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June 16, 2015

Sara Clark  
Executive Secretary  
Department of Telecommunications and Cable  
1000 Washington Street-Suite 820  
Boston, MA 02118-6500

Re: DTC 15-1/Cox Form 1205 and Form 1240 Annual Filings for Holland, MA

Dear Secretary Clark:

Enclosed please find for filing in the above matter an original and three (3) copies the responses of Cox Communications to the Department's First Set of Information Requests. Do not hesitate to contact me if the Department has any questions regarding these responses or needs any additional information.

Thank you for your assistance.

Sincerely yours,



Alan D. Mandl

Enclosures  
cc: Service List by email

**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. 15-1

**RESPONSES OF COX COMMUNICATIONS TO THE DEPARTMENT'S FIRST SET  
OF INFORMATION REQUESTS**

**D.T.C 1-1**

Referring to Line J of Schedule c of the FCC Form 1205, please provide complete and detailed documentation explaining Cox's methodology and calculations used to determine the "Current Provision for Depreciation."

**RESPONSE**

The Current Provision for Depreciation information comes directly from the Company's Fixed Asset Ledger. It is the total of the year to date depreciation expense. For the current rate filing, it is the sum of depreciation expense for converters placed in service during 2010-2013. Converters are depreciated over a three year life.

**RESPONSIBLE WITNESS: ROBERT J. HOWLEY  
DATE: JUNE 17, 2015**

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

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D.T.C. 15-1

**RESPONSES OF COX COMMUNICATIONS TO THE DEPARTMENT'S FIRST SET  
OF INFORMATION REQUESTS**

**D.T.C. 1-2**

Referring to Schedule C of the FCC Form 1205, please identify the following for Remotes, Addressable Boxes, CableCARDS and DTAs:

- a. The number of units in service at the beginning of the Fiscal Year 2013 Form 1205 period;
- b. The number of units added into service during the Fiscal Year 2013 Form 1205 period;
- c. The number of units removed from service during the Fiscal Year 2013 Form 1205 period;
- d. The useful life of a unit;
- e. The actual cost of acquiring a unit for the last three accounting periods used for the last three FCC Forms 1205 submitted by Cox to the Department.

**RESPONSE**

- a. Remotes (414,349-one for one with Converters); Addressable Converters (414,349); CableCARDS (2016); DTAs (0). These are New England System numbers.

**RESPONSE TO DTC 1-2 (CONTINUED)**

- b. Cox does not track units added, only dollars. The accounting records used to prepare the rate filing do not have this level of detail. A search for actual purchase orders would require more time to perform.
- c. Cox does not track units disposed of, only dollars. The accounting records used to prepare the rate filing do not have this level of detail. A search of actual plant records would require more time to perform.
- d. The useful lives for each of these types of equipment is 3 years.
- e. As of the date of this response, the group that prepares the Form 1205 was able to obtain the following information: for 2013, the average cost of a DTA was \$33.00 and the average cost of an addressable converter was \$257.00. For 2012, the average cost of an addressable converter was \$296.00. We do not believe that average cost information for DTAs existed in 2012 and 2011. This response will be supplemented if we are able to obtain additional information.

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D.T.C. 15-1

**RESPONSES OF COX COMMUNICATIONS TO THE DEPARTMENT'S FIRST SET  
OF INFORMATION REQUESTS**

**D.T.C 1-3**

Please identify the current total number of DTA and CableCARD units in service in the Town of Holland and the New England System.

**RESPONSE**

For the DTA: 1105 in Holland, 67,126 in Connecticut and 63,906 in Rhode Island.

For the CableCARD: 13 in Holland, 1047 in Connecticut and 861 in Rhode Island.

**RESPONSIBLE WITNESS: ROBERT J. HOWLEY**

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D.T.C. 15-1

**RESPONSES OF COX COMMUNICATIONS TO THE DEPARTMENT'S FIRST SET  
OF INFORMATION REQUESTS**

**D.T.C 1-5**

Referring to Cox's Limited Basic Channel Line Up included with the FCC Form 1205 and Form 1240 filing, Cox lists 16 total channels for the projected period. However, Cox's website includes a channel listing for "TV Starter" includes 28 channels, plus 11 HD Channels for "TV Starter HD" and 4 option channels as a part of a Faith and Values Pak at no extra charge with "TV Starter" (available at <http://www.cox.com/residential/tv/channel-lineup.cox>). The monthly rate for TV Starter is listed at \$7.11 (available at <http://www.cox.com/residential/tv/prices.cox>), the same rate Cox in its Cover Letter notes it will present on the bill of Basic Service Tier Subscribers.

- a. Please explain this discrepancy between available channels and advertised channels for the "Starter TV" or "TV Starter" tier.
- b. Please provide a narrative detailing how Cox describes the difference between the advertised and offered services and include any documents Cox makes available to subscribers.

**RESPONSE**

- a. Prior to the completion of the all-digital transition in Holland on April 28, 2015, customers with a standard TV and no Cox receiver or CableCARD had access to 16 analog channels. Some customers without Cox equipment but with digital tuners built into their TVs may have had access to an additional 11-13 channels and if they had a digital HD tuner an additional 10-11 HD channels. Prior to going all-digital, Cox considered only the 16 analog channels as standard for Starter TV. Post

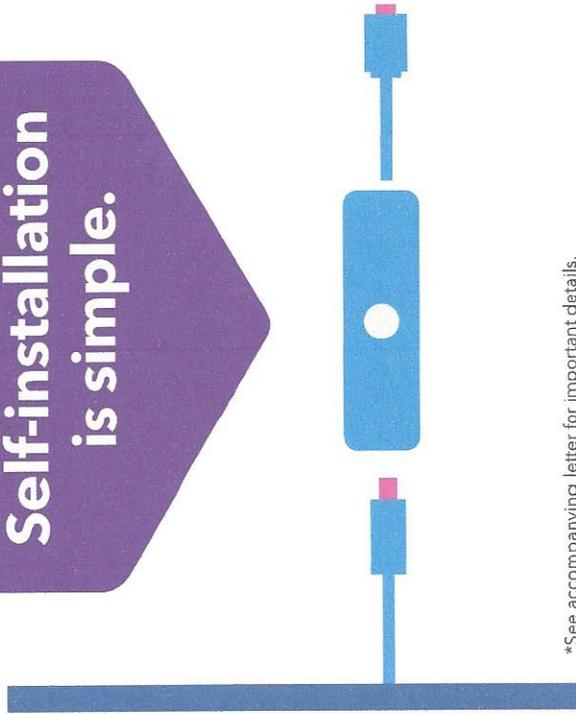
**RESPONSE TO DTC 1-5 (CONTINUED)**

the all-digital transition, all customers who have either a Cox receiver, DTA or CableCARD now have access to all of the analog channels referenced above in a digital format and the other digital and HD channels referenced, including the Faith and Value Pak that can now be accessed by all Starter TV customers, resulting in the higher numbers. The website was updated after April 28, 2015, to reflect the completion of the all-digital transition.

b. Customers were notified that a benefit of the all-digital transition would be the ability to access additional channels – including HD channels -- on the Cox lineup with all the equipment options provided. Attached is an example of the bill insert.

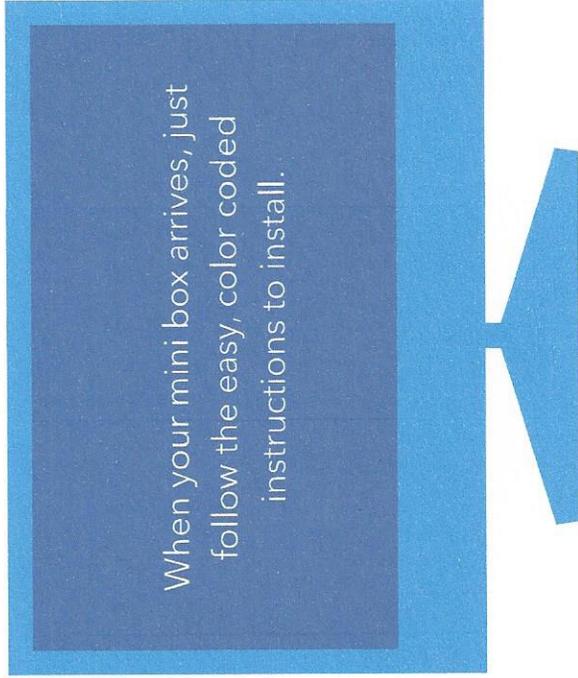
**RESPONSIBLE WITNESS: ROBERT J. HOWLEY**  
**DATE: JUNE 17, 2015**

**Self-installation  
is simple.**



\*See accompanying letter for important details.

When your mini box arrives, just follow the easy, color coded instructions to install.



LGADIB\_DA\_RI

When you install your mini box, you will be able to experience some great enhancements, including:

Better picture quality

On-screen program guide

Local channels now in HD

Parental controls

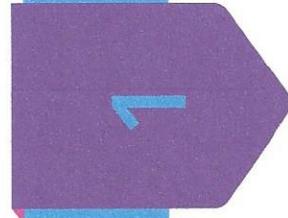
After you install your mini box, you'll be able  
to enjoy your local channels in HD:



**FOX**<sup>TM</sup>



3 easy steps to get your mini box.™



Click [cox.com/GoAllDigital](http://cox.com/GoAllDigital)  
Call **401-270-3955**  
Visit **Cox Solutions Store**®



Order your mini box—  
it's free for a year.\*



When your mini box arrives,  
follow the easy, color coded  
instructions to install.



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D.T.C. 15-1

**RESPONSES OF COX COMMUNICATIONS TO THE DEPARTMENT'S FIRST SET  
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**D.T.C. 1-6**

Referring to Cox's cover sheet for the FCC Form 1205 and Form 1240 Annual Filing, Cox indicates that the Basic Service Rate of \$10.11 is reflected on a subscriber's bill as "Starter TV" with a portion of the rate broken out as a "Broadcast Surcharge."

- a. Please provide a detailed narrative of how the rate for "Broadcast Surcharge" is calculated.
- b. Please provide a detailed narrative of how the "Broadcast Surcharge" is described or explained to subscribers.
- c. Please provide a sample subscriber bill showing the placement of the "Broadcast Surcharge."
- d. Please indicate whether the "Broadcast Surcharge" is included on any rate card or other document made available to subscribers.
- e. Please provide a detailed narrative explaining why Cox has listed the "Broadcast Surcharge" on a web page detailing "Taxes and Fees for Cox Services" on its website, available at <http://www.cox.com/residential/support/billing-and-account/article.cox?articleId=b5528c70-9a3f-11e-d5ce-000000000000>

**RESPONSE**

- a. The "Broadcast Surcharge" is not based upon a specific market-based calculation, but is a subset of the basic service tier rate. The Company now presents its basic service tier rate as two parts- Starter TV and Broadcast Surcharge, which comprise Total TV fees. This breakout is designed to better communicate to customers the rising costs associated with

## **RESPONSE TO DTC 1-6 (CONTINUED)**

providing broadcast TV on our lineups, taking into account the types of costs reflected in the FCC Form 1240 external costs. The aggregate costs for true-up and projected periods for BST programming, copyright and retransmission consent are shown in the Form 1240 as filed. External costs for the projected period are \$4.8202/month, the MPR is \$25.6709/month and the OSR remains at \$10.11/month. The \$3.00/month Broadcast Surcharge falls below the amount of external costs in the current Form 1240, and is the same amount that Cox reflects in other jurisdictions.

b. A bill message was provided to customers starting 30 days prior to the the new bill format with the Broadcast Surcharge identified conveying that customers would see a \$3.00 reduction in the Starter TV component of their charges and a corresponding \$3.00 line item identified as the Broadcast Surcharge. (See attached). As indicated in the bill message, the new bill presentment is designed to reflect for customers the rising cost of broadcast television.

c. Attached is a sample subscriber bill showing the placement of the Broadcast Surcharge.

d. The Broadcast Surcharge is not yet included on the rate card. An explanation is available on the Cox.com website.

e. The document referenced in this request incorrectly listed the Broadcast Surcharge among the fees, taxes and charges associated with regulatory mandates and is being updated to correct this error.

**RESPONSIBLE WITNESS: ROBERT J. HOWLEY**

**DATE: JUNE 17, 2015**

## **Holland Video Rate Change Bill Messages – 30 day Notice: ENGLISH VERSION**

### **STAR COPY**

Effective May 5, 2015 some prices will change. These will be reflected on your next bill statement. Please see additional details in NEWS FROM COX.

### **Intro copy**

At Cox Communications, it's our priority to consistently add value to your Cox services. We're proud to offer access to Pandora on TV, more TV networks, live streaming channels, and more sports anywhere through multiple devices. Plus, Cox is continuously improving its network to maintain the best high speed Internet service with faster speeds, increased cloud storage, an updated interface to make it easier to back-up, store and share files, and the addition of WiFi hotspots. Due to investments in improving our services and increases in programming and business costs, we are making the following changes to our service rates effective May 5, 2015. These changes will be reflected on your next bill statement. All prices are listed per month unless otherwise noted and subject to surcharges, fees, taxes and deposits. If you are a Price Lock service agreement customer, prices for services covered under the terms of your Price Lock service agreement will not change for the duration of your agreement. These services are indicated on your monthly statement. We appreciate your business and look forward to serving you in the future.

### **TV**

Price Changes for Cox TV and Advanced TV are as follows: Cox TV Starter changes from \$10.11 to \$7.11. Cox TV Economy will include Movies onDEMAND and My Primetime access; there is no price change for Cox TV Economy. Cox TV Essential changes from \$60.29 to \$63.29. Advanced TV changes from \$63.29 to \$66.29. Preferred TV changes from \$73.29 to \$76.29. Premier TV changes from \$85.29 to \$90.29. Advanced TV Ultimate with 4 Premiums and Record 6 changes from \$145.29 to \$150.29.

Advanced TV Super Mix changes from \$73.29 to \$76.29. Advanced TV Paquette Latino changes from \$19.11 to \$16.11.

Advanced TV Ultimate changes from \$132.78 to \$137.78. Advanced TV Ultimate with 4 Premiums changes from \$141.78 to \$146.78. Advanced TV Ultimate with Whole Home DVR changes from \$137.78 to \$142.78. Advanced TV Ultimate 4 Premiums and Whole Home DVR changes from \$146.78 to \$151.78.

Movie Pak changes from \$8.00 to \$10.00. Playboy Channel rate changes from \$15.00 to \$14.99.

To keep you better informed of costs associated with the delivery of broadcast television, a \$3.00 Broadcast Surcharge will be listed on your bill under Monthly Services. Accordingly, the price changes listed for all of our TV packages reflects a \$3.00 decrease for the TV Starter portion of your service.

## **Holland Video Rate Change Bill Messages – 30 day Notice: SPANISH VERSION**

### **Star Message**

A partir de Mayo 5, 2015 algunos precios cambiarán. Estos aparecerán en su próxima factura. Por favor consulte detalles adicionales en NOTICIAS DE COX.

### **Intro Copy**

En Cox Communications es nuestra prioridad añadir valor a sus servicios de Cox constantemente. Nos enorgullece ofrecer acceso a Pandora en la TV, más cadenas de televisión, canales en vivo para hacer *streaming*, y más eventos deportivos en cualquier lugar a través de múltiples equipos. Además, Cox está mejorando su red continuamente para mantener el mejor servicio de Internet de alta velocidad con velocidades más rápidas, mayor almacenamiento tipo *cloud*, una interfaz actualizada para que sea más fácil realizar copias de respaldo, almacenar y compartir archivos, y nuevos WiFi *hotspots*. Debido a las inversiones que se han realizado para la mejora de nuestros servicios, así como los aumentos en los costos de programación y de negocios, estamos realizando los siguientes cambios a nuestras tarifas de servicios a partir de Mayo 5, 2015. Estos cambios se verán reflejados en su próxima factura. Todos los precios están listados por mes a menos que se indique lo contrario y están sujetos a recargos, cargos, impuestos y depósitos. Si usted es cliente con contrato de Precio Fijo, los precios de los servicios cubiertos bajo los términos de su contrato de Precio Fijo no cambiarán durante el lapso de su contrato. Estos servicios están indicados en su factura mensual. Apreciamos su preferencia y esperamos servirle en el futuro.

### TV

Los cambios en precios de Cox TV y Advanced TV son los siguientes: Cox TV Starter cambia de \$10.11 a \$7.11. Cox TV Economy incluirá acceso a Movies OnDemand y My Primetime; no hay ningún cambio de precio para Cox TV Economy. Cox TV Essential cambia de \$60.29 a \$63.29. Advanced TV cambia de \$63.29 a \$66.29. Preferred TV cambia de \$73.29 a \$76.29. Premier TV cambia de \$85.29 a \$90.29. Advanced TV Ultimate con 4 Premiums y Record 6 cambia de \$145.29 a \$151.78.

Advanced TV Super Mix cambia de \$73.29 a \$76.29. Advanced TV Paquete Latino cambia de \$19.11 a \$16.11. Advanced TV Ultimate cambia de \$132.78 a \$137.78. Advanced TV Ultimate con 4 Premiums cambia de \$141.78 a \$146.78. Advanced TV Ultimate con Whole Home DVR cambia de \$137.78 a \$142.78. Advanced TV Ultimate 4 Premiums y Whole Home DVR cambia de \$146.78 a \$151.78.

Movie Pak cambia de \$8.00 a \$10.00.

La tarifa de Playboy Channel cambia de \$15.00 a \$14.99.

Para mantenerle mejor informado sobre los costos asociados con la televisión abierta, un cargo de \$3.00 Recargo por Transmisión aparecerá listado en su factura bajo Servicios Mensuales. Por consiguiente, los cambios en los precios listados de todos nuestros paquetes de TV reflejan una disminución de \$3.00 en la parte de TV Starter de su servicio.

**SUMMARY OF CHARGES**

Monthly Services	\$10.11
Taxes, Fees and Surcharges	0.48
<b>NEW CHARGES</b>	<b>\$10.59</b>

**MONTHLY SERVICES** May 23 - Jun 22

<b>TV</b>	
Cox TV Starter	\$7.11
Mini Box	0.00
<b>Other Fees and Surcharges</b>	
Broadcast Surcharge	\$3.00
<b>Total TV</b>	<b>\$10.11</b>
<b>TOTAL MONTHLY SERVICES</b>	<b>\$10.11</b>

**TAXES, FEES AND SURCHARGES**

<b>TV Fees</b>	
FCC Fee	\$0.08
Franchise Fee	0.40
<b>Total TV Fees</b>	<b>\$0.48</b>
<b>TOTAL TAXES, FEES AND SURCHARGES</b>	<b>\$0.48</b>
<b>TOTAL NEW CHARGES</b>	<b>\$10.59</b>

**NEWS FROM COX**

The launch of NBC Universo HD channels 1194/1383 and Oxygen HD channel 1166 originally scheduled to launch on May 20, 2015 has been delayed. These channels will now be available on July 1, 2015 to customers who subscribe to the respective packages and receive their service with a compatible Cox digital receiver or

**News From Cox cont.**

CableCARD. For more information about this change, please visit [www.cox.com/channelchanges](http://www.cox.com/channelchanges).

Effective May 5, 2015, some prices will change. These are reflected on this bill statement. Please see additional details in NEWS FROM COX.

At Cox Communications, it's our priority to consistently add value to your Cox services. We're proud to offer access to Pandora on TV, more TV networks, live streaming channels, and more sports anywhere through multiple devices. Plus, Cox is continuously improving its network to maintain the best high speed Internet service with faster speeds, increased cloud storage, an updated interface to make it easier to back-up, store and share files, and the addition of WiFi hotspots. Due to investments in improving our services and increases in programming and business costs, we are making the following changes to our service rates effective May 5, 2015. These changes will be reflected on this bill statement. All prices are listed per month unless otherwise noted and subject to surcharges, fees, taxes and deposits. If you are a Price Lock service agreement customer, prices for services covered under the terms of your Price Lock service agreement will not change for the duration of your agreement. These services are indicated on your monthly statement. We appreciate your business and look forward to serving you in the future.

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Movie Pak changes from \$8.00 to \$10.00. Playboy Channel rate



**Payment options**

**Online:** Visit [www.cox.com](http://www.cox.com) to register for 24-hour online access or make payments to your account.

**Mail:** Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

**Phone:** Call the number listed under the "Contact Us" section on the front of this bill anytime and follow the phone prompts to make a payment using your bank account or credit card.

**In Person:** Visit [www.cox.com](http://www.cox.com) for a list of Cox Authorized Payment Centers.





**SUMMARY OF CHARGES**

Monthly Services	\$10.11
Taxes, Fees and Surcharges	0.48
<b>NEW CHARGES</b>	<b>\$10.59</b>

**MONTHLY SERVICES** Apr 23 - May 22

<b>TV</b>	
Cox TV Starter	\$10.11
Mini Box	0.00
<b>Total TV</b>	<b>\$10.11</b>
<b>TOTAL MONTHLY SERVICES</b>	<b>\$10.11</b>

**TAXES, FEES AND SURCHARGES**

<b>TV Fees</b>	
FCC Fee	\$0.08
Franchise Fee	0.40
<b>Total TV Fees</b>	<b>\$0.48</b>
<b>TOTAL TAXES, FEES AND SURCHARGES</b>	<b>\$0.48</b>
<b>TOTAL NEW CHARGES</b>	<b>\$10.59</b>

**NEWS FROM COX**

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**Payment options**

**Online:** Visit [www.cox.com](http://www.cox.com) to register for 24-hour online access or make payments to your account.

**Mail:** Detach this coupon and send it with your check or money order. Please include your account number on your check. Make your checks payable to Cox Communications. Allow 7 days for processing.

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**News From Cox cont.**  
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Movie Pak changes from \$8.00 to \$10.00.

Playboy Channel rate changes from \$15.00 to \$14.99.

Cox Advanced TV receivers will change from \$2.96 to \$2.74

To keep you better informed of costs associated with the delivery of broadcast television, a \$3.00 Broadcast Surcharge will be listed on your bill under Monthly Services. Accordingly, the price changes listed for all of our TV packages reflects a \$3.00 decrease for the TV Starter portion of your service.

Correction: The prior notice of changes to our installation prices included an error in the rates. The following rates are effective May

