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June 12, 2009

BY FEDERAL EXPRESS

Catrice C. Williams
Department Secretary
Department of Telecommunications and Cable
Two South Station
Boston, MA 02110

Re: CoxCom, Inc., d/b/a Cox Communications New England
D.T.C. 07-10

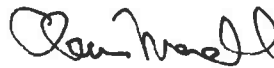
Dear Secretary Williams:

Enclosed please find for filing in the above matter an original and three (3) copies of the responses of Cox Communications New England to the Department's First Set of Information Requests, Nos. 1, 5, 6, 7, 8, 9, 10, 11 and 12.

Additional responses are being prepared and should be filed shortly. Do not hesitate to contact me if the Department has any questions regarding the enclosed responses or needs any further information.

Thank you for your assistance in this matter.

Very truly yours,



Alan D. Mandl

Enclosures

cc: Betsy S. Whittey - Hearing Officer
Town of Holland
Service List

)	Docket No.
Review of Proposed Basic Service Tier Programming, Equipment and Installation Rates of CoxCom, Inc. d/b/a Cox Communications New England)	D.T.C. 08-08

Responsible Witness: Mike Patrie

Review of Proposed Basic Service Tier Programming, Equipment and Installation Rates of CoxCom, Inc. d/b/a Cox Communications New England)))))))	Docket No. D.T.C. 08-08
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Service and Installation pricing effective September 1, 2008

Holland**Cox Cable**

Cox Standard Service	\$ 48.99
Cox Limited Basic	\$ 10.27
Cox Expanded	\$ 38.72

Cox Digital Cable

Digital Choice	\$ 14.99
(Includes Sports & Information and Variety)	
Sports & Information Package	\$ 11.99
Variety Package	\$ 11.99
Digital Gateway	\$ 5.99

Paquete Latino

\$ 27.99

Includes Limited Basic Cable, Digital Gateway,
over 20 Hispanic channels, digital receiver
and remote control.

DVR (Digital Video Recorder) service	\$ 11.99
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Cox Digital Premium Channels

(HBO, Cinemax, Starz, Showtime)

One Premium	\$ 13.99
Two Premiums	\$ 23.99
Three Premiums	\$ 29.99
Four Premiums	\$ 34.99

Cox Digital International Channels

RAI International	\$ 9.99
TV5Monde	\$ 9.99

On DEMAND/Pay-Per View

Movies	\$ 1.99 - \$5.99
Events	Prices Vary
Adult (each title available for 6 hours)	\$ 14.99 per title
Adult Pay-Per-View	\$ 14.99/4 hr block

On Demand Subscriptions

Anime Network	\$ 6.99
Here!	\$ 6.99
WWE 24/7	\$ 6.99
Howard TV	\$ 13.99

IN DEMAND Sports Pkgs

Prices vary

MLB Extra Innings, ESPN Game Plan,
ESPN Full Court, NBA League Pass,
NHL Center Ice, MLS Direct Kick
Call 888-809-4993

Equipment Rental¹

DVR/High Definition Receiver ²	\$ 4.98
Digital Receiver	\$ 4.98
Remote	\$.17
Close Caption Receiver	\$ 4.98
CableCARD	\$ 1.99

Miscellaneous Charges

Returned Check Fee	\$ 25.00
Collection Fee	\$ 30.00
Interruption of Service Fee	\$ 15.00
Itemizations	\$ 25.00
Field Collection Fee	\$ 15.00
Late Fee	\$ 4.00
Disconnect Transaction Fee	\$ 1.99
Payment Processing Fee	\$ 5.00
Cox Service Assurance Plan	\$ 3.95
Name Change	\$ 5.00
Credit Card Denial	\$ 10.00

Cable Service and Installation Charges³

Primary Installation (Unwired)	\$ 54.66
Primary Installation (Wired)	\$ 29.99
Fast Connect/Quick Connect Install	\$ 17.00
Fast Connect/Quick Connect	
Tech Assist Install	\$ 24.81
Add/Move/Reconnect Additional	
Outlet at Initial Installation	\$ 21.23
Outlet after Initial Installation	\$ 30.15
Upgrade from Cable to Digital Cable	\$ 29.99
High Definition Installation	\$ 49.95
Additional High Definition Outlet	
Same Trip	\$ 30.99
Separate Trip	\$ 49.95
Change of Service (Home Visit)	\$ 23.67
Change of Service (In Office)	\$ 1.99
Service Visits unrelated to Cox	
Equipment or signal delivery	\$ 23.67
Unreturned Plug-and-Play equipment	\$ 82.50
Equipment Pick up	\$ 17.00

Pricing and programming effective 9/1/08 and are subject to change. Prices do not include state sales tax, FCC user fee or franchise fees (gross receipt tax). Prices are for residential service only. Commercial service prices and content may be different. All programming services may not be available in all areas. 1) Additional digital receiver & remote required for each additional outlet with digital programming. 2) Customer must have a High Definition Television and subscribe to both Cox Digital and Cox High Definition Service in order to receive High Definition programming. 3) Non Standard installation charges apply to above-ground installation exceeding 150 feet of wiring from nearest utility pole to customer's home and installation requiring underground wiring. Prices based on time and materials. Installation charges are the same for Digital Cable. Charge for service visits based on 30 minute timeframe. Rates are subject to change and limitations apply. ©2008 CoxCom, Inc., d/b/a Cox Communications New England. All rights reserved.

Review of Proposed Basic Service
Tier Programming, Equipment and
Installation Rates of CoxCom, Inc. d/b/a
Cox Communications New England

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Docket No. D.T.C. 08-08

FCC Form 1205

- Response: The cost in Schedule A at line B for “Vehicles” represents a % of total gross cost for vehicles on Cox Enterprise’s books. The percentage is based on the amount of work orders related to activity for equipment and installation, divided by the total work order activity for the whole company. Gross cost of vehicles in 2007 increased \$112M from 2006 and Cox Communications received a portion of this increase based on the calculated %.

Responsible Witness: Mike Patrie

Review of Proposed Basic Service)	
Tier Programming, Equipment and)	
Installation Rates of CoxCom, Inc. d/b/a)	Docket No. D.T.C. 08-08
Cox Communications New England)	
)	

Dated: June 16, 2009
Responsible Witness: Mike Patrie

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

Review of Proposed Basic Service)
Tier Programming, Equipment and)
Installation Rates of CoxCom, Inc. d/b/a)
Cox Communications New England)

Docket No. D.T.C. 08-08

**RESPONSES OF COXCOM, INC., D/B/A COX COMMUNICATIONS NEW
ENGLAND TO THE FIRST SET OF INFORMATION REQUESTS OF THE
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

FCC Form 1205

8. Regarding Schedule B ("Annual Operating Expenses For Service Installation and Maintenance of Equipment") at line A, identify the individual items and associated expenses for each item (e.g., Outside Labor) represented by the total amount entered in the box for "Other 1" and "Other 2."

Response: "Other 1" includes auto operating expenses totaling \$4,537,470 and outside labor totaling \$25,108,448, for a grand total of \$29,645,917. "Other 2" includes CPE repair expenses totaling \$6,396,050 and communications expense totaling \$541,673 for a grand total of \$6,937,724.

Dated: June 16, 2009

Responsible Witness: Mike Patrie

**COMMONWEALTH OF MASSACHUSETTS
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Review of Proposed Basic Service)
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Docket No. D.T.C. 08-08

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FCC Form 1205

9. Regarding Schedule C ("Capital Costs of Leased Customer Equipment") at line C, explain the reason(s) for the notable decrease in the number of remotes in service and increase in the number of addressable boxes in service as compared to last year's Form 1205 filing by Cox.

Response: This is a trend that we continue to see due to customers purchasing their own remotes. Here are the numbers over the last 4 years for Cox Communications:

Remotes in service:

2008 3.5M
2007 3.8M
2006 4.6M
2005 4.6M

As you can see from the above data, Cox continues to see a decrease in remotes in service as customers purchase their own high tech universal remotes.

Addressable Boxes in service:

2008 5.3M
2007 5.0M
2006 4.5M
2005 4.6M

As you can see from the above data, Cox is seeing an increase in addressable converters as more people request higher end digital and HD/DVR services that require converter boxes.

Dated: June 16, 2009

Responsible Witness: Mike Patrie

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)	

FCC Form 1205

11. To the extent not addressed above, confirm that Cox continues to offer basic-only subscribers a converter at no charge consistent with Cox's representation by letter dated April 28, 2006 to the Department's predecessor agency, the Department of Telecommunications and Energy. Also, state whether digital video recorder and non-addressable converters are offered in Holland.

Response: Cox continues to offer basic-only subscribers a converter at no charge. Also, Cox offers digital video recorder and non-addressable converters in Holland.

Dated: June 16, 2009

Responsible Witness: Mike Patrie

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

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ENGLAND TO THE FIRST SET OF INFORMATION REQUESTS OF THE
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FCC Form 1205

12. Regarding Cox's "Proposed Rate Structure" for the City of Holland, explain the method used to calculate the Maximum Permitted Rate of \$23.73 for "Change of Service (Home Visit)" and "Service Visits Unrelated to Cox Equipment or Signal Delivery."

Response: "Change of Service (Home Visit)" Maximum Permitted Rate is calculated using an average time to complete this typical type of service, which is a half hour, multiplied by the amount on line 7 in "Step A. Hourly Service Charge" in the "WORKSHEET FOR CALCULATING PERMITTED EQUIPMENT AND INSTALLATION CHARGES" in FCC Form 1205 (.5 hours X \$43.4755 = \$23.73)

"Service Visits Unrelated to Cox Equipment or Signal Delivery" Maximum Permitted Rate is calculated using an average time to complete this typical type of service, which is a half hour, multiplied by the amount on line 7 in "Step A. Hourly Service Charge" in the "WORKSHEET FOR CALCULATING PERMITTED EQUIPMENT AND INSTALLATION CHARGES" in FCC Form 1205 (.5 hours X \$43.4755 = \$23.73)

Dated: June 16, 2009

Responsible Witness: Mike Patrie