

**Form IV. General Questions Regarding Technical Qualifications**

The Applicant shall submit information responsive to the questions below, and such other information as may show that the Applicant is capable of constructing and operating a system that, consistent with the requirements of this RFRP and the Cable Act, meets the needs and interests of the community.

**Form IV.A. Previous Experience**

1. Has the Applicant ever operated a cable system of the type that it proposes to provide in accordance with this RFRP?

Yes       No

If the answer is "yes," please describe that previous experience by identifying the location of the system and a person who can answer additional questions regarding that system.

**Response:**

**Cox's Omaha region operates cable systems in the following communities:**

**Bellevue, Nebraska**  
**Bennington, Nebraska**  
**Carter Lake, Iowa**  
**Council Bluffs, Iowa**  
**Crescent, Iowa**  
**Douglas County, Nebraska**  
**Elkhorn, Nebraska**  
**Gretna, Nebraska**  
**La Vista, Nebraska**  
**Offutt Air Force Base, Nebraska**  
**Omaha, Nebraska**  
**Papillion, Nebraska**  
**Pottawattamie County, Iowa**  
**Ralston, Nebraska**  
**Sarpy County, Nebraska**  
**Valley, Nebraska**  
**Waterloo, Nebraska**

For more information about these systems, please contact:

**John Barrett**  
**Manager, Government Affairs**  
**Cox Communications Omaha**  
**11505 West Dodge Road**  
**Omaha, Nebraska 68154**  
**(402) 934-0367**

2. Please explain why Applicant believes it should be found to have the requisite technical expertise to operate the system. Explain in detail:

**Response:**

**Cox has operated a cable system in the City of Omaha for over 30 years. Details of Cox's exemplary service to the City are widely acknowledged by both customers and City officials and are included throughout Cox's response to the City's RFRP.**

(a) What steps Applicant has taken, if any, to inspect system drops on a comprehensive basis to determine whether those drops need to be replaced?

**Response:**

**Cox actively monitors its network and its drops. Cox performs the required FCC Cumulative Leakage Index ("CLI") tests to detect and repair leaks as small as 20  $\mu\text{v}/\text{m}$  @ 3 meters. See 47 C.F.R. § 76.611. Cox similarly conducts performance tests twice each year to ensure the technical quality of the system. See 47 C.F.R. § 76.601. Cox also uses IBM's Tivoli/Netcool software to monitor and manage its network in real time, assess and address service quality issues throughout the service path, and ultimately ensure it delivers a customer experience that meets Cox's high standards. In addition, each Cox technician inspects the drops on all assigned jobs to ensure the integrity of the drop plant. If the drop fails or appears to be near failure, it is scheduled for replacement.**

(b) What procedures, rules, and customer service quality controls are in place?

**Response:**

**Service Quality**

**Cox takes great pride in ensuring that that its customers can depend on consistent, reliable service quality from their cable system. Cox's Omaha system is managed in accordance not only with the FCC's technical rules and guidelines, but also with the reliability standards of the Network Reliability Steering Committee of the Alliance for Telecommunications Industry Solutions as well as Cox's internal standards, which exceed FCC standards.**

**Detailed technical information regarding the practices and standards Cox uses to ensure consistently high service quality is contained in Cox's Technical Standards**

and Practices Manual and its Field Operations Standard Operation Procedures Manual. Although Cox can only be required to meet the FCC's technical standards, both Cox's Technical Standards Manual and its Field Operations Manual reflect standards and procedures that substantially exceed FCC requirements.

Customer Service

Cox's Omaha system uses a number of customer service quality controls. Cox's Customer Service Representatives ("CSRs") receive extensive customer support training, which includes product sales and service, troubleshooting, and effective customer interaction skills. At the conclusion of the training program, Cox CSRs receive ongoing developmental support through individualized coaching, targeted training, and quality-focused feedback sessions.

Tools used to deliver improved quality include, but are not limited to: (1) phone recording technology to allow CSRs the opportunity to hear and perfect phone techniques; (2) periodic customer surveys to provide a broader perspective of customer experience; and (3) individualized post-call customer surveys sent to the each customer by e-mail.

Representatives are required to meet and maintain specified quality standards, as determined by our "Cox Quality" program, and are evaluated monthly on their rating in relation to these requirements. As new products or services are introduced in our system/marketplace, representatives are provided updates in a classroom setting, through our in-house "Cox University" online training program and through periodic electronic information updates.

3. Please provide copies of the last two (2) FCC technical standards tests conducted, and if not shown clearly on the report, state the date the tests were conducted; provide information showing what steps the company had taken to ensure the testing equipment was accurate, and the date those steps were taken; and provide any additional relevant information concerning the system.

**Response:**

Copies of the two most recent FCC Proof of Performance Test summaries that Cox conducted for the Omaha system are attached as Exhibit 1. Inasmuch as the underlying test data comprises more than 2,000 pages, only the verified summaries are included in the attached Exhibit 1. The full test reports are included in Cox's public file, however, and are available for inspection at Cox's local Omaha office. Although FCC rules impose no specific test equipment calibration timing requirements, Cox routinely re-calibrates its test equipment several weeks, and generally no more than one month, before performing the biennial FCC Proof of Performance Tests.

**Form IV.B. Summary of Access Operations**

Please specify the support, if any, that Applicant proposes to provide to the entity responsible for managing PEG access for each year of the renewal term (not including amounts that would offset the cable franchise fee owed to the City).

**Response:**

**Cox is unaware of any entity other than the City of Omaha that will manage PEG access. Cox's proposal includes a capital grant of \$150,000, payable to the City, for PEG access facilities and equipment, as well as a commitment to provide \$1.5 Million to equip and operate a public access studio. The City may direct the grant dollars to whatever entity it chooses to purchase PEG access facilities and equipment; Cox does not propose to have a role in funding such entities. If the City wishes to create and fund a new PEG access bureaucracy, it may use the more than \$5,000,000 Cox pays annually to the City in franchise fees to do so or may seek additional funding from Omaha taxpayers.**