

- f. Please provide the number of Holland customers by service tier as of October 1, 2014.
- g. Please provide the number of new Holland customers enrolled by Cox in each calendar year, beginning January 1, 2010, and ending October 1, 2014.

RESPONSE

- a. As indicated in the Horan Letter, Cox will begin offering a new equipment option – the DTA or “mini box” -- starting on November 10, 2014. DTAs will be deployed in stages across the Cox service areas, available on December 1, 2014 in Holland, MA. At this time, as indicated in the section 76.923(o) Letter, Cox Limited Basic (Starter) customers will be offered two DTAs at no charge for two years (five years if Medicaid qualified), and Expanded Basic (Essential) customers will be offered two DTAs at no charge for one year. These offers will continue for 120 days after Cox goes all-digital and encrypts the basic service tier, and will be made to “existing” customers that have subscribed to Cox video services prior to the encryption date. As referenced in the Horan Letter, the standard monthly charge for the DTA will be \$1.99, applied to (i) those DTAs ordered in excess of those covered by the offers; (ii) those DTA orders made more than 120 days after the date of encryption; and (iii) those DTAs ordered by all new customers subscribing to Cox video services after the date of encryption.
- b. No. a non-addressable converter offer will not be made available to basic only analog customers as Cox transitions to all-digital. The DTA offers described above will be made in lieu of any such offer.
- c. Yes. The offer described above for DTAs at no charge will also apply to customers requesting cableCARDS.
- d. New customers, for purposes of the offers described above, are customers who subscribe anew to Cox video services after the date Cox goes all-digital and encrypts the basic service tier (targeted for April 28, 2015). Existing customers opting to change service tiers will not be excluded from the offer applicable to their level of service when they ordered the DTA.
- e. Attached is the revised Proposed Rate Structure, including the DTA. All new customers subscribing to Cox video after the date of encryption will be subject to the DTA charge. Existing customers who order DTAs in excess

of the number provided free of charge will be charged \$1.99 per month for those extra DTAs, and existing customers who were eligible for one or more DTAs free of charge but did not request them for over 120 days past the anticipated 4/28/15 encryption date will be charged \$1.99 per DTA per month.

f.	Starter TV	[CONFIDENTIAL]
	Essential TV	[CONFIDENTIAL]
	Advanced TV	[CONFIDENTIAL]
	Preferred TV	[CONFIDENTIAL]
	Premier TV	[CONFIDENTIAL]
	ULT TV	[CONFIDENTIAL]
	Economy TV	[CONFIDENTIAL]
	Total	952
g.	2010	[CONFIDENTIAL] connects
	2011	[CONFIDENTIAL] connects
	2012	[CONFIDENTIAL] connects
	2013	[CONFIDENTIAL] connects
	2014	[CONFIDENTIAL] connects through 9/30/14

RESPONSIBLE PERSON: Rob Howley, Deborah Bass

DATE: October 30, 2014

**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. 14-1

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

REQUEST

D.T. C. 1-3 Neither the Horan Letter nor the section 76.923(o) Letter provide information on possible changes to channel line-ups or samples of notices that Cox intends to provide to its affected Holland customers or Holland.

- a. Please state whether there will be any revisions to the channel line-ups being offered by Cox in Holland.
- b. Please state the amount of notice that Holland customers and Holland will receive from Cox.
- c. Please submit a copy of the notice that Holland will receive from Cox.
- d. Please submit a sample customer letter that Holland customers will receive from Cox.

RESPONSE

- a. There are no channel changes planned in association with the launch of the DTAs. Analog customers who install a DTA will be able to view the channels that are already part of their subscriptions in a digital format on the same channel.
- b. Holland customers will receive a minimum of thirty (30) days' notice by bill message for each of the channel transitions. In addition, customers will be contacted by direct mail, email and phone a number of times between November 10, 2014 and April 28, 2015 about making the transition from analog to digital service.
- c. Attached is a copy of the notice.
- d. Attached is a sample customer letter.

RESPONSIBLE PERSON: Rob Howley, Deborah Bass

DATE: October 30, 2014

**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,
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D.T.C. 14-1

**RESPONSES OF COXCOM, INC., D/B/A COX COMMUNICATIONS TO
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REQUEST

D.T.C. 1-4 Federal rules require that existing basic service tier subscribers receiving Medicaid should receive equipment for up to two television sets at no charge for five years if, at the time of encryption, they do not use a set-top box or cableCARD. See 47 C.F.R. section 76.603(a) (1) (iv).

- a. Please indicate the number of Medicaid recipients in Holland affected by Cox's transition to a single digital format and encryption of its basic service tier.
- b. Please state how Cox will determine whether its Holland customers are Medicaid recipients at the time of encryption.

RESPONSE

- a. Cox does not know the number of Medicaid recipients in Holland who subscribe to its cable services.
- b. Cox materials announcing the transition to digital and the encryption of its basic service tier will provide subscribers with the opportunity to identify themselves as Medicaid recipients and submit validating documentation. to qualify for the five year equipment offer. Cox marketing materials and customer communications describing this option will be provided to subscribers over the course of the transition and at least 30 days before the encryption date. Subscribers will be directed to call Cox to begin the process. Subscribers contacting Cox will be mailed a pre-populated application, instructions to provide a copy of their Medicaid card, and a postage paid return envelope to use to do so. Upon validation of Medicaid participation the two free DTAs will be provided and the subscriber's account will be marked to suppress billing of the DTAs for five years.

RESPONSIBLE PERSON: Rob Howley, Deborah Bass

DATE: October 30, 2014

**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,)	D.T.C. 14-1
equipment, and installation rates for the Town of Holland)	
)	
)	

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

REQUEST

- D.T.C. 1-5 Attached to the section 76.923(o) Letter is a revised FCC Form 1205 that reports DTA-related information.
- a. Please provide a copy of the FCC Form 1205 instructions used by Cox in preparation of its FCC Form 1205.
 - b. Please explain why Cox reports one DTA unit in service on Schedule C, Line C, as of fiscal year 2012 even though it will not offer DTAs until late 2014.
 - c. Please explain the accounting treatment that Cox is employing for the new DTA device. Specifically:
 - (i) Specify the number of years of depreciable life that Cox assigns to the DTA;
 - (ii) Specify the method of depreciation used by Cox for the DTA; and
 - (iii) Explain the calculations for the Depreciation amounts reported on Schedule C, Lines E and J.
 - d. Cox reports \$2.0276 for the Permitted Charge and \$1.99 for the Actual Charge on Line 4 of the Summary Schedules varies from the Actual and Permitted Charges reported by Cox on Line 4 of the Summary Schedule earlier this year. Please explain this difference in reported charges.

RESPONSE

- a. Cox used the FCC Form 1205 instructions that were submitted to the Department in September 2014 in response to Record Request 1.
- b. The FCC's instructions regarding new equipment rate filings require that the Company use its most recent annual FCC Form 1205 rate filing. As Cox has done in the past with the CableCARD, it has listed one unit of the new equipment as the basis for development of the proposed rate.
- c. (i) number of years of depreciable life for DTAs: 3 years
(ii) method of depreciation of DTAs: straight line
(iii) explanation of depreciation calculations on Schedule C, Lines E and J:
Line E represents 4 months of accumulated depreciation from estimated launch of product in 9/14. Line J includes 12 months of estimated annual depreciation.
- d. Line 4 of the Form 1205 Summary Schedule filed earlier this year referred to the Cable CARD. Line 4 of the Form 1205 Summary Schedule submitted with the DTA filing contains the information that pertains to the proposed DTA maximum permitted and operator selected rates for the DTA; however, Cable CARD information was deleted. Cox has attached a Form 1205 in which the Summary Schedule reflects both the CableCARD rate and the DTA-related rates.

RESPONSIBLE PERSON: Sharman Urban

DATE: October 30, 2014