

- 1 Rental of digital receiver (\$5.50/mo.) or CableCard (\$1.99/mo.) and separate paid subscription to Cox Limited Basic service (\$2.00/mo.) required to receive Cox Digital Cable.
  - 2 Cox Digital Gateway, valid with Limited Basic Service, includes the interactive program guide, access to multiplexed premium channels, High-Definition and On DEMAND, plus 75 channels of music & talk radio.
  - 3 Cox Digital Cable required to receive International Channels or Subscription Video On DEMAND services.
  - 4 Rental of digital receiver (\$5.50/mo.) or CableCard (\$1.99/mo.) required to receive Digital Cable. Cox Basic service required for local HD channels. Cox Digital Cable and Standard Service required for cable network HD channels. Digital Cable and paid subscription to HBO, Starz, Showtime, Cinemax or a Cox Digital tier required for premium HD or other digital channels' HD programming. Cox Digital Cable required for DVR and On DEMAND. An HDTV set and HDTV receiver rental required for HD and DVR Service. HD/DVR receiver required for HD recording. DVR receiver and remote rental, and a television that supports composite video or s-video connections required for DVR Service. Monthly DVR service fee applies. On DEMAND and Music Choice channels cannot be recorded. Available DVR recording space varies. Televisions and other consumer owned devices equipped with a CableCard may require a digital set top receiver in order to receive all programming options offered by Cox Digital Cable.
  - 5 If Cox Standard Service is on your primary outlet.
- \* A 5.48% franchise fee will be added to each service price for Orange, Tustin, Tustin Ranch, Irvine, Coto de Caza, Canyons, Aliso Viejo, Emerald Bay and Ladera Ranch. A 5.63% franchise fee will be added to each service price for Newport Beach, Newport Coast, Rancho Santa Margarita, Dove Canyon, Rancho Cielo, Foothill Ranch, Lake Forest, Mission Viejo, Laguna Hills, Laguna Niguel, Laguna Beach, San Juan Capistrano, Dana Point and San Clemente. A 3.09% franchise fee will be added to each service price for Camp Pendleton.

## Regulatory Information

You have the right to file a complaint with your Franchise Authority about changes in the price of Cox Cable Service within 90 days of receiving the first bill reflecting these changes.

### Aliso Viejo:

City Clerk, City Hall  
12 Journey  
Aliso Viejo, CA 92656  
(949) 425-2500

### Camp Pendleton:

Franchise Administrator  
PO Box 1609  
Oceanside, CA 92051  
(760) 599-6060

### Dana Point:

Administrative Services  
Director, City Hall  
33282 Golden Lantern  
Dana Point, CA 92629  
(949) 248-3500

### Irvine:

City Clerk, City Hall  
1 Civic Center Dr.  
Irvine, CA 92714  
(949) 724-6040

### Laguna Beach:

Cable TV Franchise  
Coordinator, City Hall  
505 Forest Ave.  
Laguna Beach, CA 92651  
(949) 497-0731

### Laguna Hills:

City Hall  
24035 El Toro Rd.  
Laguna Hills, CA 92653

### Laguna Niguel:

Community Liaison, City Hall  
27801 La Paz Rd.  
Laguna Niguel, CA 92677  
(949) 362-4300

### Laguna Woods:

Community Services Manager  
City Hall  
24264 El Toro  
Laguna Woods, CA 92637  
(949) 639-0562

### Lake Forest:

Director of Administrative  
Services, City Hall  
25550 Commercentre Dr.  
Ste. 100  
Lake Forest, CA 92630  
(949) 461-3589

### Mission Viejo:

City Manager's Office, City Hall  
200 Civic Center Dr.  
Mission Viejo, CA 92691  
(949) 470-3000

### Newport Beach:

Assistant to the City Manager  
City Hall  
3300 Newport Blvd.  
Newport Beach, CA 92663  
(949) 644-3309

### Orange:

Sr. Assistant to the City  
Manager, City Hall  
300 E. Chapman Ave.  
Orange, CA 92866  
(714) 744-2222

### Orange County

**unincorporated areas,  
including Coto De Caza,  
Dove Canyon, El Morro,  
Emerald Bay, Ladera  
Ranch, Silverado Canyon,  
Trabuco Canyon, and  
Tustin Ranch:**

CATV Franchise Coordinator  
300 N. Flower St.  
Santa Ana, CA 92702  
(714) 834-2115

### Rancho Santa Margarita:

City Clerk, City Hall  
22112 El Paseo  
RSM, CA 92688  
(949) 635-1800

### San Clemente:

City Clerk, City Hall  
100 Avenida Presido  
San Clemente, CA 92672  
(949) 580-1026

### San Juan Capistrano:

Administrative Services  
City Hall  
32400 Paseo Adelanto  
San Juan Capistrano,  
CA 92675  
(949) 443-6359

### Tustin:

Administrative Services  
Manager, City of Tustin  
Public Works Dept.  
300 Centennial Way  
Tustin, CA 92780  
(714) 573-3160

# Important Rate Change Information

**Orange County**  
Effective March 1, 2009

## Cox Bundle

Get the Cox Bundle and  
**SAVE \$10** PER MONTH

**EVERY month when you have all 3 services\***

\*Offer is available only in Cox wired, serviceable, residential locations to customers who do not currently receive a monthly bundle discount. Not valid in combination with certain offers. Maximum one discount per qualifying household. Other restrictions apply. See [www.cox.com/ocpv](http://www.cox.com/ocpv) for offer details and restrictions.



Have a question? Give us a call!  
We're here to serve you.

**949/240-1212**  
[www.cox.com/ocpv](http://www.cox.com/ocpv)



**your friend** in the digital age®

Orange County X-50399

**Cable Services (Price Per Month)\***

Service	Current	New
<b>Limited Basic</b>	\$ 17.00	\$ 20.00
<b>Expanded Service</b>	\$ 30.99	\$ 30.99

<b>Standard Service</b>	\$ 47.99	\$ 50.99
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**Digital Cable<sup>1</sup>**

**Digital Cable Includes:** Standard Service, 48 channels of Music Choice, 21 channels of local FM radio stations, 6 Cable Radio Network stations, On DEMAND on channel 1, Interactive Program Guide, choice of Digital Tiers

**Choice of Digital Cable Tiers:** • Movie • Sports & Info • Family & Variety • Paquete Latino

	Current	New
<b>Digital Gateway<sup>2</sup></b> (No Tiers Included)	\$ 6.50	\$ 5.00
<b>Digital Cable</b> (1 Tier Included)	\$ 11.50	\$ 11.50
<b>Digital Cable Deluxe</b> (3 Tiers Included)	\$ 14.95	\$ 14.95
<b>Digital Cable Super Deluxe</b> (4 Tiers Included)	\$ 17.95	\$ 17.95

**Digital Premium Services** • HBO • Cinemax • Showtime • Starz

	Current	New
<b>Monthly Rate</b>		
<b>1 Premium</b>	\$ 12.99	
<b>2 Premium</b> (\$9.25 ea)	\$ 18.50	
<b>3 Premium</b> (\$9.00 ea)	\$ 27.00	
<b>4 Premium</b> (\$8.75 ea)	\$ 35.00	

**International Premium Channels<sup>3</sup>**

	Current	New
Phoenix Info News (Chinese)	\$ 11.95	\$ 11.99
Phoenix North America (Chinese)	\$ 11.95	\$ 11.99
CTI Zhong Tian (Chinese)	\$ 11.95	\$ 11.99
Chinese Package (3 above channels)	\$ 19.95	\$ 19.99
The Filipino Channel (Filipino)	\$ 11.95	\$ 11.99
GMA Pinoy (Filipino)	\$ 11.95	\$ 11.99
Filipino Package (2 above channels)	\$ 16.95	\$ 16.99
Zee TV (S. Asian)	\$ 11.95	\$ 11.99
TV Asia (S. Asian)	\$ 11.95	\$ 11.99
Star India Plus (S. Asian)	\$ 11.95	\$ 11.99
SET Asia (S. Asian)	\$ 14.99	\$ 14.99
S. Asian Package (4 above channels)	\$ 38.99	\$ 38.99
ART (Arabic)	\$ 11.95	\$ 11.99
SBTN (Vietnamese)	\$ 12.95	\$ 12.99
C1RW (Russian)	\$ 12.95	\$ 12.99
TV5Monde (French)	\$ 11.95	\$ 11.99
Raitalia (Italian)	\$ 11.95	\$ 11.99
TV Japan (Japanese)	\$ 24.95	\$ 24.99

**Subscription Video On DEMAND<sup>3</sup>**

Howard TV	\$ 13.99	\$ 13.99
Disney Movies	\$ 6.99	\$ 6.99
Anime	\$ 6.95	\$ 6.99
WWE 24/7 here!	\$ 6.95	\$ 6.99

**Advanced Services<sup>4</sup>**

Digital Video Recorder Service	\$ 11.95	\$ 11.95
Basic HD Programming	FREE	FREE
High-Definition Tier (HDNet, HDNet Movies, HD Theater)	\$ 4.95	\$ 4.95

**Equipment**

Digital Receiver & Remote	\$ 5.25	\$ 5.50
HD Receiver & Remote	\$ 5.25	\$ 5.50
HD/DVR Receiver & Remote	\$ 5.25	\$ 5.50

**Cable Installation Services\***

Service	Current	New
<b>Primary Installation</b>		
Digital Cable Fast Connect Kit	\$ 15.95	\$ 17.95
HD/DVR Fast Connect Kit	\$ 15.95	\$ 17.95
Unwired Residence Installation	\$ 54.45	\$ 54.50
Analog Installation	\$ 29.95	\$ 29.95
Digital Installation	\$ 45.95	\$ 54.50
HD/DVR Installation	\$ 49.95	\$ 54.50

**Additional Outlet Installation**

At Time of Initial Installation	\$ 24.95	\$ 24.95
After Initial Installation Wired Residence	\$ 29.95	\$ 29.95
After Initial Installation Unwired Residence	\$ 54.45	\$ 54.50

**Other Services (Price Per Month)\***

Cox Service Assurance Plan	\$ 3.95	\$ 3.95
Channel Guide Magazine	\$ 3.65	\$ 3.65
FCC Fee	\$ 0.07	\$ 0.07
Cox Digital Cable Additional Outlet	\$ 1.00	\$ 0.50
Cox Standard Cable Additional Outlet <sup>5</sup>	FREE	FREE
Cable Late Fee	\$ 4.75	\$ 4.75
Soft Disconnect Fee	\$ 6.99	\$ 6.99
Cable Reconnect Fee	\$ 25.50	\$ 25.50
High-Speed Internet Reconnect Fee	\$ 50.00	\$ 50.00

**Non-Return Charge**

Digital Receiver	\$ 188.00	\$ 170.00
HD Receiver	\$ 359.00	\$ 307.00
HD/DVR Receiver	\$ 508.00	\$ 408.00

**High-Speed Internet**

Value Service	\$ 28.99	\$ 28.99
Preferred Service	\$ 44.99	\$ 44.99
Premier Service	\$ 59.99	\$ 59.99
Professional Installation	\$ 99.95	\$ 99.95
Fast Connect Kit	\$ 15.95	\$ 17.95
Cable Modem Purchase	\$ 79.00	\$ 79.00
Modem Non-Return Charge	\$ 49.95	\$ 49.95

**Digital Telephone Service****Line of Service**

Flat Line	\$ 9.99	\$ 12.55
Measured Line	\$ 8.25	\$ 10.50
Universal Lifeline FL	\$ 4.99	\$ 5.99
Universal Lifeline MS	\$ 2.85	\$ 3.25

**Calling Features**

Call Waiting ID	\$ 11.00	\$ 11.99
A La Carte Calling Features*	\$ 3.99	\$ 4.99

**Per Use Features**

Call Return (*69)	\$ 0.70	\$ 1.99
Busy Line Redial (*66)	\$ 0.70	\$ 1.99
Three Way Calling(*71)	\$ 0.70	\$ 1.99

**Directory Assistance**

Local and National	\$ 0.99	\$ 1.50
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**Call Plans**

Simply World Wide	\$ 0.99	\$ 1.99
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\* Additional A La Carte features include: Call Return, Busy Redial, Call Forwarding, Call Forwarding Busy, Call Forwarding No Answer, Call Waiting, Call Transfer, Call Transfer, Long Distance Alert, Priority Ringing, Selective Call Acceptance, Selective Call Forwarding, Selective Call Rejection, Speed Calling 8 and Three-way Calling.