as record their favorite programs.

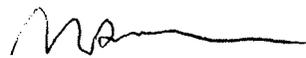
Comcast has also expanded its customer service support to 24/7 and provides convenient same/next day appointment windows that allow us to serve the customer better. We are focused on improving the customer experience each day!

To reflect the growing value of the products and services we deliver today, we will be adjusting the pricing of some of our analog and digital cable television services. Please accept this letter as notification of a price increase scheduled for March 1, 2007. These increases are the result of increased operating expenses and other investments that we've made to bring the community the best that technology, programming and customer service has to offer. For a complete list of these price changes, please see the attached customer notification. For customers currently enjoying a promotion, their rate will remain in effect until the scheduled expiration date.

Comcast is working hard to ensure that our service continues to offer our customers the latest technology, products and programming variety. We truly value our customers and believe that they, in turn, receive great value from our services. We will continue to review our current channel line-up to provide programming of interest to the residents in Reston. We pledge to continue to serve our community.

If you have any questions, please call me on 703-567-4488.

Yours sincerely,



Marie Schuler  
Dir. of Govt. & Community Affairs

**Comcast Cable Schedule of Prices as of March 1, 2007**  
**Reston, VA**

New prices will be reflected on your March 1, 2007 billing statement.  
 All prices are subject to applicable taxes and fees, and are subject to change. Not all services are available in all areas.

	Previous Price	New Price
<b>Monthly Cable Service</b>		
Limited Basic Service	\$14.95	No Change
Expanded Service (Cannot be sold separately)	\$36.93	\$38.75
Full Basic (includes Limited Basic Service and Expanded Service)	\$51.88	\$53.70
<b>Monthly Digital Services</b>		
Digital Classic	\$ 9.95	No Change
Digital Plus (includes Digital Classic)	\$14.95	No Change
Digital Classic or Digital Plus (Additional Outlet)	\$ 9.95	No Change
Digital Sports Tier	\$ 5.00	No Change
Digital Video Recorder (DVR) service (primary outlet or additional outlet)	\$ 9.95	\$11.95
<b>Monthly Digital Packages</b>		
Comcast Digital Basic	\$66.83	\$68.65
Silver HBO	\$83.78	\$85.60
Silver Non-HBO	\$80.78	\$82.60
2 Pay	\$89.21	\$91.95
Gold (3 Premiums)	\$94.21	\$96.95
Platinum (5 Premiums)	\$104.21	\$104.95
<b>Triple Play Packages available with 24-Month Minimum Term Agreements (1)</b>		
Comcast Starter Triple Play Bundle (2)	\$ 99.00	No Change
Comcast Preferred Plus Triple Play Bundle (3)	\$129.99	No Change
Comcast Premier Triple Play Bundle (4)	\$159.99	No Change
<b>Monthly Premium Services</b>		
HBO	\$16.95	No Change
Showtime	\$13.95	No Change
Starz	\$13.95	No Change
The Movie Channel	\$13.95	No Change
Cinemax	\$13.95	No Change
Cable Latino	\$ 9.95	No Change
Zee TV	\$14.95	No Change
TV Asia	\$14.95	No Change
Zee TV & TV Asia combo	\$24.95	No Change
Playboy TV	\$18.95	No Change
WWE 24/7	\$ 7.99	No Change
Howard Stern	\$ 9.99	No Change
Bollywood (\$9.99 with either Zee TV or TV Asia subscription)	\$12.99	No Change
<b>Monthly Equipment Rental</b>		
Basic Only Converter	\$ 0.19	No Change
Digital or Addressable Converter	\$ 2.74	\$3.50
Remote Control	\$ 0.10	No Change
HDTV Digital Converter	\$ 5.00	\$6.95
Modem Rental	\$ 3.00	No Change
Comcast Certified Home Networking Device Rental	\$ 5.00	No Change
EMTA Device (Comcast Digital Voice)	\$ 3.00	No Change
<b>CableCard</b>		
Cable Card (dual CableCards for non-Comcast HD PVRs requiring 2 cards)	\$ 0.00	No Change
	\$ 0.00	\$1.50
<b>Monthly High-Speed Internet Services</b>		
Online Service with another Comcast Service		
Downstream speed up to 6 Mbps/ Upstream speed up to 768 Kbps	\$42.95	No Change
Downstream speed up to 16 Mbps/ Upstream speed up to 2 Mbps	\$52.95	No Change
Comcast Home Networking	\$52.95	No Change
Online Service Only		
Downstream speed up to 6 Mbps/ Upstream speed up to 768 Kbps	\$57.95	No Change
Downstream speed up to 16 Mbps/ Upstream speed up to 2 Mbps	\$67.95	No Change
Comcast Home Networking	\$67.95	No Change
Additional IP Address (per IP address)	\$ 6.95	No Change