

(NOT FOR PAYMENTS)
PO BOX 1259
DEPT. # 102280
OAKS, PA 19456



6400 0350 NO RP 14 03152016 NNNNNNNN 01 005173 0020

STUDENT SERVICES
4931 BIRCH ST
NEWPORT BEACH CA 92660-2114

Account Number **001 7601 048017902**
PIN 0412
Service at 4931 BIRCH ST
NEWPORT BEACH, CA 92660-2114



Contact Us
www.cox.com
949-546-2020



Thank you for being a Cox Business customer. We value your business. If you need any assistance, please call (949) 546-2020 or visit us on the web at www.cox.com.



Thank you for being a valued customer.

ACCOUNT SUMMARY as of Mar 14, 2016

Previous Balance	\$828.79
Payment Received - Mar 10	-853.79
New Charges	\$678.39
TOTAL DUE BY Apr 4, 2016	\$653.39

****Auto Payment On Your Due Date - Do Not Pay****

continued in News from Cox



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March 14, 2016 bill for **STUDENT SERVICES**
Account Number **001 7601 048017902**
Service at 4931 BIRCH ST
NEWPORT BEACH, CA 92660-2114

****Auto Payment On Your Due Date - Do Not Pay****

TOTAL DUE BY Apr 4, 2016 **\$653.39**

COX COMMUNICATIONS
PO BOX 53280
PHOENIX AZ 85072-3280



07601001333048017902140065339

SUMMARY OF CHARGES

Monthly Services	\$645.07
One Time Charges and Credits	25.00
Taxes, Fees and Surcharges	8.32
NEW CHARGES	\$678.39

MONTHLY SERVICES Mar 14 - Apr 13**TV**

Cox Business TV Starter (qty 2)	\$29.00
Business TV Essential (qty 2)	47.99
Cox Business Advanced TV (qty 2)	11.00
Business TV HD Advanced Receiver (qty 2)	15.00
Business TV FCC	0.08

Other Fees and Surcharges

Broadcast Surcharge	\$3.00
Total TV	\$106.07

INTERNET

CBI 300 - 300M x 30M	\$539.00
Total Internet	\$539.00

TOTAL MONTHLY SERVICES \$645.07**ONE TIME CHARGES AND CREDITS**

Returned Payment Fee	Mar 6	\$25.00
TOTAL ONE TIME CHARGES AND CREDITS		\$25.00

TAXES, FEES AND SURCHARGES**TV Fees**

County Tax	\$0.19
District and Local Sales Tax	0.08
Franchise Fee	5.94
CA P.E.G. Capital Fee	1.17
State Sales Tax	0.94
Total TV Fees	\$8.32

TOTAL TAXES, FEES AND SURCHARGES \$8.32**TOTAL NEW CHARGES** \$678.39**NEWS FROM COX**

Standard rates are being increased for Electronic Reactivation (Restoral) fees on or after May 1, 2016. The rate will increase from \$25.00 to \$35.00.

CUSTOMER INFORMATION**Advance Billing**

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. Credits or charges for any service changes made during the month will be reflected in the next bill.

When to Pay Your Bill

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 check fees. For more information on these fees and all other charges, please visit www.cox.com.

Payment of your Cox bill confirms your subscription to services and the possession of Cox owned equipment listed on your bill.

Understanding Your Cox Bill

Having trouble understanding your Cox bill? Visit <http://www.cox.com/support> for help or contact a customer service representative. Contact information is listed under the "Contact Us" section on the front of this bill.

Returned Check Charge**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: You may contact us at the telephone number listed 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/business for a list of Cox Authorized Payment Centers.



Customer Information cont.

Payments returned to Cox due to insufficient funds will incur a non sufficient funds fee (NSF) of up to \$25.00 or the maximum allowed by state law. The use of a paper or electronic check for payment is your acknowledgement that if your payment is returned, you expressly authorize your account to be electronically debited for the amount of the payment plus any applicable NSF fees. For more information regarding this fee, visit www.cox.com

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 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.

To dispute the outcome related to your cable service, you may file a complaint with your local franchising authority: City of Newport Beach, 3300 Newport Blvd., Newport Beach, CA 92663; 949-644-3309



