



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456

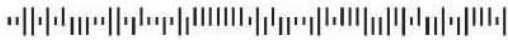


6400 0340 NO RP 27 07292015 NNYYNYYNY 01 003607 0013

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Jul 28, 2015

Previous Balance	\$604.24
Payment Received - Jul 8	-305.99
Remaining Previous Balance	\$298.25
DUE IMMEDIATELY	
New Charges Due By Aug 17, 2015	\$363.83
TOTAL DUE	\$662.08

continued in News from Cox



Make Your Life Easier and GO GREEN!

With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

July 28, 2015 bill for MARGARET HUNTER

Account Number
Service at

[REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$298.25
DUE IMMEDIATELY	
New Charges Due By Aug 17, 2015	\$363.83
TOTAL DUE	\$662.08

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Usage Charges	65.98
Taxes, Fees and Surcharges	18.44
NEW CHARGES	\$363.83

MONTHLY SERVICES Jul 27 - Aug 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99

2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99

Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges

Monthly Services cont.	
Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET

Cox High Speed Internet Premier	
<i>Includes:</i>	
Premier Internet Service	
Download speeds up to 100 Mbps. (DOCSIS 3.0 modem required)	
100 GB free Cloud Drive storage.	
Over 400,000 WiFi hotspots.	
Cox Security Suite Plus.	
PowerBoost (R) for large downloads.	
	\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES	\$279.41
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USAGE CHARGES

OnDemand / Pay Per View			
Interstellar HD		Jun 20	\$5.99
UFC 189 MENDES LIVE 1		Jul 11	59.99
Total OnDemand / Pay Per View			\$65.98

TOTAL USAGE CHARGES	\$65.98
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TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.09
Franchise Fee	15.44
CA P.E.G. Capital Fee	2.91
Total TV Fees	\$18.44



Payment options

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.





Taxes, Fees and Surcharges cont.

TOTAL TAXES, FEES AND SURCHARGES \$18.44

TOTAL NEW CHARGES \$363.83

Customer Information cont.

of this statement no later than 60 days from the due date indicated.

TV Customers: If after contacting Cox we are unable to resolve your concern about your TV Service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650

NEWS FROM COX

As Cox prepares to transition all customers to a 100% digital platform, we will offer a new equipment option, called the "mini box," starting on September 21, 2015. The mini box will enable access to all digital channels in our Cox TV Starter service, select digital channels in our Cox TV Essential service, the on-screen program guide and parental control features. The standard monthly fee for this equipment option will be \$2.99 per mini box.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Free Previews Coming Soon for Cox TV customers!

During the upcoming Free Preview Weekend in September, customers who subscribe to Cox TV Economy or Cox Advanced TV will have free access to view several Movie Pak networks including their OnDEMAND (channel 1) content. The previews will include EPIX and Encore, with access to EPIX TV online and Encore Play online, from September 10 through September 13.

During the free preview, these channels may contain NC-17 or R rated programming. To restrict access to this programming you can use the Parental Control feature on the Cox receiver. To request that the channels be blocked completely, please call the number on this bill to speak with a Customer Care representative.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front





**DID YOU
KNOW?**

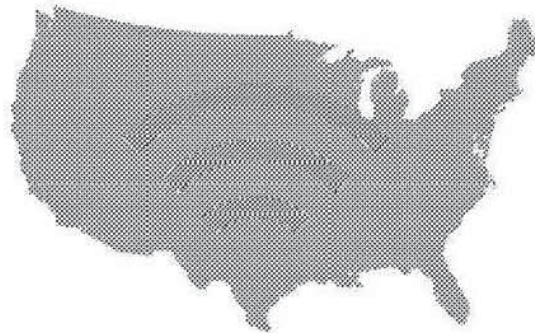
COX HAS AMERICA'S LARGEST WIFI NETWORK



If you have Cox High Speed Internet™ Preferred service (or a higher tier), you have access to **over 400,000 WiFi hotspots nationwide.*** You'll be able to stay connected even when on the go.

THE NATION'S LARGEST NETWORK

You have access to hotspots in places like Phoenix, Las Vegas, San Diego, Providence, Sun Valley and Connecticut. Plus, connect when you travel to cities across the country like New York, San Francisco, Chicago and Washington, D.C.



CONNECTING IS EASY

Log on to a WiFi hotspot by selecting the "CoxWiFi" or "CableWiFi" wireless network on your device. Then, log in with your Cox username and password and start enjoying your **FREE WiFi**.

HOW TO FIND A HOTSPOT

Download the Cox Mobile Connect App or visit cox.com/hotspots.

Visit cox.com/learn and discover even more ways to stay connected.

*Available to residential subscribers with Internet Preferred or higher packages. Cox WiFi available at hotspots in select Cox Connecticut and Northern Virginia service areas. Cable WiFi network access available at hotspots in select locations outside of Cox service areas. See cox.com/hotspots for available coverage areas and hotspots. © 2015 Cox Communications, Inc. All rights reserved.

CCAP10011102
SAP1102



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 26 06282015 NNNNNYNY 01 022314 0082

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
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Service at

[REDACTED]
ALPINE, CA 91901-2921



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Thank you for being a valued customer.

ACCOUNT SUMMARY as of Jun 27, 2015

Previous Balance	\$605.57
Payment Received - Jun 16	-299.58
Remaining Previous Balance	\$305.99
DUE IMMEDIATELY	
New Charges Due By Jul 17, 2015	\$298.25
TOTAL DUE	\$604.24

continued in News from Cox



Make Your Life Easier and GO GREEN!

With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

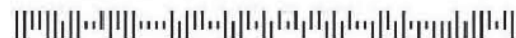
June 27, 2015 bill for MARGARET HUNTER

Account Number
Service at

[REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$305.99
DUE IMMEDIATELY	
New Charges Due By Jul 17, 2015	\$298.25
TOTAL DUE	\$604.24

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
One Time Charges and Credits	5.08
Taxes, Fees and Surcharges	13.76
NEW CHARGES	\$298.25

MONTHLY SERVICES Jun 27 - Jul 26**TV**

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	\$-8.00
	\$97.99

2 Premium Package

<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	\$-4.99
	\$26.99

Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges**Payment options**

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.

Monthly Services cont.

Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET**Cox High Speed Internet Premier***Includes:*

Premier Internet Service
Download speeds up to 100 Mbps.
(DOCSIS 3.0 modem required)
100 GB free Cloud Drive storage.
Over 400,000 WiFi hotspots.
Cox Security Suite Plus.
PowerBoost (R) for large downloads.

\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES \$279.41**ONE TIME CHARGES AND CREDITS**

Late Payment Fee	Jun 13	\$5.08
TOTAL ONE TIME CHARGES AND CREDITS		\$5.08

TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	11.51
CA P.E.G. Capital Fee	2.17
Total TV Fees	\$13.76

TOTAL TAXES, FEES AND SURCHARGES \$13.76**TOTAL NEW CHARGES \$298.25**



NEWS FROM COX

Pursuant to a recent FCC order, certain information relating to your use of our Internet service is now considered customer proprietary network information (CPNI) under federal law and subject to additional privacy protections and use restrictions. We may use your CPNI to offer you other Cox products or services, unless you opt-out as detailed in the CPNI section of our Privacy Notice located at www.Cox.com.

IMPORTANT NOTICE FOR COX INTERNET SUBSCRIBERS:

Cox recently made changes to the residential Subscriber Agreement which governs the provision of Cox Internet services to you. The changes include, in part, the inclusion of a requirement for arbitration of disputes between Cox and its customers and a class action and jury trial waiver. You will be bound by the dispute resolution requirements unless you opt out within 30 days of the date of this bill statement by following the instructions in the dispute resolution section of the Subscriber Agreement. Your continued use of your Cox Internet service constitutes your agreement with the updated Subscriber Agreement. The revised version of the Subscriber Agreement is located on our website at www.cox.com/aboutus/policies.cox or can be obtained by calling your local Cox customer care team at the number listed on your bill statement or by visiting a Cox retail center.

To provide you with the best TV viewing experience Cox will be making the following changes to our TV Lineup.

On August 19, 2015 Fox Sports 2 channel 315 will become part of the Digital Essential lineup and will be removed from the Sports & Info pak lineup. Galavision channel 64 will become part of the Digital Essential lineup and the Latino pak lineup and will be removed from the Essential lineup. WizeBuys channel 126 will be replaced by QVC Plus and become part of the Starter TV lineup. Fuse TV channel 225 will be replaced by NUVO TV and become part of the El Mix lineup. UniMas channels 136 and 416 will move to channels 86 and 408 and will become part of the Digital Essential lineup and the Latino pak lineup and will be removed from the Essential lineup.

On September 1, 2015 our HD Pay-Per-View channel will move from channel 1501 to channel 504.

On September 5, 2015 ESPN Full Court and ESPN Gameplan channel 601 through channel 608 will be renamed ESPN College Extra and become part of the Sports & Info pak lineup. These channels will no longer be offered as part of a Pay-Per-View package.

These channels will be available to customers who subscribe to each package and receive their service with a compatible Cox digital receiver or CableCARD. For more information about this change, please visit www.cox.com/channelchanges.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services

Customer Information cont.

and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

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TV Customers: If after contacting Cox we are unable to resolve your concern about your TV Service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650





**DID YOU
KNOW?**

**YOU GET THE FULL CONTOUR®
EXPERIENCE WHEN YOU
SET UP YOUR USER PROFILE.**



By setting up a Contour User Profile, you'll get personalized show recommendations, tailored to your tastes, as well as music you'll love with Pandora! Plus, with up to 8 user profiles, everyone in the household can get their own personalized show recommendations. Your kids can select their profiles and discover their new favorite cartoons while you get to enjoy the shows and movies you love. Also, Contour on TV and the Contour app work together by sharing your profile and settings. Once you've set up a profile, you'll be able to enjoy your personalized TV experience anywhere in your home.

**ACCESS TV
IN ANY ROOM**

Watch your favorite shows anywhere in your home on your tablet with the Contour app.

**GET PERSONALIZED
SHOW RECOMMENDATIONS**

Contour learns your preferences based on shows you watch and your 'Like' or 'Dislike' inputs, then recommends shows you'll love.

**CHOOSE THE WAY YOU
WANT TO VIEW TV LISTINGS**

Personalize your TV listings by favorite channels or HD channels, in both Grid View or List View.

Visit cox.com/learn to learn more about setting up your Contour User Profile today!

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SAS/P05M



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 26 06272016 NNYNNNNY 01 006037 0018

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must be paid immediately. If services are interrupted a reactivation fee may apply.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Jun 26, 2016

Previous Balance	\$824.20
Payment Received - Jun 5	-325.41
Remaining Previous Balance	\$498.79
DUE IMMEDIATELY	
New Charges Due By JUL 17, 2016	\$399.26
TOTAL DUE	\$898.05



June 26, 2016 bill for MARGARET HUNTER

Account Number [REDACTED]
Service at ALPINE, CA 91901-2921

Sign up for EasyPay and Paperless Today! By checking the box to the left, providing an email and signing below, I agree to be enrolled by Cox in recurring payments and paperless billing. I understand the bank account on my check payment will be debited the total amount due automatically each month on my due date. I agree to no longer receive paper bills and to receive an email informing me when my monthly Cox bill is ready to view on Cox.com. I accept these terms and conditions, and understand my consent to participate in EasyPay will apply as long as I remain enrolled. I understand that Cox may cancel my enrollment at any time, and I may revoke my consent by contacting Cox at the number printed on my bill.

Remaining Previous Balance	\$498.79
DUE IMMEDIATELY	
New Charges Due By JUL 17, 2016	\$399.26
TOTAL DUE	\$898.05

Your_Email@domain.com

X _____ *Sign Here*

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$291.42
Usage Charges	86.94
Taxes, Fees and Surcharges	20.90
NEW CHARGES	\$399.26

MONTHLY SERVICES Jun 27 - Jul 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$112.49
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$7.50
	\$104.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$3.99
	\$27.99
DVR Service (qty 3)	
	\$38.97
Cox Service Protection Plan	6.99
Advanced TV HD DVR Receiver (qty 3)	25.50
Other Fees and Surcharges	
Broadcast Surcharge	\$3.00



Payment options

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.

Monthly Services cont.

Total TV **\$207.44**

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 150 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 400,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$76.99

Modem Rental \$6.99

Total Internet **\$83.98**

TOTAL MONTHLY SERVICES **\$291.42**

USAGE CHARGES

OnDemand / Pay Per View

The Peanuts Movie HD	May 29	\$5.99
13 Hours: The Secret Soldiers Of Be	Jun 17	5.99
Deadpool HD	Jun 18	5.99
Clown HD	Jun 21	5.99
The Goonies HD	Jun 23	2.99
UFC199 ROCKHLD LIVE 1	Jun 4	59.99

Total OnDemand / Pay Per View **\$86.94**

TOTAL USAGE CHARGES **\$86.94**

TAXES, FEES AND SURCHARGES

TV and/or Internet Taxes and Fees

FCC Fee	\$0.08
Franchise Fee	17.52
CA P.E.G. Capital Fee	3.30





Taxes, Fees and Surcharges cont.

Total TV and/or Internet Taxes and Fees	\$20.90
TOTAL TAXES, FEES AND SURCHARGES	\$20.90
TOTAL NEW CHARGES	\$399.26

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

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For more details on billing and payment policies visit www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Closed Captioning: If you have questions or are experiencing problems with your Closed Caption service, please contact us at the phone number on the front of this bill. If we are unable to resolve your Closed Caption concern you may contact:
W.F. Hott, Closed Captioning, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328; Phone: 888-278-6660, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.





▶ Good Night Sleep Tight

Home sweet home is now home smart home. In addition to 24/7 professional security monitoring, Cox Homelife™ can alert you to risks due to carbon monoxide, fire or flood. So while we can't say when you'll sleep through the night, we can say we can help you rest better, immediately.

COX Homelife. | Protect. Monitor. Control.



HOME SECURITY AND AUTOMATION—KEEPING WHAT MATTERS MOST SAFE.

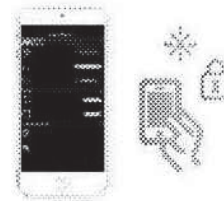
As low as

\$29.99 /month w/ add'l service*

Plus ask about a FREE Indoor Camera.†
Promo Code: AC153HQ6

QUALIFYING PACKAGES INCLUDE:

- 24/7 professional security monitoring, including free cellular backup
- Smoke, carbon monoxide and flood alerts for added peace of mind
- FREE Cox Homelife mobile app to remotely arm or disarm your home, lock or unlock doors, adjust your thermostat, control your lighting and turn small appliances on and off.



DEMO THE HOMELIFE EXPERIENCE

Download the FREE Homelife mobile app and take a tour of home security and automation features.

NEW FEATURE!

Ask us about 24-hour Continuous Video Recording and storage, so you know what's happening at home at any moment.

CALL: 877-790-2004 CLICK: cox.com/homelife



Offer expires 06/27/16 and includes new Cox Homelife Essential service plan. Available to residential customers with current subscription to one or more of Cox video, Internet and/or phone service in select Cox service areas. Certain advertised features require Preferred service plan at additional cost. Free indoor camera included with Preferred service plan. A high-speed Internet connection is required and is not included in price. Equipment fees may be extra; base equipment kit included with paid install and 2-year agreement. Touchscreen equipment is also required and is not included. \$3.00/month rental fee applies. Touchscreen remains property of Cox and must be returned to Cox upon termination of service to avoid additional charges. Applicable monthly service charges, installation, additional equipment, taxes, trip charges and other fees may apply. Rate subject to increase if any prerequisite service is downgraded or cancelled. All prices and packages are subject to change. Home security service only and month-to-month pricing available. Subject to credit approval. Other restrictions may apply. Local ordinances may require an alarm user permit. (For LV - Las Vegas customers will incur an additional monthly verified response fee (currently \$4.00/mo.)). Homelife Service provided by Cox Advanced Services: Arizona, LLC - License No. P12-1332, Arkansas, LLC - License No. E 2014 0026, California, LLC - Alarm License #7196 & Contractor's License #992992, Connecticut, LLC - License #N/A, Florida, LLC - License No. EF20001232, Georgia, LLC - License: Raymond Williams #LVA205602, Iowa, LLC - #C121646 & AC268, Louisiana, LLC - License F2006, Nebraska, LLC - License #26512, Nevada, LLC - License #78331, Ohio, LLC - License #53-18-1671, Oklahoma, LLC - License #2002, Rhode Island, LLC - License #9314, Topeka, LLC - License No. 109, Wichita, LLC - License #2015-36492, Virginia, LLC - License #11-7776. ©2016 Cox Communications, Inc. All rights reserved. GC-AP-HLESS-T116 SA1G0GG



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 03292015 YYNNNNYY 01 023893 0090

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us
www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Effective March 3, 2015 some prices will change. These are reflected on this bill statement. Please see additional details in NEWS FROM COX.

ACCOUNT SUMMARY as of Mar 28, 2015

Previous Balance	\$712.97
Payment Received - Mar 4	-353.12
Remaining Previous Balance	\$359.85
DUE IMMEDIATELY	
New Charges Due By Apr 17, 2015	\$368.09
TOTAL DUE	\$727.94

continued in News from Cox



Make Your Life Easier and GO GREEN!

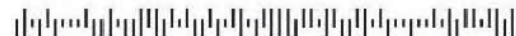
With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

March 28, 2015 bill for MARGARET HUNTER

Account Number [REDACTED]
Service at ALPINE, CA 91901-2921

Remaining Previous Balance	\$359.85
DUE IMMEDIATELY	
New Charges Due By Apr 17, 2015	\$368.09
TOTAL DUE	\$727.94

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Usage Charges	69.98
Taxes, Fees and Surcharges	18.70
NEW CHARGES	\$368.09

MONTHLY SERVICES Mar 27 - Apr 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99

2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99

Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges



Payment options

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.

Monthly Services cont.

Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 300,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES	\$279.41
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USAGE CHARGES

OnDemand / Pay Per View			
UFC184 ROUSEY LIVE	1	Feb 28	\$59.99
Pay Per View Movie		Mar 18	9.99
Total OnDemand / Pay Per View			\$69.98

TOTAL USAGE CHARGES	\$69.98
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TAXES, FEES AND SURCHARGES

TV Fees			
FCC Fee			\$0.08
Franchise Fee			15.67
CA P.E.G. Capital Fee			2.95
Total TV Fees			\$18.70





Taxes, Fees and Surcharges cont.

TOTAL TAXES, FEES AND SURCHARGES	\$18.70
TOTAL NEW CHARGES	\$368.09

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, the addition of WiFi hotspots and access to telephone service with a reliable, crystal-clear connection to make sure your home phone works when you need it the most. 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 March 3, 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.

TV

Price Changes for Cox TV and Advanced TV are as follows: Cox TV Starter changes from \$24.99 to \$21.99. Cox TV Economy will include Movies On DEMAND and My Primetime access; there is no price change for Cox TV Economy. Cox TV Essential changes from \$69.99 to \$72.99. Advanced TV changes from \$72.99 to \$75.99. Preferred TV changes from \$82.99 to \$85.99. Premier TV changes from \$92.99 to \$97.99. Advanced TV Ultimate with 4 Premiums and Record 6 changes from \$152.99 to \$157.99.

Advanced TV Super Mix changes from \$82.99 to \$85.99. Advanced TV Paquete Latino changes from \$37.99 to \$34.99. Advanced TV Ultimate changes from \$143.99 to \$148.99. Advanced TV Ultimate with 4 Premiums changes from \$152.99 to \$157.99. Advanced TV Ultimate with Whole Home DVR changes from \$148.99 to \$153.99. Advanced TV Ultimate 4 Premiums and Whole Home DVR changes from \$157.99 to \$162.99.

Movie Pak changes from \$8.00 to \$10.00.

SBTN 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 line item has been listed on your bill under the new TV sub-section entitled Other Fees and Surcharges. Accordingly, the price changes listed for all of our TV packages reflects a \$3.00 decrease for the TV Starter portion of your service.

Internet

Essential will change from \$46.99 to \$47.99. Preferred will change from \$61.99 to \$63.99. Premier will change from \$73.99 to \$74.99.

To provide you with the best TV viewing experience, on May 20, 2015 Cox will be making the following changes to our TV lineup. DIY in HD (Channel 1363) and Cooking Channel in HD (Channel 1362) will now be available to all customers who subscribe to the Sports and Information Pak. DIY Network (Channel 363) and DIY Network in HD (Channel 1363) will be added to the Cox TV Economy Plus lineup. HSN in HD (Channel 1027) will be moved to

News From Cox cont.

our Digital Starter lineup. All of these changes will happen automatically. These channels will be available to customers who subscribe to each package and receive their service with a compatible Cox digital receiver or CableCARD. For more information about this change, please visit www.cox.com/channelchanges.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Billing Dispute and Resolution

If you have any questions regarding your bill or disagree with any portion of your bill, immediately contact Cox with your concerns. You must contact us no later than 60 days from the bill's due date via the contact information listed on the front of this bill so that Cox can review your account.

For a dispute about your wireline or wireless services only, if you are dissatisfied with the outcome of your conversation with our customer service representative, please request to speak to a supervisor. Your complaint will be investigated. During the investigation, please pay the undisputed part of your bill. If you disagree with the outcome of our investigation, you may file a complaint with the California Public Utilities Commission (CPUC), Consumer Affairs Branch (CAB), 505 Van Ness Avenue, San Francisco, CA 94102; online www.cpuc.gov; or by phone at 1-800-649-7570 or TDD 1-800-229-6846. To avoid having your services disconnected, payment of the undisputed portion of the bill should be made "under protest" to the CPUC or payment arrangements should be made agreeable to Cox, pending the outcome of the CAB's review. The CAB shall review the basis of the billed amount, communicate the result of this review to the parties, and inform you of your recourse to pursue the matter further with the CPUC. The CPUC also handles complaints about slamming.

The California Public Utilities Commission provides information about phone service in California, protection against fraud and other helpful information at www.calphoneinfo.com.

To dispute the outcome related to your cable service, you may file a



Customer Information cont.
complaint with your local franchising authority: County of San Diego, 1600
Pacific Hwy #208, San Diego, CA 92101, 619-595-4650





(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 03282016 NYNNYNNY 01 006852 0028

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us
www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****
To prevent service disruption, the "Remaining Previous Balance" amount shown in red must be paid immediately. If services are interrupted a reactivation fee may apply.



Effective March 3, 2016 some rates for Cox Services will change. This bill statement will reflect these new rates. Please see additional details in NEWS FROM COX.

ACCOUNT SUMMARY as of Mar 28, 2016

Previous Balance	\$603.44
Payment Received - Mar 8	-293.17
Remaining Previous Balance	\$310.27
DUE IMMEDIATELY	
New Charges Due By APR 17, 2016	\$325.41
TOTAL DUE	\$635.68

continued in News from Cox



Sign up for EasyPay and Paperless Today! By checking the box to the left, providing an email and signing below, I agree to be enrolled by Cox in recurring payments and paperless billing. I understand the bank account on my check payment will be debited the total amount due automatically each month on my due date. I agree to no longer receive paper bills and to receive an email informing me when my monthly Cox bill is ready to view on Cox.com. I accept these terms and conditions, and understand my consent to participate in EasyPay will apply as long as I remain enrolled. I understand that Cox may cancel my enrollment at any time, and I may revoke my consent by contacting Cox at the number printed on my bill.

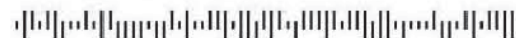
Your_Email@domain.com

X _____ Sign Here

March 28, 2016 bill for MARGARET HUNTER
Account Number [REDACTED]
Service at ALPINE, CA 91901-2921

Remaining Previous Balance	\$310.27
DUE IMMEDIATELY	
New Charges Due By APR 17, 2016	\$325.41
TOTAL DUE	\$635.68

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$291.42
Usage Charges	17.98
Taxes, Fees and Surcharges	16.01
NEW CHARGES	\$325.41

MONTHLY SERVICES Mar 27 - Apr 26

TV	
Cox Advanced TV Premier	
<i>Includes:</i>	\$112.49
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$7.50
	\$104.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$3.99
	\$27.99
DVR Service (qty 3)	\$38.97
Cox Service Protection Plan	6.99
Advanced TV HD DVR Receiver (qty 3)	25.50
Other Fees and Surcharges	
Broadcast Surcharge	\$3.00

Monthly Services cont.

Total TV **\$207.44**

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service
 Download speeds up to 100 Mbps.
 (DOCSIS 3.0 modem required)
 100 GB free Cloud Drive storage.
 Over 400,000 WiFi hotspots.
 Cox Security Suite Plus.
 PowerBoost (R) for large downloads.

\$76.99

Modem Rental **\$6.99**

Total Internet **\$83.98**

TOTAL MONTHLY SERVICES **\$291.42**

USAGE CHARGES

OnDemand / Pay Per View			
Jurassic World	Mar 25		\$4.99
PAY PER VIEW TITLE	Mar 2		12.99
Total OnDemand / Pay Per View			\$17.98

TOTAL USAGE CHARGES **\$17.98**

TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	13.41
CA P.E.G. Capital Fee	2.52
Total TV Fees	\$16.01

TOTAL TAXES, FEES AND SURCHARGES **\$16.01**

TOTAL NEW CHARGES **\$325.41**



Payment options

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.





NEWS FROM COX

At Cox Communications, we're working every day to add value to your Cox services. We offer more HD channels, expanded On DEMAND access to your favorite premium networks and access to over 100 TV Network apps from your mobile device, at home or on the go. Our Internet service delivers faster speeds and enhanced Cox Security Suite Plus with mobile device support. And reliable home telephone service provides a crystal-clear, reliable connection. To support these investments in improving our services and increases in programming and business costs, we are making the following changes to our rates effective March 3, 2016. These changes will be reflected on this bill statement. If you are a Price Lock Guarantee customer, the rates for services covered under the terms of your Price Lock Guarantee service agreement will not change for the duration of your agreement. Your Price Lock services are indicated in the Monthly Services section of your bill. We appreciate your business and look forward to continuing to serve you.

TV

Price Changes for Cox TV and Advanced TV are as follows: Cox TV Starter changes from \$21.99 to \$22.99. TV Economy changes from \$30.49 to \$31.99. TV Economy Plus changes from \$47.49 to \$49.99. TV Essential changes from \$72.99 to \$75.99. Flex Watch changes from \$39.99 to \$42.99. Advanced TV changes from \$75.99 to \$79.99. Preferred TV changes from \$85.99 to \$91.49. Premier TV changes from \$97.99 to \$104.99. Advanced TV Paquete Latino changes from \$34.99 to \$35.99. Advanced TV El Mix changes from \$49.99 to \$52.99. Advanced TV Super Mix changes from \$85.99 to \$89.99. TV Ultimate with 4 Premiums and Record 6 changes from \$157.99 to \$164.99. Advanced TV Ultimate changes from \$148.99 to \$158.49. Advanced TV Ultimate with Whole Home DVR will be renamed Advanced TV Ultimate and changes from \$153.99 to \$158.49. Advanced TV Ultimate with 4 Premiums changes from \$157.99 to \$167.49. Advanced TV Ultimate 4 Premiums and Whole Home DVR will be renamed Advanced TV Ultimate with 4 Premiums and changes from \$162.99 to \$167.49. Variety Pak changes from \$10.00 to \$11.50. Movie Pak changes from \$10.00 to \$11.00. 2-Premiums changes from \$26.99 to \$27.99. 3-Premiums changes from \$36.99 to \$38.99. 4-Premiums changes from \$45.99 to \$47.99. Record 2 DVR service changes from \$11.99 to \$12.99. Plus Package changes from \$5.00 to \$0.00 and will now be included as part of Advanced TV. Advanced TV additional outlets changes from \$3.99 to \$0.00 and now be included as part of Advanced TV.

Internet

Price changes for Cox High Speed Internet are as follows: Starter will change from \$34.99 to \$37.99. Essential will change from \$52.99 to \$56.99. Preferred will change from \$66.99 to \$69.99. Premier will change from \$77.99 to \$82.99. Price changes for Cox High Speed Internet with an additional service are as follows: Starter will change from \$29.99 to \$32.99. Essential will change from \$47.99 to \$49.99. Preferred will change from \$63.99 to \$64.99. Premier will change from \$74.99 to \$76.99. Gigablast with an additional service will be introduced at \$99.99.

Customer Service Protection Plan (CSPP)

The price for our wire repair and education plan CSPP will change from \$3.99 to \$6.99.

All rates are listed per month unless otherwise noted and exclude applicable taxes, fees and surcharges, including without limitation the Broadcast Surcharge.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by

Customer Information cont.

this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a one-time EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$4.75 and an additional 1.5% of any past due telephone charges may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/billing-and-payment-policies.html or contact a customer service representative.

Closed Captioning: If you have questions or are experiencing problems with your Closed Caption service, please contact us at the phone number on the front of this bill. If we are unable to resolve your Closed Caption concern you may contact:
W.F. Hott, Closed Captioning, Cox Communications, 6205-B Peachtree Dunwoody Rd, Atlanta, GA 30328; Phone: 888-278-6660, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.

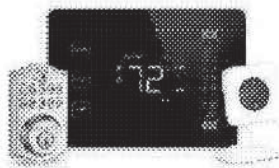




▶ Good Night Sleep Tight

Home sweet home is now home smart home. In addition to 24/7 professional security monitoring, Cox HomelifeSM can alert you to risks due to carbon monoxide, fire or flood. So while we can't say when you'll sleep through the night, we can say we can help you rest better, immediately.

COX Homelife. | Protect. Monitor. Control.



HOME SECURITY AND AUTOMATION—KEEPING WHAT MATTERS MOST SAFE.

As low as

\$29.99 /month w/ add'l service*

Plus ask about a FREE Indoor Camera.†
Promo Code: AC153HG

QUALIFYING PACKAGES INCLUDE:

- 24/7 professional security monitoring including free cellular backup
- Smoke, carbon monoxide and flood alerts for added peace of mind
- FREE Cox Homelife mobile app to remotely arm or disarm your home, lock or unlock doors, adjust your thermostat, control your lighting and turn small appliances on and off



DEMO THE HOMELIFE EXPERIENCE

Download the FREE Homelife mobile app and take a tour of home security and automation today!

NEW FEATURE!

Ask us about 24-hour Continuous Video Recording and storage, so you know what's happening at home at any moment.

CALL: 877-790-2004 CLICK: cox.com/homelife



Offer expires 06/27/16 and includes new Cox Homelife Essential service plan. Available to residential customers with current subscription to one or more of Cox video, internet and/or phone service in select Cox service areas. Certain advertised features require Preferred service plan at additional cost. Free indoor camera included with Preferred service plan. A high-speed internet connection is required and is not included in price. Equipment fees may be extra; base equipment fee included with paid install and 2-year agreement. Touchscreen equipment is also required and is not included. \$3.00/month rental fee applies. Touchscreen remains property of Cox and must be returned to Cox upon termination of service to avoid additional charges. Applicable monthly service charges, installation, additional equipment, taxes, trip charges and other fees may apply. Rate subject to increase if any prerequisite service is downgraded or cancelled. All prices and packages are subject to change. Home security service only and month-to-month pricing available. Subject to credit approval. Other restrictions may apply. Local ordinances may require an alarm user permit. (For LV - Las Vegas customers will incur an additional monthly verified response fee (currently \$4.00/mo)). Homelife Service provided by Cox Advanced Services: Arizona, LLC - License No. P12-1332, Arkansas, LLC - License No. E 2014 0026, California, LLC - Alarm License #7196 & Contractor's License #992992, Connecticut, LLC - License #N/A, Florida, LLC - License No. EF20001232, Georgia, LLC - License: Raymond Williams #LVA205602, Iowa, LLC - FC121646 & AC268, Louisiana, LLC - License F 2006, Nebraska, LLC - License #26512, Nevada, LLC - License #78331, Ohio, LLC - License #53 18 1671, Oklahoma, LLC - License #2002, Rhode Island, LLC - License #9314, Ipeka, LLC - License No. 109, Wichita, LLC - License #2015-36492, Virginia, LLC - License #11-7776. ©2016 Cox Communications, Inc. All rights reserved. GC-AP-HLESS-T116 SA1G0GG



(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102288
OAKS, PA 19456



6400 0340 NO RP 27 05292015 YNYYNNYN 01 003911 0015

MARGARET HUNTER
PO BOX [REDACTED]
LA MESA CA 91944-0877

Account Number
PIN
Service at

[REDACTED]
ALPINE, CA 91901-2921



Contact Us

www.cox.com
619-262-1122
Or 619-262-1181
Or 888-222-7743



****Account Past Due****

To prevent service disruption, the "Remaining Previous Balance" amount shown in red must post within fourteen (14) days of the date on this statement. If services are interrupted, a minimum reactivation fee of \$20 will apply. **NOTE:** If you've had a returned payment within the last 30 days, your service disruption may be sooner than the date stated above. Please call (800) 715-4778 to make a payment.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of May 28, 2015

Previous Balance	\$667.67
Payment Received - May 9	-368.09
Remaining Previous Balance	\$299.58
DUE IMMEDIATELY	
New Charges Due By Jun 17, 2015	\$305.99
TOTAL DUE	\$605.57

continued in News from Cox



Make Your Life Easier and GO GREEN!

With EasyPay, pay your monthly Cox bill automatically from your bank or credit card account. Add Paperless Billing and you get rid of paper bills and can access your account online any time, all while saving trees! Sign up today at www.cox.com/ibill

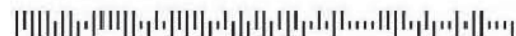
May 28, 2015 bill for MARGARET HUNTER

Account Number
Service at

[REDACTED]
ALPINE, CA 91901-2921

Remaining Previous Balance	\$299.58
DUE IMMEDIATELY	
New Charges Due By Jun 17, 2015	\$305.99
TOTAL DUE	\$605.57

COX COMMUNICATIONS
PO BOX 79171
PHOENIX AZ 85062-9171



SUMMARY OF CHARGES

Monthly Services	\$279.41
Usage Charges	11.98
Taxes, Fees and Surcharges	14.60
NEW CHARGES	\$305.99

MONTHLY SERVICES May 27 - Jun 26

TV

Cox Advanced TV Premier	
<i>Includes:</i>	\$105.99
Cox TV Starter	
Expanded Service	
Faith & Values Pak	
Advanced TV Service	
Movie Pak	
Sports & Information Pak	
Variety Pak	
Bonus Pak	
Premier Package Discount	-\$8.00
	\$97.99
2 Premium Package	
<i>Includes:</i>	\$31.98
HBO	
Starz	
2 Premium Discount	-\$4.99
	\$26.99
Advanced TV (qty 2)	\$3.99
DVR Service (qty 3)	35.97
Cox Service Protection Plan	3.99
Advanced TV HD DVR Receiver (qty 3)	25.50

Other Fees and Surcharges

Monthly Services cont.

Broadcast Surcharge	\$3.00
Total TV	\$197.43

INTERNET

Cox High Speed Internet Premier

Includes:

Premier Internet Service	
Download speeds up to 100 Mbps. (DOCSIS 3.0 modem required)	
100 GB free Cloud Drive storage.	
Over 300,000 WiFi hotspots.	
Cox Security Suite Plus.	
PowerBoost (R) for large downloads.	
	\$74.99

Modem Rental	\$6.99
Total Internet	\$81.98

TOTAL MONTHLY SERVICES **\$279.41**

USAGE CHARGES

OnDemand / Pay Per View		
Dracula Untold HD	May 6	\$5.99
The Theory Of Everything HD	May 16	5.99
Total OnDemand / Pay Per View		\$11.98

TOTAL USAGE CHARGES **\$11.98**

TAXES, FEES AND SURCHARGES

TV Fees	
FCC Fee	\$0.08
Franchise Fee	12.22
CA P.E.G. Capital Fee	2.30
Total TV Fees	\$14.60



Payment options

Online: Visit 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/sandiego for a list of Cox Authorized Payment Centers.





Taxes, Fees and Surcharges cont.

TOTAL TAXES, FEES AND SURCHARGES \$14.60

TOTAL NEW CHARGES \$305.99

NEWS FROM COX

To provide you with the best TV viewing experience, on July 1, 2015 Cox will be making the following changes to our TV Lineup. WeTV (Channel 337) and WeTV HD (Channel 1337) will launch as part of our Digital Essential package. These channels will be available to customers who subscribe to each package and receive their service with a compatible Cox digital receiver or CableCARD. For more information about this change, please visit www.cox.com/channelchanges.

MOVING? LET US KNOW AS SOON AS YOU KNOW. Cox can promptly transfer your cable TV, high speed Internet and telephone service to your new address. The best appointments go fast so act now. If you're keeping your current services, visit our website at www.CoxSanDiego.com to schedule your own move. Or, call us a month before you move at 619-262-1122 or 760-599-6060 for a quick and easy transfer.

CUSTOMER INFORMATION

Billing, Payment Policies and Fees:

Cox Communications bills all customers in advance for monthly recurring charges and in arrears for non-recurring charges such as On Demand/pay-per-view and long distance. Payment in full is due to Cox by the "Due By" date indicated on your statement. If payment is not received by this date, your bill will become past due and may be subject to additional fees, such as late payment charges, electronic reactivation fees, or returned payment fees. Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

When you provide a paper, electronic check or electronic fund transfer (EFT) as payment, you authorize Cox to process your payment as a traditional check transaction or to make a onetime EFT from your account. An EFT may debit your account as soon as the same day you make your payment. Payments returned unpaid to Cox for any reason will incur a returned payment fee of up to \$25.00, or the maximum allowed by state law. By using a credit card, debit card, paper check or an electronic check to make a payment to Cox, you agree that, if your payment is returned unpaid, you expressly authorize a one-time electronic fund transfer from your account for the amount of the payment plus any returned payment fees. If payment is not received by the "Due By" date indicated on your statement, a late payment charge of up to \$8.00 may be assessed to your account.

For more details on billing and payment policies visit www.cox.com/aboutus/policies/residential-billing-and-payment.cox or contact a customer service representative.

Closed Captioning Issues

For issues regarding closed captioning, please contact Cox customer service at the number listed at the front of this bill. If your concerns are not addressed, please contact W.F. Hott, Closed Captioning, Cox Communications, 1400 Lake Hearn Dr. NE, Atlanta, GA 30319; Phone: 888-278-6660, Fax: 404-847-6257, Email: closedcaption@cox.com.

Billing Dispute and Resolution: If you have any questions or disagree with any portion of your bill, please contact us at the phone number on the front of this statement no later than 60 days from the due date indicated.

TV Customers: If after contacting Cox we are unable to resolve your concern about your TV Service, you may file a complaint with your local franchising authority: County of San Diego, 1600 Pacific Hwy #208, San Diego, CA 92101, 619-595-4650

