

COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE

Petition of CoxCom, Inc., d/b/a Cox Communications)	
to establish and adjust the basic service tier programming,)	
equipment, and installation rates for the Town of Holland)	D.T.C. 13-3
)	
)	

**RESPONSES OF COXCOM, INC., D/B/A COX COMMUNICATIONS TO
DEPARTMENT INFORMATION REQUESTS**

D.T.C. 1-1 Cox’s Form 124, Line A1 lists the current maximum permitted rate as \$15.73. Provide detailed calculations showing how Cox arrived at this number.

RESPONSE The calculations requested are shown in the 2011 Form1240 previously filed with the Department.

LineA1 is in error. The current maximum permitted rate is \$13.08. The calculation of the correct maximum permitted rate is contained in the Form1240 filed with the Department in the Company’s 2012 rate proceeding. Attached to this response are corrected Form 1240 pages and a corrected rate summary sheet, which reflects a reduced proposed maximum permitted rate. Please note that the operator-selected rate remains unchanged.

Person Responsible: Mike Patrie
Date: June 12, 2013

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**RESPONSES OF COXCOM, INC., D/B/A COX COMMUNICATIONS TO
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- D.T.C. 1-3** Refer to Schedule B on Cox’s FCC Form 1205:
- a. Provide detailed documentation of the expenses under “Other 1.” Including but not limited to information on the exact services provided by “outside labor,” the number of hours of service, and the hourly rate(s). State whether these “Outside Labor” hours are included in Line 6 of the Worksheet for Calculating Permitted Equipment and Installation Charges.
 - b. Explicitly identify and provide detailed documentation of expenses categorized as “Other 2.”

RESPONSE a. “Other 1” Outside labor (\$1,526,447) is technical support, service and installation work related to installation, trouble calls, and disconnect activities. Outside labor hours of service (31,765) are included in Line 6 of Step A (Worksheet for Calculating Permitted Equipment and Installation Charges). The effective outside labor rate is \$48. Also included in “Other 1” is auto operating expense (\$427,799) related to fuel and maintenance costs associated with our fleet in the support of Cox’s service, installation, trouble calls and disconnect activities.

b. “Other 2” is communications expense (\$38,605) for our Technical Support and Installation/Service departments including cell phones, pagers and blackberry equipment. The remainder of “Other 2” (\$1,228,023) is related to CPE repairs and maintenance expense including screening, cleaning, and repair.

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D.T.C. 1-4 Refer to Line 6 of the Worksheet for Calculating Permitted Equipment and Installation Charges on Cox’s FCC Form 1205:

- a. Provide detailed calculations showing how Cox arrived at 152,600.
- b. Describe in narrative form the methodology Cox used to isolate the hours of employees whose responsibilities include tasks unrelated to equipment installation.

RESPONSE

a.

Type of Hours	Hours
In-house labor hours	101,880
Outside labor hours	31,765
Converter repair hours	18,955
Total Hours Line 6	152,600
Worksheet for Calculating Permitted Equipment and Installation Charges	

- b. Cox uses installation, service and trouble call billing codes from work orders generated in our billing system to isolate hours of the employees whose responsibilities include tasks unrelated to equipment installation.

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D.T.C. 1-5 Refer to Cox’s FCC Form 1205 Preparation Documentation and state when the “time studies” with respect to Schedule D were carried out.

RESPONSE Yes, time studies were carried out in 2010 and 2011.

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