

WC 08-24

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, DC 20554

In the Matter of)
)
Petition of Verizon New England for) WC Docket No. _____
Forbearance Pursuant to)
47 U.S.C. § 160 in Rhode Island)
)

**PETITION OF VERIZON NEW ENGLAND
FOR FORBEARANCE**

ATTACHMENT E (continued)

EXHIBIT 13

FILED/ACCEPTED
FEB 14 2008
Federal Communications Commission
Office of the Secretary

February 14, 2008

DECLARATION OF QUINTIN LEW,
JOHN WIMSATT, AND PATRICK GARZILLO

EXHIBIT 13

EXHIBIT 13

**WEBSITES OF COMPETITIVE PROVIDERS OF ENTERPRISE SERVICES
IN RHODE ISLAND**

Cable

Cox Business Services

Traditional Telecommunications Carriers

AT&T

Broadview Networks

Fibertech Networks

One Communications

PAETEC

Sprint

Wholesale Providers

Lighttower

RCN Metro Optical Networks

Fixed Wireless

Towerstream

Cox Business Services



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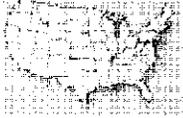
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A Quick Overview

Cox Business is the business-to-business division of Cox Communications, Inc., the third largest cable provider in the nation and seventh largest telephone company with more than six million customers.

Cox Business is a facilities-based provider of advanced voice, data and video products and services to more than 200,000 business customers in industries ranging from healthcare and hospitality to government and education. The backbone of our capability as a communications provider is our self-owned and self-maintained nationwide IP network. Thousands of miles of fiber-optic cable make up the Cox system, designed with self-healing, fault-tolerant SONET architecture for enhanced dependability. And with our state-of-the-art Network Operations Centers monitoring the Cox network on a 24/7 basis, you're assured of consistent, reliable voice, data and video services for your business when you need them most.

Award-winning quality and service are the hallmarks of our business, with numerous honors and industry accolades illustrating the high level of customer satisfaction for which Cox Communications, and Cox Business, are well known.

A Brief History

The origin of the Cox enterprise dates back more than 100 years. The communications business got its start in 1962, when Cox built high-quality networks and began delivering quality cable television programs. Since that time, Cox Communications has grown to become the third-largest cable provider in the nation, with more than six million residential customers. The origins of the Cox Business division date back to 1987, when management began rebuilding its cable infrastructure into a fiber-optic, high-capacity broadband network. In 1993 Cox began offering competitive access services to small businesses and large enterprises alike in the Hampton Roads region in Virginia. By 1996 the company extended its business products under the Fibernet brand to include data transmission services carried over fiber-optic MANs (metropolitan area networks).

Cox Business continued to expand into new markets throughout the nation, and by 2003 the company celebrated its 100,000th customer location. Today, Cox offers a full suite of voice, data and video services for small, medium and large businesses as well as for government and education in more than 36 markets, from California to New England.

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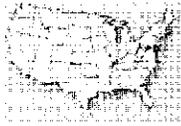
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A HUNDRED THANKS FOR THE BUSINESS YOU SEND US.

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VOICE PRODUCTS

- Cox Business VoiceManager
- Cox Digital Telephone® and Voice Mail
- Cox Centrex Telephone
- Cox Digital Trunk
- Cox Long Distance and Toll Free
- Cox Dedicated Long Distance and Toll Free
- Cox Private Line

DATA PRODUCTS

- Cox Business InternetSM
- Cox Optical InternetSM
- Cox Web Hosting and Packages

One local provider delivering more efficiency, value and support than you thought possible.

As your full-service, facilities-based provider of advanced communications solutions, Cox Business Services provides you with more of what you need to succeed.

Choosing any of the services we provide can help your business **operate more efficiently**. Choosing a bundled package of Cox services gives you even greater **value and convenience**. With one point of contact, one consolidated bill, and one dedicated service team handling all your communications, you'll experience the kind of **service and support** that sets Cox Business Services apart from other communications providers. And because we own, maintain and monitor one of the nation's largest fiber-optic networks, and are backed by one of the nation's leading communications companies, you can count on Cox.

Cox serves businesses of every size in many locations throughout the Rhode Island area. To contact our local office call us at 401-383-6100.



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INTERNET

BUNDLE FOR ONLY
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COX BUSINESS VOICEMANAGER

Cox Business VoiceManager

Introducing Cox Business VoiceManagerSM A fully-hosted voice service you can manage with **nine fingers tied behind your back**. Simply log on and activate your voice service with a mouse click. Cox Business VoiceManagerSM begins with a simple user interface accessible from any Internet connection. This platform provides key features, e.g., **Click to Dial, Find Me/Follow Me, Remote Office, Unified Messaging, Business Continuity, etc.**, at your fingertips. Intuitively organized so you can use any feature on any phone.

Cox Business VoiceManager - Personalized service that you design.

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[Data Sheet](#)

RELEVANCE BY BUSINESS SIZE

- Relevance by business size
- Small
 - Medium
 - Large

- Private Line
- Cox Transparent LAN
- Cox Virtual Private Network



Cox Business Video



- Cox Carrier Access Service
- Cox Enterprise Connectivity
- Cox SmartBill[®]
- CoxSmart Commercial Building Program

Additional Resources

- >> [Refer a Business for \\$100!](#)
- >> [Referral Agent Program](#)
- >> [Voice Mail Security Tip](#)
- >> [Critical Security](#)

<p>Cox Digital Telephone[®] and Voice Mail</p>	<p>Cox Digital Telephone[®] is a business-grade local phone service designed to help you manage the full range of voice needs for your business, with flexible packaging options, a complete array of calling features, and optional Cox Voice Mail services.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Centrex Telephone</p>	<p>Cox Centrex is a feature-rich, expandable telephone service that is ideal for businesses whose needs are changing and whose budgets require minimal upfront investment.</p> <p>Basic Centrex Package Designed for nearly all office telephony needs.</p> <p>Attendant Centrex Package Designed for receptionists, executive assistants or small call centers.</p> <p>Call Center Centrex Package Designed for call center employees.</p> <p>A La Carte Features Designed for any Centrex package.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Digital Trunk</p>	<p>Cox Digital Trunk service provides reliable digital-quality voice transmission while securely connecting your business's PBX directly to the public switched telephone network.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Long Distance and Toll Free</p>	<p>Cox Long Distance and Toll Free services provide your business clear connections with convenient options and cost-effective plans to meet your long distance needs and budget.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Dedicated Long Distance and Toll Free</p>	<p>Cox Dedicated Long Distance and Dedicated Toll Free services provide your business with clear, high-quality phone communications with all the benefits of dedicated access, including lower rates, less call blocking and plenty of call capacity.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Private LineSM</p>	<p>Cox Private LineSM service is a SONET-based, point-to-point private line network service that provides a clear, reliable high-speed connection for stand-alone or integrated voice, data, and video communications between locations.</p> <p>>> View Details Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>



<p>Cox Business InternetSM</p>	<p>Cox Business InternetSM is a cost-effective and reliable broadband data solution that provides scalable, flexible options designed to meet the specific demands of your business.</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p>
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	<p>3.0Mbps ↓ 1.0Mbps ↑ 6.0Mbps ↓ 2.0Mbps ↑ 15.0Mbps ↓ 2.0Mbps ↑</p> <p>Home Office 5.0Mbps ↓ 2.0Mbps ↑</p> <p>Home Office Premier 15.0Mbps ↓ 2.0Mbps ↑</p> <p>» View Details  Product Data Sheet</p> <p>» Frequently Asked Questions</p>	<p>Large </p>
<p>Cox Optical InternetSM</p>	<p>Cox Optical InternetSM is the reliable and scalable high-speed Internet service that gives your business dedicated access to our network with flexible tiered bandwidth options scalable to OC-12 or higher.*</p> <p>» View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Web Hosting and Packages</p>	<p>Cox Web Hosting and Cox Web Hosting Packages allow your business to establish and maintain a professional and functional Web presence that is cost-effective and easily upgradable.</p> <p>» View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Private LineSM</p>	<p>Cox Private LineSM service is a SONET-based, point-to-point private line network service that provides a clear, reliable high-speed connection for stand-alone or integrated voice, data, and video communications between locations.</p> <p>» View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Transparent LAN</p>	<p>Cox Transparent LAN Service (TLS) will interconnect your LANs over our all-optical metro networks, giving your enterprise point-to-point connections between remote sites in a framework that's scalable, cost-effective and reliable.</p> <p>» View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Virtual Private Network</p>	<p>Cox Virtual Private Network service is a fully managed, turnkey solution that gives employees in any location fast, secure access to your network and connects remote offices to a central network.</p> <p>» View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Business Video</p>	<p>Cox Business Video service provides more than 100 channels of consistent, crystal clear digital cable television and Music Choice options for businesses of all types and sizes.</p> <p>» View Details  Product Data Sheet</p> <p>Channel Lineups</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>

<p>Cox Carrier Access Service</p>	<p>Cox Carrier Access service is the ideal solution for secure and reliable connections to your stand-alone or integrated voice and data customers.</p> <p>>> View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox Enterprise Connectivity</p>	<p>Cox Enterprise Connectivity is a robust, efficient and cost-effective communications solution for enterprises seeking to connect remote workers, customers and suppliers across the country.</p> <p>>> View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>Cox SmartBill®</p>	<p>Cox SmartBill® is an invoice analysis tool that conveniently tracks the details of your company's telecommunications usage.</p> <p>>> View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>
<p>CoxSmart Commercial Building Program</p>	<p>If you're a commercial builder, developer or property manager, you can't get more advanced technology than in a CoxSmart Commercial Building. To find out how our robust communications network gives you a clear advantage in the marketplace, click here:</p> <p>>> View Details  Product Data Sheet</p>	<p>Relevance by business size</p> <p>Small </p> <p>Medium </p> <p>Large </p>

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Why you should choose Cox Digital Telephone® and Voice Mail services

Cox Digital Telephone is a business-grade local phone service designed to manage the full range of voice needs for your business. With Cox Digital Telephone, you get flexible packaging options, a complete array of calling features, and optional Cox Voice Mail services. And your business can enjoy the savings and convenience of getting your local and long distance service from one company, with one bill and one point of contact.

How your business benefits from Cox Digital Telephone

When you choose Cox Digital Telephone, you enjoy a host of benefits:

- **More flexibility.** With a choice of packages and calling features, you can customize your service to ensure you have exactly the tools you need to support your growing business.
- **Seamless integration.** Cox Digital Telephone integrates easily with your current telephone equipment, from desktop phones to large PBXs. Or add Centrex® service for the benefit of a PBX system without the hassles of one.
- **Easy switchover.** You can keep your current numbers as well as your equipment to make switching easy and hassle-free.
- **Cost-effectiveness.** Choose only the services you need and the features you want with our competitive and simply priced plans and options — plus, save up to 20% compared to the local incumbent.*
- **Easy upgrading.** Add capacity with such options as Cox Connect 1.5 for a T-1 connection or Cox Connect PRI services for ISDN clear channel connectivity. We can tailor your communication services to meet your specific needs.
- **Dependable transmission.** Our network protects against communications failure by using fully redundant architecture and battery and generator backup. Plus we monitor our networks around the clock to make sure you're getting the best possible service at all times.

- **Crystal-clear connections.** Quality digital transmission means quality digital sound for all your critical voice communications.
- **More convenience.** Add Cox Business InternetSM to your communications, and enjoy the added convenience and efficiency of one bill from one provider and one local team meeting all your business communications needs.
- **Added services.** Get just what you need, from voice mail and long distance to toll free, directory assistance, and more.

How your business benefits from Cox Voice Mail

Businesses today rely on voice mail service to operate effectively and compete successfully. The challenge is finding truly reliable voice mail service. The solution: Cox Voice Mail. Built to be both dependable and easy to use, Cox Voice Mail delivers service you can trust with your most important messages.

- **Quick and simple.** Access your voice mail quickly in the office or on the road.
- **Dependable.** Cox's service is reliable so you won't have to worry about missing an important message or any messages getting lost.
- **Easy to use.** User-friendly functionality saves you valuable time.
- **More options.** Choose from three mailbox options so that you get the type that fits your business style.

Mailbox Options

Choose from additional mailbox options to make sure you get the type of mailbox that fits your business.

Extension (Family) Mailbox	This option has one main mailbox and up to three additional extension mailboxes all reached from one primary phone number. Each extension mailbox allows for a separate greeting and private messages accessed with a unique, user-created password. When a client calls your company, the main mailbox greets callers with a professional announcement and presents them with the list of extension mailboxes for easy and direct access.
Group (Multiple Number) Mailbox	This option allows up to eight phone numbers to access one central mailbox. Each number can have an independent greeting and distinctive ring, and a message left in the mailbox will be stamped with the phone number the caller used. This type of mailbox is convenient and cost-effective for a single user who wants to maintain separate numbers and greetings for several businesses, but wants to access all messages from one mailbox.

With all the options to choose from, you're sure to find the ones that work best for your business. Your local Cox Business Services representative is there to help you decide.

*Services and features not available in all areas. Up to 20% savings based on Cox's basic business lines with a Cox term agreement as compared to the incumbent provider's basic month-to-month rate. In some markets, telephone modem equipment may be required. Modem uses electrical power to operate and has backup battery power provided by Cox if electricity is interrupted. Telephone service including access to e911 services will not be available during an extended power outage or if modem is moved or inoperable. Other restrictions may apply. Telephone services provided by Cox Telcom, LLC. ©2006 Cox Communications, Inc. All rights reserved.

VDVM0906

COX Business Services[®]

www.coxbusiness.com

Build a customized business telephone package that fits your needs and budget.

Cox Digital Telephone can provide a customized, cost-effective solution, whatever the size of your business or the scope of your needs—from a small, growing business that wants only a few lines without the capital expenses . . . to a medium-sized operation requiring phone, fax and voice mail . . . to a large, established enterprise with a full range of needs including high-volume long distance, toll free and international calling plans.

Cox Digital Telephone Feature Packages

Business Value Package	Business ID Package	Business Solutions Package
Call Forwarding	Call Forwarding	Call Forwarding
Three-Way Calling	Three-Way Calling	Three-Way Calling
Call Waiting	Call Waiting	Call Waiting
Speed Calling 8 or 30*	Speed Calling 8 or 30*	Speed Calling 8 or 30*
Busy Line Redial	Busy Line Redial	Busy Line Redial
Call Transfer*	Call Transfer*	Call Transfer*
	Caller ID	Caller ID
		Call Return
		Selective Call Acceptance
		Selective Call Forwarding
		Selective Call Rejection
		Call Forwarding Busy
		Call Forwarding No Answer
		Call Forwarding on Call Waiting
		Call Waiting ID

Cox Digital Telephone Additional A La Carte Features

Select your features A La Carte from the list above or from the additional features listed below for even greater flexibility and customization.

900/976 Number Blocking ¹	Restricts specific types of calls from being made from your phone.
Anonymous Call Rejection	Refuse calls from those who have blocked their numbers.
Automatic Ring Down*	Get in touch immediately without dialing a number.
Block Call Return	Protect your business identity.
Call Screening Monitor Intercept*	Screen calls by listening to voice mail messages as they are being left.
Call Forwarding Remote Access	See who's calling before you answer the phone.
Selective Call Forwarding	Forward specific phone numbers to another number.
Caller ID Per-Call Blocking	Prevent your number, call by call, from being displayed to others.
Caller ID Per-Line Blocking	Prevent your number from being displayed to others.
Call Hunting	Enable incoming calls to search for an idle line.
Call Trace	Enable authorities to trace harassing calls.
Cox One Dial*	Transfer a call to another person.
Distinctive Ringing	The ring will alert you to key business calls.
Last Number Redial	Redial a number quickly.
Long Distance Alert*	Immediately know a long distance call.
Priority Ringing	A special ring will announce specific incoming phone numbers.
Privacy Control*	Avoid anonymous callers.
Remote Call Forwarding	Give your business a local presence, regardless of where you're located.
Toll Restriction ¹	Restricts long distance calling from specific phones.
Uniform Call Distribution	Ensure workload balance for inbound calls.

Cox Voice Mail

Cox Voice Mail is feature-rich and easy to use. User-friendly voice and help prompts, plus many personal options, save valuable time and promote a high level of user efficiency and productivity.

Standard Features

Feature	Function
Automatic Call Back within the Voice Mail System*	Allows you to reply to a voice mail message if the caller's number is captured in the voice mail system.
Extended Absence Greeting Unskippable	Creates a message that your callers can't bypass.
Future Delivery	Enables you to create up to 3 voice mails for delivery up to 15 days in the future.
Group Lists	Create up to 15 group lists with 25 numbers each to send messages simultaneously to everyone on the list.
Message Forwarding/Sending	Allows you to forward or send a voice mail message to another mailbox within the system.
Message Recovery	Lets you recover deleted messages before you exit the voice mailbox.
Message Redirect	Allows you to forward a message to another mailbox or group list.
Message Replay Quick Keys	Lets you fast forward or rewind messages with the press of a button.
Message Time/Date Stamp	Keeps you informed of the day and time of each message.
Multiple Greetings	Each number in your mailbox can have its own personal greeting, recorded name, busy greeting and extended absence greeting.
Prompts for Unplayed Messages	Reminds you of any unplayed messages each time you enter your voice mailbox.

Optional Features

Optional Feature	Function
Automatic Message Forwarding	Lets you forward messages received in your mailbox to another mailbox or phone number.
Customized Bulletin Board Applications*	This "listen only" feature allows you to provide information about your business, such as hours of operation, directions, fax numbers, website address, etc.
Fax Administration	Enables you to receive voice mail and faxes in the same mailbox. You choose to automatically or manually direct faxes to print at a primary or secondary line location.
Message Notification to Pager, [†] Telephone or Cellular Device	Alerts you to new voice mail messages.
Urgent Message Notification Only	Allows you to limit notification messages to only those marked "Urgent."
Primary and Temporary Notification Schedules	Lets you set up days, times and message types for notification.
Automated Attendant*	Allows callers to route themselves to an extension, company directory, or operator using touch tone keys in response to a voice prompt.
Wake Up Call Service*	Gives you the ability to set up to two wake-up calls.

*Product or feature may not be available in all areas.

[†]These features are included at no charge.

Turn the page to learn about our business mailbox options.

Why you should choose an Enterprise Connectivity Solution from Cox

Does your business need to communicate with remote workers, customers and suppliers across the country? Does your business require a robust, dependable communications solution to power these vital connections? If the answer is yes, then choose Cox Business Services to deliver an Enterprise Connectivity Solution that is both efficient and cost-effective.

Powered by Cox Business Internet,SM we will deliver a wide range of benefits to your business and employees. Whether you need to give remote employees access to a private LAN, replace teleworkers' dial-up connections, connect satellite offices or replace your frame relay network, Cox can deliver a solution to fit your enterprise needs.

Benefits for your business

Your business will experience a range of benefits when you network branch locations and employees through Cox Enterprise Connectivity services.

- **More cost-effective.** By connecting employees and locations remotely to your corporate network, your enterprise can reduce space needs, as well as real estate and associated overhead costs. And by replacing expensive frame relay networks or private line connections with an inexpensive IP/VPN solution, you can keep network costs low.
- **Operations continuance.** With multiple locations and teleworkers in your enterprise, you want to maintain uninterrupted operations and communications, and Cox Enterprise Connectivity solutions deliver. In the event of an energy outage or catastrophic event, your enterprise will continue to function normally.
- **Reduced employment costs.** For any organization with remotely located employees, Cox Enterprise Connectivity services can deliver a range of bottom-line benefits, including reduced absenteeism, turnover and recruiting costs, and employee relocation costs. Plus, your employee pool will be expanded since you'll be able to employ anyone in any region.

- **Easy to deploy.** You'll find our solutions simple and convenient to manage with a dedicated national accounts team, 24/7 network support, web-based tools, and centralized billing options.
- **Added tax benefits.** As an extra bonus, programs at the federal and state levels offer tax benefits and credits to eligible companies who connect employees remotely. These programs reward enterprises for their initiative in helping to reduce traffic congestion and air pollution and in improving their community as a whole.
- **More reliability.** Cox's consistently reliable, self-monitored network provides a dedicated Always-On connection, enabling your employees to get connected and stay connected for improved productivity.

Benefits for your employees

Your employees will benefit as well when you link them to your infrastructure through Cox Enterprise Connectivity services, including:

COX Business Services

www.coxbusiness.com/connectivity
1-877-669-3038

- **Increased performance.** With reduced commuting time and expenses, you'll help employees reduce distractions and maximize their working time and overall productivity.
- **Greater flexibility.** Connecting employees through Cox Teleworking services helps them to achieve a healthy balance between work and personal time. This will allow them to manage the demands of a busy schedule more effectively.
- **Increased job satisfaction.** By connecting employees remotely, you'll help deliver improved working and lifestyle conditions, which in turn increases employees' job satisfaction, commitment to their work, and loyalty to the enterprise.

Cox Enterprise Connectivity Solutions for your business

	Teleworking Services	Branch Connectivity Services
Speeds	1.5 Mbps ⇄ 256 Kbps ⇑ 4.0 Mbps ⇄ 512 Kbps ⇑	768 Kbps ⇄ 256 Kbps ⇑ 1.5 Mbps ⇄ 384 Kbps ⇑ 3.0 Mbps ⇄ 512 Kbps ⇑ 4.0 Mbps ⇄ 768 Kbps ⇑ 6.0 Mbps ⇄ 768 Kbps ⇑
Volume Discounts	Yes	Yes
IP Addressing	Static IP included	Static IP included
Additional IP Addresses	Yes, for an additional cost	Yes, for an additional cost
Modem Provided	Yes	Yes
Level of Support	24/7, Tier 2 support at our Network Service Center	24/7, Tier 2 support at our Network Service Center
Service Level Agreement Availability	Yes	Yes
Centralized Billing Options	Yes	Yes
Web-Based Customer Tools	Yes	Yes
Single Point of Contact	Account Management, Ordering and Support	Account Management, Ordering and Support
30-Day Satisfaction Guarantee*	Yes	Yes

For more information on Cox Enterprise Connectivity Solutions, call our National Account Team at 1-877-669-3038, or e-mail us at CoxNational@cox.com today.

*Services not available in all areas. Satisfaction Guarantee does not apply to new service activations requiring construction or installation costs incurred by Cox in excess of \$300.00 or to existing Cox Business Internet customers. Customer must contact their local Cox Business Services office within 30 days of service activation to obtain refund and avoid early termination penalties. Any Cox equipment rented or used by customer must be returned to Cox prior to any refunds or credits being issued.



Why you should choose Cox Carrier Access service

Cox Carrier Access service is the ideal solution for secure and reliable connections to your voice and data customers. Built on our own fiber-based SONET self-healing network, Cox Carrier Access service gives you high-capacity communications that set the standard for high-speed and high-quality digital transmissions at a cost-effective price. Choose the bandwidth you need for dedicated access to your customers and they will get the dependable service they expect, and you'll get the cost-effective prices you need to be more competitive than ever. And since we own and manage our own network, we have complete control over the level of service we provide to you, and can ensure you and your customers have an exceptional experience.

How your business benefits from Cox Carrier Access service

Cox Carrier Access service offers an array of benefits to help your company deliver efficient communications:

- **More flexibility and scalability.** Choose from multiple bandwidths to connect your network to your customer's location, to provide connectivity between your POPs, or to connect you with other serving wire centers. You may also select the right interconnection bandwidth you need to meet your capacity requirements for your demand set. You'll be sure to get the right fit every time.
- **Speed and reliability.** No matter which bandwidth you choose, Cox Carrier Access service can be counted on to deliver a stable connection through our own fiber-based SONET self-healing ring network with route diversity. This high-speed platform features protection switching and its own fiber-optic network, delivering 99.99% network availability and a bit error rate threshold of 10^{-6} or better for impressively reliable service. And with protection switching requiring less than 50 milliseconds, you'll always have quick, reliable transport services at your disposal.
- **Exceptional customer care.** Cox Carrier Access service is a dependable, fully supported connection with 24/7 monitoring provided by our state-of-the-art Network Operations Center (NOC). Plus, we back our service with our responsive and experienced National Accounts Team for all order management and customer care, so we're here when you need us.
- **Cost-effective communications.** Through national purchasing, competitive pricing, and discount structures, we give you all the quality and reliability you want in carrier service at a price that will help your bottom line. It's a cost-effective way to give your business and your customers' business the superior services required to compete in today's marketplace.

We can help you choose the Cox Carrier Access service level that best meets your communications requirements.

Service	Features
Cox DS-1 Customer End Loop	1.544 Mbps (DS-1) digital circuit Super Frame (SF) or Extended Super Frame (ESF) AMI or B8ZS line coding
Cox DS-3 Customer End Loop	44.736 Mbps digital circuit
Cox OC-3 Customer End Loop	155.62 Mbps optical circuit
Cox OC-12 Customer End Loop or Carrier Interconnection	622.08 Mbps optical circuit
Cox OC-48 Customer End Loop or Carrier Interconnection	2.488 Gbps optical circuit
Cox OC-192 Customer End Loop or Carrier Interconnection	9.952 Gbps optical circuit

Standard features that enhance your Carrier Access service:

Optional Service	Features
Configurations Supported	Channelized or full clear channel configurations available Multiplexing available at one or both ends DS-1s and DS-3s can be fanned out to multiple destinations
Customer Interfaces Available	Variety of hand-off interfaces available, including RJ45, BNC, RS232 and FC, SC and ST optical connectors

For more information on Cox Carrier Access service, call our National Accounts Team at 1-877-669-3038, or e-mail us at CoxNational@cox.com today.

*Services and features not available in all areas. Other restrictions apply. ©2005 Cox Communications, Inc. All rights reserved.



Why you should choose Cox Business Internet service

If your business is looking for a cost-effective, broadband data solution that's fast and reliable, look to Cox Business Internet.SM With a full range of bandwidths and prices available, Cox Business Internet service can fit the specific needs of your business and help you operate with greater efficiency. Whether you're a small, growing business or a large, established enterprise, Cox Business Internet can help you communicate, research, download and transfer data with confidence and ease. We have proven expertise in a wide range of industries and specific applications. And we offer a host of business-grade features, from Anti-Spam/Anti-Virus protection and a choice of either Dynamic or Static IPs, to business-class e-mail and more. So if you need to host a server, upload or download large files, connect remote offices and employees, or manage large amounts of business data, Cox Business Services has a scalable solution for you.

How your business benefits from Cox Business Internet service

When your business runs with Cox Business Internet, you enjoy a host of benefits, including:

- **More productivity.** When you access the Internet through our hybrid fiber coax (HFC) network, you'll receive more robust two-way speeds for faster downloads, connections and ultimately, more efficient and reliable communications for your business.
- **More reliability.** You're assured of consistent, reliable data service when you need it because we own and maintain our own nationwide IP network, and we monitor it 24/7.
- **More access.** CoxMail™ web-based e-mail accounts are included as part of your Cox Business Internet service, allowing you access to important business communications from anywhere you have Internet access. And to help keep you protected, CoxMail comes with Cox Anti-Spam and Anti-Virus technology. We take care of all updates, so you'll always have the most advanced protection working for you.
- **More convenience and consistency.** Your Cox Business Internet connection is Always On, so you can avoid the hassles and expense of extra phone lines and dial-up service. And unlike DSL, you'll get more consistent service regardless of your proximity to our facilities.
- **More flexibility and customization.** Choose what makes sense for your business, including the speed of service, static and/or dynamic IPs, the number of IP blocks and the number of e-mails. See back for all the details. And with just one simple call, you can make changes to your service at any time. Plus, in most markets our optional Wireless Transport solution can provide a secure, short-range aerial solution to areas not previously serviceable*.
- **More cost-effectiveness.** Easy scalability means you're getting all the technology and speed you need at a competitive rate.
- **Added services.** Get just what you need with additional Internet services such as web hosting, domain name registration, Virtual Private Networking (VPN) service and more. Plus, a vanity domain for your business-class e-mail is also available so that your business is immediately recognized on the web.*
- **Local customer care team.** With Cox Business Internet service you enjoy the added benefit of a local, dedicated group supporting your business with skillful, knowledgeable and helpful service.

Cox Business Internet package options for your business

Speeds <i>Speeds all the way up to 15.0Mbps downstream</i>	3.0Mbps ⇄ 1.0Mbps ⇄ 6.0Mbps ⇄ 2.0Mbps ⇄ 15.0Mbps ⇄ 2.0Mbps ⇄ Home Office 5.0Mbps ⇄ 2.0Mbps ⇄ Home Office Premier 15.0Mbps ⇄ 2.0Mbps ⇄
Installation	On-site installation by professional technicians.
IP Addressing	Static IP provided with service. Dynamic IP addresses available upon request. Up to 8 addresses available with the standard offering.
E-mail Accounts	10 CoxMail business-class addresses included; supports POP, web-based access, SSL, mail forwarding, and mailbox administrator.
E-mail Storage Space	1GB storage space and up to a 15MB maximum message size included.
Anti-Spam and Anti-Virus	Available on all CoxMail accounts.
Mass Mailing Availability	Yes, registration required.
Domain Name Hosting	Hosting of 1 domain included.
Domain Name Registration	Available option.
Server Hosting	Ability to host your own web, e-mail, and ftp servers.
Web Hosting	Business-class web hosting packages optionally available.
Managed VPN Service	Available option.
Managed Router Service	Available option.
Optional Wireless Transport Solution¹	A full-featured secure Cox Business Internet solution using wireless (microwave) technology where wired service is not feasible. Available in select markets on an individual-case basis.
Business-Class Support	Local, dedicated customer care, and 24/7 network monitoring provided.
30-Day Satisfaction Guarantee²	Yes

Wireless transport not available in all areas. If Cox is delivering services via wireless network facilities and there is signal interference with such service, Cox may terminate this Agreement if Cox cannot resolve the interference by using commercially reasonable efforts.

¹30-day Satisfaction Guarantee period begins from date of installation and entitles customer to a refund of installation fees, modem rental fees and the first month's service fees including taxes and fees. Refund excludes new service activations requiring construction or installation costs incurred by Cox in excess of \$300. Any Cox equipment rented or used by customer must be returned to Cox prior to any refunds or credits being issued.

²Services and features not available in all areas and package options vary by market. Home Office and Premier service available to residential locations only. Optional services may require additional service fees, equipment fees, and contract requirements. Rates and speeds vary by market. On-site service calls are typically limited to normal business hours. Equipment installed by Cox may vary and installation of networks, Ethernet cards or LAN wiring is not included. Static IP address will be assigned unless a dynamic IP is requested. Actual modem speeds vary. Number of users and network management needs may require Cox to modify upstream and/or downstream speeds. Cox cannot guarantee uninterrupted or error-free Internet service. Early termination liabilities apply. Other restrictions apply. ©2005 Cox Communications, Inc. All rights reserved.

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COX Business Services

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Cox Fibernetsm Service

Need better point-to-point private line networking? Then you need Cox Fibernet Service. With your choice of five high-volume digital transmissions, Cox Fibernet meets all your needs for PBX-to-PBX interconnections and point-to-point transmissions between local sites. It's also perfect for dedicated access to Internet Service Providers (ISPs). Best of all, Cox Fibernet sets the standard for high speed, high capacity, high quality digital transmissions, all at a cost-effective price. Let your business benefit from all that Cox Fibernet Service has to offer, including:



Get Started Today

Flexible Service To Fit Your Needs

Your needs are as unique as you are. That's why Cox Fibernet lets you choose the bandwidth that's best for your business. Five transport service levels give you the ability to connect multiple office locations or outside businesses via point-to-point private line networking.

needs without breaking your budget. So don't let high prices slow down your network – Cox Fibernet Service is the cost-effective way to give your business crystal clear digital voice, video and data transmissions.

A Fiber Optic Platform For Clarity, Speed and Reliability

No matter which level of bandwidth you choose, you can count on Cox Fibernet Service for a clear, stable connection. That's because Cox designed and built our own fiber-based SONET self-healing ring network with protection switching and our own fiber optic IP backbone. This high-tech, high-speed platform gives you 99.99% network availability and a bit error rate threshold of 10⁻⁶ or better for reliable service, digital-quality sound and unbeatable security. Plus, since our protection switching requires less than 50 milliseconds, you'll get quick, reliable transport services – you can count on it.

A Stable, Experienced Provider

No matter how technologically advanced the network is, your transmission services are only as reliable as the company providing them. That's why it's good to know that Cox Business Services is backed by the financial stability of Cox Communications, one of the nation's largest broadband companies. This proven strength gives Cox Business Services powerful advantages that other providers simply don't have, including state-of-the-art technology and a solid financial foundation. And it gives you the peace-of-mind that only comes from choosing Cox.

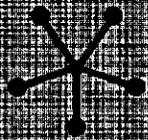
Integrated, Cost-Effective Communications

With Cox Fibernet Service, top-quality communications don't have to mean top-dollar costs. Our competitive pricing, discount structures and ability to save you money with national purchasing means that you'll get the speed, capacity and reliability that your network

Responsive Support and Local Service

We know that your communications are critical to your business. That's why Cox monitors our networks around the clock from our state-of-the-art Network Operations Center (NOC). It's why we provide responsive customer care and local, professional technicians who are ready to help with whatever you need. In short, that's why you can count on Cox.





How The Cox Network Benefits You

Your communications are your lifeline. We understand that's why Cox built our own facilities-based network so we can deliver you services over our SONET-based network. Our own network complies with all FCC and state regulatory and industry standards, and we adhere to all our obligations. We manage it all. Our state-of-the-art Network Operations Center (NOC) monitors our network around the clock and is staffed by our highly trained professionals working proactively to prevent problems before they affect your service. Our commitment to service and our ongoing monitoring of a highly dependable network brings peace of mind that you'll find only with Cox Business Services.

How It Works For You:

Cox Fibernet lets you choose from five high-volume point-to-point digital transmission services for a customized network connection. Of course, every connection includes the features that make Cox Fibernet the reliable, clear choice for your business. So choose the connection that's right for you – then enjoy the peace of mind that comes from features like these:

Standard Service Features

- SONET transmission equipment with electronic redundancy
- Self-healing network with route and electronic protection
- Fiber optic rings with route diversity*
- Consistent circuit quality
- Integrated communications – data voice and video over a single facility

Optional Service Features

- Channelized or clear channel configurations
- Variety of hand-off interfaces, such as RJ45, BNC, RS232 and FC, SC and ST optical connectors
- Fractional DS-1 increments (Nx64Kbps)
- M13 multiplexing available at one or both ends (DS-3 only)

Standard Support Features

- Responsive local customer care and technical support
- Proactive network monitoring around the clock

Service Level Choices	Specification
Cox DS-1 Transport Service	1.544 Mbps (DS-1) digital circuit Up to 24 DS-0s Super Frame (SF) or Extended Super Frame (ESF) AMI or B8ZS line coding For an unchannelized DS-1, Cox also offers a full clear-channel DS-1 which can carry up to 1.544 Mbps of user payload
Cox DS-3 Transport Service	44.736 Mbps digital circuit Up to 28 DS-1s (672 DS-0s)
Cox OC-3 Transport Service	155.62 Mbps (OC-3) optical circuit Up to 3 DS-3s (84 DS-1s)
Cox OC-12 Transport Service	622.08 Mbps (OC-12) optical circuit Up to 4 OC-3s (12 DS-3s or 336 DS-1s)
Cox OC-48 Transport Service	2.488 Gbps (OC-48) optical circuit Up to 48 DS-3s (1344 DS-1s)

COX Business Services.
www.coxbusiness.com

Services not available in all areas.
All features not available in all areas.
Other restrictions may apply.
*Where available

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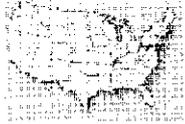
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Cumberland Rhode Island
 Cumberland, Rhode Island

INTRODUCTION

The town of Cumberland, in northern Rhode Island, is a fast-growing community with approximately 32,000 residents. Town officials were relying on dial-up Internet service for telecommunications needs, and were unhappy with the slow speed and unreliable customer service. In addition, the telephone service was outdated and high-priced. Officials wanted a new provider to create a more efficient, cost-effective communications network.

CHALLENGE

Cumberland partnered with Cox Business Services for its phone and Internet service for a number of reasons. Town officials liked the fact that Cox Business Services was a facilities-based company that had just completed a major upgrade of its entire Rhode Island network. Plus, it offered the services and savings the town was looking for.

The plan called for installation of 50 Centrex phone lines and high-speed Internet service at all 7 town offices. This would allow the departments to communicate between other Centrex departments using 4-digit extensions rather than 7-digit numbers. Besides efficiency, the 4-digit extensions would allow the town to avoid outside, per minute call charges, and would provide access to long distance services as needed.

RESULTS

According to Zachary Heath, Administrative Assistant to Cumberland Mayor Daniel J. McKee, the new network brought their government into the 21st century. "The increased bandwidth has given us the ability to service our own Web site, as well as bring e-mail to all Town of Cumberland personnel," he said. "This has helped increase the efficiency and communication within Town Hall, as well as our ability to communicate with the public."

In addition, the reduced line charges and reorganization helped give Cumberland a substantial savings in the first year alone. "We have experienced no service disruptions since the inception of the new network, and the savings we realized on our telephone service has definitely helped our operating budget," Heath said. "We have also seen a positive change in the way we are serviced. The patience and experience of the entire Cox Business Service staff, from the salespeople to customer service, has been extremely beneficial to the Town."

"Cox Business Services helped us get a grasp on what we had here, and provided an overall solution that was more efficient and cost-effective than our previous provider."
 Zachary Heath,
 Administrative Assistant to
 Cumberland Mayor Daniel J. McKee

Services Provided:
 Centrex Telephone Lines
 Internet Access

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