

In The Company of Leaders

# What Our Leaders Accomplished in 2003:

Increased revenues 14%
Grew operating cash flow 19%
Generated free cash flow of \$306.6 million
Expanded digital cable, Internet and phone services
Launched new advanced services including high-definition TV
Won customer service and satisfaction awards

## Financial Highlights

COX COMMUNICATIONS, INC.

(Thousands of Dollars)	2003	2002	2001
Revenues	\$ 5,758,868	\$ 5,038,598	\$ 4,253,203
Operating Cash Flow (a)	2,116,872	1,779,239	1,420,958 <sup>(b)</sup>
Operating Income (Loss)	586,866	417,417	(118,253)
Net (Loss) Income	(137,801)	(274,039)	755,001
Capital Expenditures	1,561,331	1,932,416	2,205,451
Total Assets	24,417,576	25,015,339	25,061,436
Debt	7,011,800	7,315,997	8,417,675
Employees (end of year)	22,150	21,621	20,748
Total Basic Video Customers	6,338,294	6,280,849	6,237,888
Total Customer Relationships	6,626,451	6,480,638	6,338,989
Operating Cash Flow Margin <sup>(c)</sup>	36.8%	35.3%	33.4% <sup>(b)</sup>
Reconciliation of operating cash flow to operating income (loss) <sup>(d)</sup> :			
Operating cash flow <sup>(a)</sup>	2,116,872	1,779,239	1,420,958 <sup>(b)</sup>
Depreciation and amortization	(1,530,475)	(1,357,906)	(1,539,211)
Gain (loss) on sale of cable systems	469	(3,916)	_
Operating income (loss)	586,866	417,417	(118,253)
Reconciliation of free cash flow to cash provided by operating activitie	S <sup>(d)</sup> :		
Free cash flow <sup>(a)</sup>	306,640	(159,577)	(1,406,683)
Capital expenditures	1,561,331	1,932,416	2,205,451
Net cash provided by operating activities	1,867,971	1,772,839	798,768

- (a) Operating cash flow and free cash flow are not measures of performance calculated in accordance with accounting principles generally accepted in the United States (GAAP). Cox defines operating cash flow as operating income (loss) before depreciation, amortization and gain (loss) on sale of cable systems and free cash flow as cash provided by operating activities less capital expenditures.
- (b) Operating cash flow and the operating cash flow margin for the year ended December 31, 2001 include a one-time non-recurring charge of \$150.2 million related to the continuation of Excite@Home high-speed Internet services and the transition to Cox High Speed Internet service.
- (c) Operating cash flow margin is defined as operating cash flow as a percentage of revenues.
- (d) These tables represent a reconciliation of non-GAAP measures to the most directly comparable GAAP measures.

Cox's chief executive officer and chief financial officer filed the certifications required by Section 302 of the Sarbanes-Oxley Act of 2002 as exhibits to Cox's Annual Report on Form 10-K for 2003.

Cox is presenting condensed consolidated financial information in this Summary Annual Report. For comprehensive consolidated financial data, please refer to Cox's Annual Report on Form 10-K. This Summary Annual Report contains "forward-looking statements." These statements relate to, among other things, growth opportunities and the introduction of new products and services. Reference is made to Cox's Form 10-K for 2003 as filed with the Securities and Exchange Commission for factors that could cause actual results to differ materially from those expressed or implied in these forward-looking statements, including without limitation, competition within the broadband communications industry and successful implementation of new services and other operating initiatives.

On the Front Cover Cox employees pictured on the front cover (left to right): Kim Thomas, Debra Ward, Ryan Mihandoost, Robin Williams-Roberts, Tejas Desai, Simone Reyes, Matthew Norton, Debbie Cullen, Kristen Duggan.

On the Back Cover (top row, left to right): Ginger Davis, Tynisha Alexander, Angela Lewis, Cameron Lonesome, Eric Davis, Luu Tran; (bottom row, left to right): Julie Aliff, Derek Gilman, Cloteal Jones, Tara Slaughter, Diane Williams, Antonio Santos, Kema Davis, Paul Lewis, Maria Bermudez.

Cox Communications is a leading broadband communications company delivering video, voice and Internet services to residential and commercial customers via an advanced digital network.



#### Cable Television

Our core business is delivering cable programming. Serving 6.3 million video customers in 22 states, we are the nation's fourth-largest cable provider, offering traditional cable service under the Cox Cable brand and advanced digital video under the Cox Digital Cable brand. In addition, we have begun offering enhanced video services, including high-definition TV, digital video recorders and entertainment on demand.



## **High Speed Internet**

Through Cox High Speed Internet, customers enjoy an Internet connection that is powerful, robust, always-on and substantially faster than dial-up and other broadband competitors. Cox is the third-largest cable Internet service provider, with more than 2 million high-speed Internet customers nationwide.



#### Residential Telecommunications

Cox Digital Telephone is a reliable, competitively priced local and long distance phone service. The extensive capacity of our facilities-based network allows Cox to deliver customers numerous advantages over traditional telephone service, including calling features at significant savings.



#### Commercial Telecommunications

Through Cox Business Services, we offer commercial customers a wide range of telecommunications services, including local and long distance telephone, data transport networks, Internet access and work-athome solutions.

Cox's telephone and commercial services are currently available in select areas.



#### Advertising

Cox Media sells local advertising time on up to 49 cable networks in more than 30 U.S. markets, including Cox systems and those of other cable companies, reaching over 7.5 million cable customers. Cox Media also acts as the sales agent for various local news channels and broadcast affiliates. In addition, it offers other products and services, including research, promotions and commercial production, to help businesses connect with their customers.



#### Our Heritage

Cox Enterprises, Inc., the majority shareholder of Cox Communications, began with the 1898 purchase of the *Dayton* (Ohio) *Evening News* by James M. Cox, who would later serve three terms as Governor of Ohio and was the Democratic candidate for U.S. President in 1920. The company Governor Cox founded eventually purchased additional newspapers, radio and television stations, cable TV systems and automobile auctions. Today, privately held Cox Enterprises maintains significant holdings in each of those businesses, as well as numerous related ventures, and had consolidated revenues of more than \$10 billion in 2003.

## Cox Communications Locations



Following is a list of Cox's major operations (those serving 15,000 or more customers).

#### ARIZONA

Arizona operation includes Phoenix, Tucson, Sierra Vista and nearby areas

#### **ARKANSAS**

Bentonville, Fayetteville/Springdale, Fort Smith, Jonesboro, Russellville and nearby areas\*

## CALIFORNIA

Humboldt

Orange County/Palos Verdes

San Diego

Santa Barbara/Bakersfield

#### FLORIDA

Central Florida (Gainesville, Ocala and nearby areas) Gulf Coast (Pensacola, Ft. Walton Beach and nearby areas)

#### GEORGIA

Middle Georgia

(Macon, Warner Robins and nearby areas)

#### KANSAS

Kansas operation includes Dodge City/Garden City, Manhattan/Junction City, Salina, Southeast Kansas, Topeka, Wichita and nearby areas

#### LOUISIANA

Alexandria, Bossier City, Lafayette, Lake Charles, New Iberia and nearby areas\* Baton Rouge New Orleans

#### NEBRASKA

Omaha (including Council Bluffs, Iowa)

#### NEVADA

Las Vegas

### **NEW ENGLAND**

New England operation encompasses Rhode Island and portions of Connecticut and Massachusetts

#### NORTH CAROLINA

North Carolina operation includes Greenville, New Bern, Rocky Mount and nearby areas

#### ОНІО

Cleveland area

#### ОКІ ДНОМА

Oklahoma operation includes Oklahoma City, Tulsa, Enid, Muskogee, Stillwater, McAlester and nearby areas

#### TEXAS

Bryan, Georgetown, Tyler, Victoria and nearby areas\*
West Texas (Lubbock, Midland, Amarillo, San Angelo, Abilene
and nearby areas. Also includes Clovis, New Mexico)

#### VIRGINIA

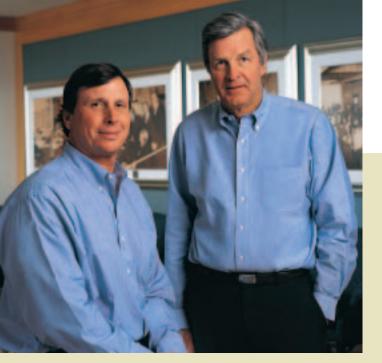
Hampton Roads

Northern Virginia (Fairfax County and Fredericksburg) Roanoke

\*These locations are part of the Middle America Cox (MAC) operation, encompassing portions of Arkansas, Idaho, Louisiana, Mississippi, Missouri, Oklahoma and Texas.



If you are the company you keep, then the people of Cox Communications are best described as motivated, aware and extraordinary ... dedicated, devoted and diligent ... creative, caring and capable ... persistent, professional and pioneering. Whatever the exact combination of adjectives, one thing is certain: Cox is a company of leaders, more than 22,000 strong. Throughout our annual report, we're happy to introduce you to just a few of the leaders at Cox Communications, starting with this esteemed team from Arizona.



James C. Kennedy

Chairman of the Board

James O. Robbins

President and CEO

## Dear Fellow Shareholders:

Cox Communications had another excellent year in 2003. Operationally and financially, our results were stronger than ever, our strategic focus was laser-sharp, and our competitive position solid. The outlook for 2004 is likewise bright. In this report, we're pleased to discuss our roadmap for achieving continued growth and to introduce just a few of the more than 22,000 reasons we're so confident in Cox's prospects for prosperity – the employees of Cox Communications who make this the *Company of Leaders*.

## Financial and Operational Highlights

Although Cox's phenomenal performance in 2002 was a tough act to follow, 2003 was another remarkable year. Revenue grew 14% to \$5.8 billion, operating cash flow\* increased 19% to \$2.1 billion, operating cash flow margin\* improved significantly and, for the first time, we generated free cash flow\* for the full year, at \$306.6 million. Total customer relationships increased 2.3% to 6.6 million, including solid growth in our core video business and the addition of more than 1.2 million revenue generating units (RGUs) of our advanced digital cable, high-speed Internet and telephone services.

Customer service scores, based on independently gathered surveys, hit record highs, while J.D. Power and Associates named Cox the top telephone provider in the



Western region. PC Magazine awarded Cox High Speed Internet the Readers' Choice Award, with the only A+ rating among all broadband Internet service providers. These accomplishments underscore Cox's pledge to be Your Friend in the Digital Age.

Our customers also enthusiastically embraced the debut of new services, including high-definition TV (HDTV), digital video recorders (DVRs) and entertainment on demand (EOD), in select markets. These services, which we will continue to roll out in 2004, enhance Cox's video offering and differentiate it from competitors' offerings.

Despite a continued flat advertising market, advertising sales increased slightly to \$384.8 million in 2003. Cox Business Services (CBS) increased revenue 25% to \$287.7 million and surpassed the 100,000-customer milestone. CBS continues to successfully leverage Cox's existing platform and processes to tap the considerable broadband opportunities in the commercial business segment, including notable advances in market segments such as education, healthcare and homeland defense.

Also in 2003, a major undertaking, headed by Vice President and Treasurer Susan Coker, vastly simplified Cox's balance sheet. By reducing leverage and strengthening liquidity, the treasury team's more than 18 months of hard work helped improve the company's overall financial flexibility.

#### More Diversified Than Ever

Cox's core cable video business now accounts for 64% of total revenues, compared to 75% just two years ago. We clearly lead our industry and competitors in the ability to "bundle" multiple communications and entertainment services and deliver them via a single broadband network. At the end of 2003, 2.3 million customers subscribed to two or more of our three major residential services, representing a 37% growth in bundled customers vs. 2002.

Cox High Speed Internet, now available throughout 98% of our coverage areas, ended 2003 with just under 2 million customers. Seven out of 10 broadband households in Cox markets use Cox High Speed Internet, not DSL. In select markets, we began offering new Internet packages to appeal to additional segments of customers. The Premier package offers higher speeds ideal for power users who download huge files regularly, while the Value package appeals to occasional Internet users who would otherwise choose dial-up. Our flagship Preferred package, offering 3 mbps downstream/256 kpbs upstream speeds, remains by far the most popular package and Cox's best value in the high-speed Internet marketplace. Expanding to meet the varying needs of Internet users will increase market share as we introduce the power of broadband to greater numbers of customers.

Retail distribution of Cox High Speed Internet continues to fuel growth. We recently signed a deal

\*Denotes a measure of performance not determined in accordance with accounting principles generally accepted in the United States (GAAP). A reconciliation of non-GAAP measures to the most directly comparable GAAP measures appears on the inside front cover under Financial Highlights.











SHOLA ODUMADE, LISA MARTIN

## Letter To Shareholders continued

with Dell to market our service to consumers purchasing Dell computers online and via phone. Continuing to partner with retailers, including Circuit City and Best Buy, we are optimistic about these and other avenues to increase the retail distribution of our products.

Cox Digital Telephone is now available to more than 5 million households in 12 markets and, in early 2004, we surpassed the momentous milestone of 1 million phone customers. In Tucson, Arizona, we successfully launched Cox Digital Telephone throughout the entire service area at once, the first full-market launch of phone service in Cox history. Our newest phone market, Roanoke, Virginia, represented our first rollout of phone service via Voice over Internet Protocol (VoIP) technology. The scalability and regional benefits of VoIP could enable us to introduce phone service in smaller markets that don't justify the cost of a circuit switch, the technology long in place in our larger phone markets. Given our expertise in all aspects of delivering phone service, gained during seven years as a telecommunications provider, we're excited about the tremendous opportunities to expand phone service, via both VoIP and circuit-switched technology. We are confident that we will continue to maintain our clear industry leadership position in cable telephony.

Our Internet Protocol (IP) backbone and network architecture, along with our product quality, reliability, customer service and telecommunications experience,

give us a significant edge with VoIP. We know from experience that customers who take the full bundle of cable, Internet and phone service are our most satisfied. VoIP will enable us to expand the full bundle into the bulk of our remaining systems, greatly enhancing growth prospects.

Our 2003 accomplishments came despite formidable challenges. We faced devastating natural disasters in several of our markets, a continued weak economy, difficult negotiations with programming suppliers, and increased competitive activity across all product lines. Through it all, Cox employees again demonstrated their ability to focus on serving customers well and executing our business objectives. Throughout the year, we made significant improvement in controlling costs, in large part by increasing the number of Internet and digital cable customer self-installations and reducing truck rolls, as well as aggressive efforts to control the skyrocketing programming costs charged by cable networks. On all major fronts, we face 2004 in a strong competitive position, with great momentum propelling us to continued growth.

#### Continued Growth in 2004

Our nine years as a public company have been marked by strong financial growth, industry-leading operational results and considerable competitive assets, including excellent customer service, technological superiority, localism, strong management teams and superior products.



For instance, we continue to offer new features and outstanding value that positions our video services favorably versus satellite service, including no large upfront equipment purchases or service contracts. Our HDTV service, now available to 85% of our service areas, is a more robust and powerful offering than customers can receive elsewhere. We've launched EOD via a two-way interactive platform and a compelling DVR service. We believe that our bundle of broadband services is the best in the business. We provide video, telephone and Internet services via a completely integrated back office and network platform.

Capitalizing on these advantages is at the center of our strategy for continued growth and competitive excellence. In 2004, we will continue to focus on improving productivity. We will expand HDTV, DVR and EOD services to more customers in more markets. We will advance our bundling strategy further by adding new features and more convenience for customers. We will expand phone service aggressively and continue to enhance the features of our Internet and cable services. We will continue to grow our already strong advertising and commercial sales businesses. With our network upgrades essentially complete, we will continue to demonstrate the amazing power and potential of our broadband network. Although we will no doubt encounter continued competitive assaults, we will face them head on, with better

products, better service and a better value, delivered by the best employees in the business, via the most powerful platform.

In short, we are prepared for the challenges and the opportunities ahead and are extremely confident in our position. We thank you for your support of our company and our vision and look forward to delivering continued growth for you.

Sincerely,

James C. Kennedy Chairman of the Board

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James O. Robbins President and CEO

March 4, 2004









# In The Company of Leaders

Every day, Cox's employees demonstrate leadership in thousands of ways. Whether high-profile or hardly noticed, their accomplishments help deliver great services and results for Cox's customers and shareholders. From delivering exciting new communications services and helping rebuild a community following a disaster, to growing through collaboration and pioneering better ways of doing business, countless examples of leadership pervade our company. In this annual report, we are happy to share a few of the many recent examples that make it perfectly clear: When it comes to Cox Communications, you're in the Company of Leaders.





When General Manager Gary McCollum (above) shared his vision that, one day, applicants would line up for jobs at Cox Northern Virginia, he was greeted by skepticism. After all, employee morale was low and turnover on the rise. The system, which had just been acquired by Cox, had an antiquated delivery network in dire need of an upgrade. Customers were defecting, and franchise agreements contained unrealistic commitments. But Gary persevered. He built a strong management team committed to greatness. Together, they rebuilt employee confidence, supervised Cox's most complex technical upgrade ever and resolved longtime disputes with the county government.

Known for his personal touch, Gary visits customer homes frequently and volunteers extensively in the community. Four years into a five-year plan, Gary and team are seeing a tremendous turnaround. The system was recognized as 2003 "Cable System of the Year" by Cable World magazine and the Virginia Cable & Telecommunications Association, and Gary received "The Vanguard Award," the cable industry's highest recognition of leadership. Most gratifying for Gary is witnessing Cox become an employer of choice, as promised. "Employees see that the vision is real, not just a pipe dream. They know we can provide great service not only to customers, but to each other."

Although "pioneer" used to conjure up old images of explorers on the wild frontier, today's pioneering breakthroughs are decidedly more high-tech. In the past few years, Cox employees have pioneered advanced broadband services including high-speed Internet, digital cable and digital telephone. In 2003, they launched digital video recorder (DVR) services in Central Florida and other areas, and high-definition TV (HDTV) in multiple markets companywide. Cox's pioneers also deployed Cox Digital Telephone via Voice over Internet Protocol (VoIP) technology in Roanoke, Virginia. Cox was already a leader in offering cable telephone service, but this was our first deployment via VoIP technology, which transports customers' calls over the same backbone network and much of the same equipment as Internet service. Cox employees in Roanoke, Atlanta and other areas devoted substantial time and effort to pioneering and perfecting the service and delivering it seamlessly to customers. For Cox, the successful Roanoke launch validates the viability of VoIP-based services. We see the future of VoIP as complementing the company's existing phone technology, delivering operational efficiencies and enabling Cox to offer the savings and great service of Cox Digital Telephone to more customers in more communities.

Among the pioneers who launched Cox Digital Telephone service via VoIP technology in Roanoke were (left to right): Robin Davis,
Sean Lester, Roger Baiers and Jim McCurdy.







When Jacqui Vines became General Manager of Cox's newly acquired Baton Rouge operation, among the challenges she inherited were tenuous relationships throughout the community. She quickly set out to cultivate a positive culture – both inside and outside the company. One of her first recruits was Director of Government and Public Affairs Sharon Kleinpeter, former head of the Louisiana Cable Television Association and a respected, well-known leader in Baton Rouge's business and political communities. Forging a collaboration based on trust and mutual respect, the dynamic duo developed a strategic roadmap for Jacqui to build vital relationships in the community. The result, as both describe it, has been "pure magic." With the rest of the local management team now in place, Cox Baton Rouge has generated strong growth, negotiated a favorable long-term franchise agreement and spearheaded the development of an innovative office park. Jacqui even became the first African-American female to be named "Businessperson of the Year" in Baton Rouge. Jacqui and Sharon's collaboration proves that partners in a vision can make anything happen.

Jacqui Vines (right) and Sharon Kleinpeter, outside the Louisiana State Capitol in Baton Rouge.

During 2003, Cox's employees again proved they will do whatever it takes to keep customers and the community connected in a crisis.

In October, the worst California wildfires in a century hit San Diego. Nearly 400,000 acres burned, 2,300 homes were destroyed and 16 people lost their lives. Cox employees pulled together immediately, despite having offices literally in the line of fire. Field technicians worked around the clock in dangerous conditions. Employees volunteered time filling sandbags, donating blood, collecting clothing and even helping put out fires. They created the Cox San Diego Fire Assistance Team to help fire victims. And they restored services to nearly all customers in four days.

Also in 2003, Hurricane Isabel pummeled Cox markets in Virginia and North Carolina. With winds of 155 mph, the storm caused \$1 billion of damage, 31 deaths and power outages affecting 1.8 million homes. Our Hampton Roads system suffered the single largest natural disaster ever to hit a Cox property. But in the aftermath, Cox's Hampton Roads employees, joined by nearly 80 technicians from eight other Cox systems, were devoted to serving customers and keeping the operation running. For instance, Service Center Rep Ginny Bloxom repeatedly rowed a boat across a flooded creek and waded knee-deep in mud just to get to work so that she could assist Cox customers.

Ginny's mettle exemplifies the typical reaction of Cox employees to a crisis: We can handle it. Just ask the Oklahoma City employees who worked diligently to restore service after recent tornadoes, or the Middle America Cox team that quickly mobilized to aid government and relief organizations following the explosion of the Space Shuttle Columbia. Nationwide, Cox operations maintain a constant vigilance, always ready to help customers and communities triumph over adversity.



Among the many Cox employees who teamed up to help the community during and following the devastating fires in San Diego were (back row, left to right): Ben Lindall, Beverly Elane, John Hickman, Paul Templeton, Dave Wray, Robert Downing; (front row, left to right): Mike Neal, Bill Geppert.





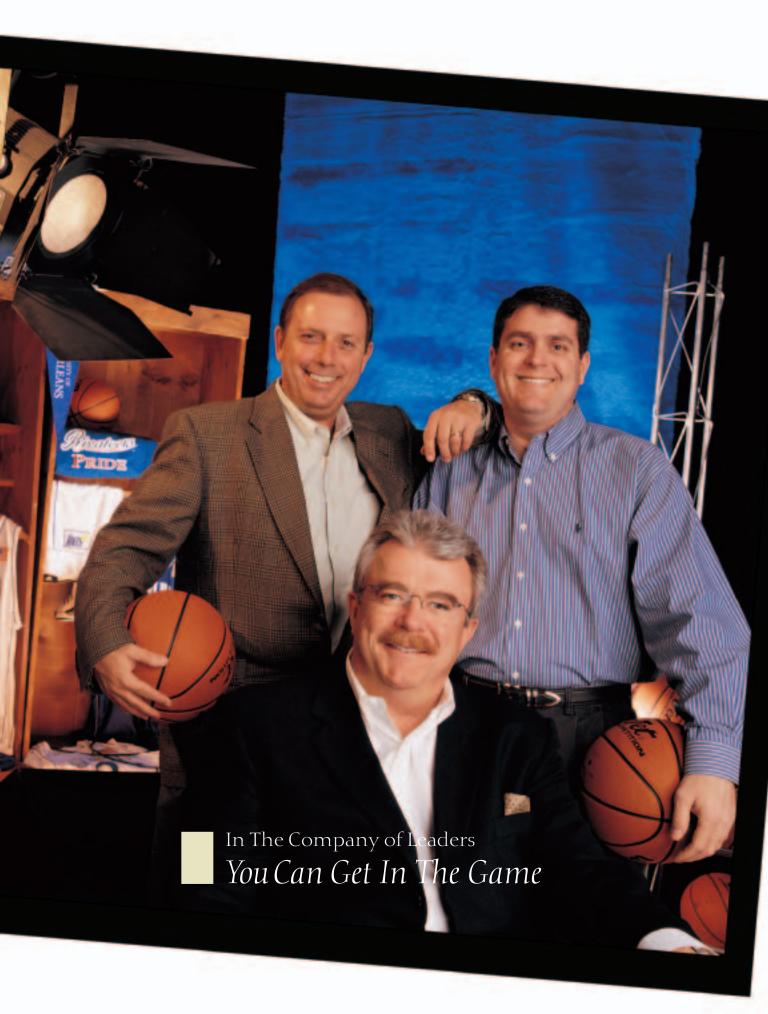
ong the industry leaders in service, Cox's customer care team recognizes that only continuous growth will keep Cox ahead of customers' needs and expectations. Our *Five Bold Steps* program focuses on the fundamental elements of continued success – lead, commit, score, innovate and deliver. With this focus in mind, we continue to invest in people as the foundation of customer care, while also leveraging leadingedge technology. Cox's "Circle of Success" program attracts and develops quality customer care representatives, and "Cox 24/7 Customer Care" enhances our service commitment by bringing people and technology together to provide customers around-the-clock access to service and support beyond the traditional call center model. Today, Cox customers can reach customer care representatives over the phone, via email or through live online chat 24/7; take advantage of comprehensive web site resources including "click to fix" automated high-speed Internet solutions; and access automated phone support to manage their accounts. *Five Bold Steps* expands our brand promise with a commitment to be where our customers need us, when they need us, through whatever support channel they choose. Like a true friend, we are there for our customers 24/7.



The escalating cost of programming is a critical issue for cable operators and their customers. In New Orleans, Cox General Manager Greg Bicket and his team responded to the challenge by creating Cox's own local sports network, Cox Sports Television. Starting with exclusive rights to New Orleans Hornets basketball games, the channel added an extensive slate of local, regional and national sports content unavailable on any other network. For instance, with the help of Cox's Baton Rouge operation, Cox Sports Television secured broadcast rights to national college sports powerhouse Louisiana State University. Under the leadership of Vice President of Regional Sports Rod Mickler and Executive Producer Jeff Brenner, the 24-hour network is available to nearly a million cable customers across the region via Cox and other cable providers. Sports fever has also spread to other Cox operations, including Central Florida, which uses Cox Sports Television as a framework for a similar network built around games of the World Series Champion Florida Marlins, the Tampa Bay Devil Rays and the University of Florida Gators. The leadership strategy driving Cox Sports Television provides Cox a competitive advantage and delivers cable customers exciting must-see sports programming at a great value.



Rod Mickler (left), Greg Bicket (seated) and Jeff Brenner on the set of a sports show on Cox Sports Television.





# The Traits of Leaders

## **Impact**

Mike Miller (left), Cox Media General Manager in San Diego, has always believed sales reps should focus exclusively on selling. As Cox Media GM in Omaha, he pioneered IMPACT, an industry-leading structure where Account Coordinators handle all administrative functions, allowing sales reps to focus on selling. He introduced the structure in San Diego upon moving there, and it has since spread to other Cox operations. Miller cites IMPACT as one of the factors that has made Cox Media the top local television ad revenue generator in the San Diego market.

## *Initiative*

Cheryl Hobgood, Supply Chain Strategist in Cox's corporate materials management department, once told her boss, "I'm not satisfied unless I'm making a real impact." She certainly proved that point by taking the initiative to launch two online "reverse auctions," in collaboration with co-workers (below, with Cheryl, left to right): George Garcia, Derrick Hanson and Scott Hill. Similar to typical online auctions, except that prices decrease with each bid, the tool saved Cox more than \$2 million in purchasing costs.

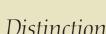


## Excellence

Cox Digital Telephone won the highest honor in J.D. Power and Associates' 2003 Residential Local Telephone Customer Satisfaction Study. Ranked highest in overall satisfaction in the Western region, Cox received the highest ranking in all six factors measured – company image, customer service, performance and reliability, billing, cost of service, and offerings and promotions – thanks to thousands of employees companywide, including San Diego customer care team members (at right, left to right) Gil Rapley, Jocelyn Castro and Adriana Mendoza. The honor marked the first time any broadband communications company received a telephone service award from J.D. Power and Associates.

# Diversity

Recognizing that developing a diversity of leadership talent would enhance Cox's success, Ron Dickinson, Cox Media General Manager in Northern Virginia, launched a partnership with Howard University to place minority students in media sales positions. Since the program's 2002 inception, Cox has hired seven graduates in multiple markets – including Account Executives Brian Howell and Tyra General (below, from left, with Ron). Tyra cites "access to great training and the fact that Cox cares about me as a person" as highlights of her job at Cox Media.



Offering customers programming they can't get elsewhere gives Cox a distinct competitive advantage. Just ask Cox Orange County, which added "Retro Saturday Morning" to its extensive slate of community programs. Securing syndication rights to beloved '70s staples like H.R. Pufnstuf, Sigmund and the Sea Monsters and Land of the Lost, they created a block of shows that has developed a fervent local following, proving that everything old can be new again.





# The Traits of Leaders

# Principle

Sometimes, leadership requires taking a stand when no one else does. With the skyrocketing cost of sports programming threatening to diminish the long-term value of cable TV for consumers, Cox took a stand in 2003. We launched an extensive public education campaign revealing the difficulties of keeping cable TV prices reasonable given the major sports networks' exorbitant price increases. The campaign paid off, thanks in large part to our customers' interest and involvement. ESPN, for instance, reduced its price increase demands considerably. While the rising cost of programming remains a big challenge, the moderated price increases negotiated in connection with the campaign will enable Cox to continue offering great programming at a good value for customers.

## Perseverance

Several years ago, legislation was introduced mandating that Kansas schools connect to a state Internet service. The KAN-ED legislation, as it was called, would have shut out all Internet providers except the incumbent local phone company. Jay Allbaugh (above), Cox's Vice President of Public Affairs in Kansas, worked hard to insert cable companies into the process and educated legislators that, as proposed, the program would deny schools access to powerful broadband services. The legislation was defeated twice. When it came up for a third vote, Cox and other cable providers were included – a testament to Jay's perseverance - and it passed. The state has since honored Jay with the KAN-ED Pioneer Award, and Cox secured a portion of the KAN-ED contract to provide fiber circuits between several Kansas communities.

## Achievement

Cox Business Services (CBS) signed up its 100,000th customer in 2003 and has increased revenues approximately 180% since 2000. The organization's tremendous success companywide is exemplified by its healthcare strategy in New England. Three years ago, CBS had minimal presence in the region's healthcare segment, but recognized the enormous untapped potential. Led by Vice President Mark Scott, CBS deployed a comprehensive sales strategy targeting healthcare, supported by Cox's network engineering team and other local Cox departments. Before long, the teamwork began paying off and CBS was providing a range of customized network solutions for healthcare businesses. Today, Cox provides comprehensive video, voice and data services to the two largest healthcare providers in New England and numerous other medical clients, generating significant annual sales.

## Heroism

Heroes don't always wear capes and tights. Sometimes they can be identified by their Cox logo and willingness to lead in times of crisis – like Field Service Representatives Raymond Williams of Cox Middle Georgia and Greg Alexander of Roanoke. Taking the term "customer service" to heart, both men recently saved lives by helping residents escape fires.

## Service

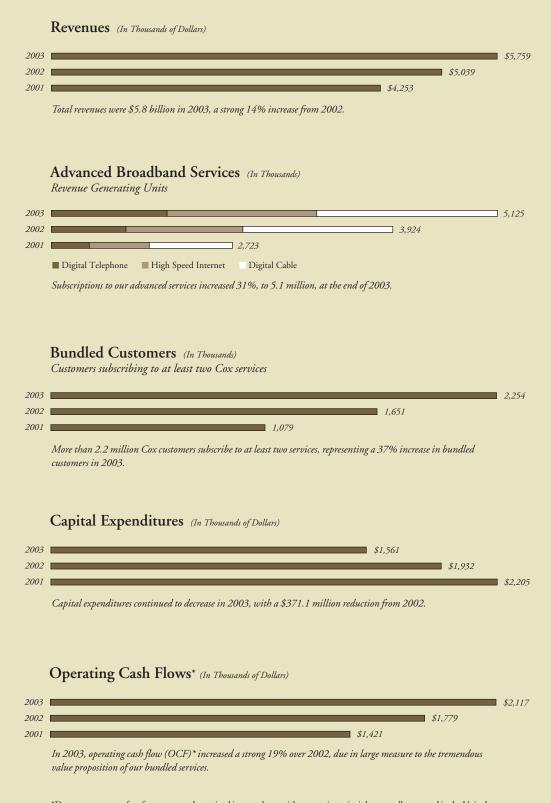
Demonstrating leadership and tremendous initiative, Regulatory Affairs Analysts (below, left to right) Leslie McLaughlin, LaTanya Linzie and LaRhonda Williams helped Cox provide phone service to low-income families. They doggedly tapped existing state and federal programs that offer reimbursement to companies providing reduced rates to low-income customers. Through their initiative, almost 90,000 new Cox phone customers in three states were able to get reduced-rate service, while Cox generated additional revenue through the reimbursement programs.

## Collaboration

When Cox's information technology teams in Kansas, Oklahoma and West Texas discovered each was duplicating efforts trying to solve similar problems, they created a virtual IT team to pool resources and leverage best ideas. Dubbed the "Three Amigos," their innovative collaboration has created common, best-of-breed software solutions to meet the challenges each team faces. The result? Satisfied internal customers, improved functionality and happier IT employees. "We're trying to demonstrate how employees from different systems can put aside egos and work together," explained Larry LaFreniere of West Texas, who collaborated with Mark Whitmire in Oklahoma and Rick Shannon in Kansas. "Our collaboration is a lesson in leveraging your impact without leaving your field site."



## In The Company of Leaders You Can Grow



<sup>\*</sup>Denotes a measure of performance not determined in accordance with accounting principles generally accepted in the United States (GAAP). A reconciliation of non-GAAP measures to the most directly comparable GAAP measures appears on the inside front cover under Financial Highlights.

## 2003 Financial Results

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Cox is presenting condensed consolidated financial information in this Summary Annual Report. This Summary Annual Report includes forward-looking statements within the meaning of Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements include, but are not limited to, statements relating to Cox's future plans, earnings, objectives, expectations, performance, and similar projections, as well as any facts or assumptions underlying these statements or projections. These forward-looking statements are subject to risks and uncertainties that could cause actual results to differ materially from historical results or those Cox anticipates. These statements relate to, among other things, growth opportunities and introduction of new products and services. Factors that could have a material and adverse impact on Cox's business are identified in the discussion of risk factors in the company's Annual Report on Form 10-K. Cox undertakes no obligation to release publicly any revisions to forward-looking statements made in the Summary Annual Report or to reflect the occurrence of unanticipated events.

## Independent Auditors' Report

To the Board of Directors and Shareholders of Cox Communications, Inc.

We have audited the consolidated balance sheets of Cox Communications, Inc. ("Cox") as of December 31, 2003 and 2002, and the related consolidated statements of operations, shareholders' equity, and cash flows for each of the three years in the period ended December 31, 2003. Such consolidated financial statements and our report thereon dated February 27, 2004, which expresses an unqualified opinion and includes an explanatory paragraph related to Cox's adoption, effective January 1, 2002, of Statement of Financial Accounting Standards ("SFAS") No. 142 and the adoption, effective January 1, 2001, of SFAS No. 133, as amended (which are not included herein), are included in Cox's 2003 Annual Report on Form 10-K. The accompanying condensed consolidated financial statements are the responsibility of Cox's management. Our responsibility is to express an opinion on such condensed

consolidated financial statements in relation to the complete consolidated financial statements.

In our opinion, the information set forth in the accompanying condensed consolidated balance sheets as of December 31, 2003 and 2002, and the related condensed consolidated statements of operations and cash flows for each of the three years in the period ended December 31, 2003, is fairly stated in all material respects in relation to the basic consolidated financial statements from which it has been derived.

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Atlanta, Georgia February 27, 2004

## Condensed Consolidated Balance Sheets

As of December 31 (Thousands of Dollars)	2003	2002
	2003	2002
Assets		
Current assets	¢ 02.0/1	¢ 220.70/
Cash	\$ 83,841	\$ 228,704
Accounts and notes receivable, less allowance for doubtful	270.022	25/ 020
accounts of \$26,175 and \$33,607	370,832	354,928 21,109
Amounts due from Cox Enterprises, Inc. (CEI) Other current assets	131,106	
		277,531
Total current assets	585,779	882,272
Net plant and equipment	7,907,561	7,793,178
Investments	109,380	397,435
Intangible assets	15,697,495	15,724,288
Other noncurrent assets	117,361	218,166
Total assets	\$ 24,417,576	\$ 25,015,339
Liabilities and shareholders' equity		
Current liabilities		
Accounts payable and accrued expenses	\$ 778,708	\$ 727,877
Other current liabilities	450,553	226,425
Current portion of long-term debt	48,344	393,040
Amounts due to CEI	3,980	_
Total current liabilities	1,281,585	1,347,342
Deferred income taxes	6,388,970	6,750,635
Other noncurrent liabilities	164,070	175,912
Long-term debt, less current portion	6,963,456	6,922,957
Total liabilities	14,798,081	15,196,846
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Minority interest in equity of consolidated subsidiaries	139,519	133,403
Shareholders' equity		
Series A preferred stock - liquidation preference of \$22.1375 per share,		
\$1 par value; 10,000,000 shares of preferred stock authorized;		
shares issued and outstanding: 4,836,372	4,836	4,836
Class A common stock, \$1 par value; 671,000,000 shares authorized;	-,	
shares issued: 598,481,602 and 598,076,894;		
shares outstanding: 592,958,582 and 592,567,757	598,482	598,077
Class C common stock, \$1 par value; 62,000,000 shares authorized;		
shares issued and outstanding: 27,597,792	27,598	27,598
Additional paid-in capital	4,545,635	4,549,029
Retained earnings	4,500,621	4,638,422
Accumulated other comprehensive income	15,548	79,465
Class A common stock in treasury, at cost: 5,523,020 and 5,509,137 shares	(212,744)	(212,337)
Total shareholders' equity	9,479,976	9,685,090
Total liabilities and shareholders' equity	\$ 24,417,576	\$ 25,015,339

NOTE: Certain amounts in the 2002 and 2001 financial statements have been reclassified for comparison purposes.

# Condensed Consolidated Statements of Operations

Year Ended December 31, (Thousands of Dollars, excluding share data)		2003		2002		2001
		2003		2002		2001
Revenues						
Residential	φ.	2 (50 017	¢.	2 /20 755	d ·	2 10 / 70 /
Video	<b>)</b> .	3,658,917	\$	3,439,755	\$ .	3,184,786
Data		870,628		575,231		277,921
Telephony		469,920		343,227		211,270
Other		86,903		72,254		89,264
Total residential revenues	-	5,086,368		4,430,467		3,763,241
Commercial		287,676		230,067		152,383
Advertising		384,824		378,064		337,579
Total revenues	4	5,758,868		5,038,598		4,253,203
Costs and expenses						
Cost of services (excluding depreciation)	2	2,391,310		2,112,155		1,868,303
Selling, general and administrative expenses		1,250,686		1,147,204		963,942
Depreciation and amortization		1,530,475		1,357,906		1,539,211
(Gain) loss on sale and exchange of cable systems		(469)		3,916		_
Operating income (loss)		586,866		417,417		(118,253
Interest expense		(467,753)		(549,858)		(565,934
(Loss) gain on derivative instruments, net		(22,567)		1,125,588		(211,963
Gain (loss) on investments, net		165,194	(	1,317,158)		1,151,172
Equity in net losses of affiliated companies		(13,073)		(32,175)		(40,043
Loss on extinguishment of debt		(450,069)		(787)		_
Other, net		(3,557)		(5,080)		(11,882
(Loss) income before income taxes, minority interest and						
cumulative effect of change in accounting principle		(204,959)		(362,053)		203,097
Income tax (benefit) expense		(73,274)		(125,286)		94,039
(Loss) income before minority interest and cumulative effect						
of change in accounting principle		(131,685)		(236,767)		109,058
Minority interest, net of tax		(6,116)		(37,272)		(71,147)
		(0,110)		(37,272)		(/1,14/
(Loss) income before cumulative effect of change in		/·		( ( )		
accounting principle		(137,801)		(274,039)		37,911
Cumulative effect of change in accounting principle, net of tax				_		717,090
Net (loss) income	\$	(137,801)	\$	(274,039)	\$	755,001
Cl. 1						
Share data						
Basic net (loss) income per share			-	0.000 /00	-	
Basic weighted-average shares outstanding	62	20,327,304	60	8,293,490	60	0,365,787
(Loss) income before cumulative effect of change						
in accounting principle	\$	(0.22)	\$	(0.45)	\$	0.06
Cumulative effect of change in accounting principle, net of tax		-		_		1.20
Basic net (loss) income per share	\$	(0.22)	\$	(0.45)	\$	1.26
Diluted net (loss) income per share						
Diluted weighted-average shares outstanding	62	0,327,304	60	8,293,490	60	8,816,689
(Loss) income before cumulative effect of change						
in accounting principle	\$	(0.22)	\$	(0.45)	\$	0.06
Cumulative effect of change in accounting principle, net of tax	•	_		_	,	1.18
Diluted net (loss) income per share	\$	(0.22)	\$	(0.45)	\$	1.24
Different (1055) income per shale	φ	(0.44)	φ	(0.47)	φ	1,24

## Condensed Consolidated Statements of Cash Flows

Year Ended December 31,	2003	2002	2001
(Thousands of Dollars)	2003	2002	2001
Cash flows from operating activities		4 4 4 4 4 4 4 4	
Net (loss) income	\$ (137,801)	\$ (274,039)	\$ 755,001
Adjustments to reconcile net (loss) income to net cash provided			
by operating activities, net of effects of acquisitions:			
Depreciation and amortization	1,530,475	1,357,906	1,539,211
(Gain) loss on sale of cable systems	(469)	3,916	_
Deferred income taxes	(333,379)	194,370	(306,814)
Loss (gain) on derivative instruments, net	22,567	(1,125,588)	211,963
(Gain) loss on investments, net	(165,194)	1,317,158	(1,151,172)
Equity in net losses of affiliated companies	13,073	32,175	40,043
Loss on extinguishment of debt	450,069	787	_
Minority interest, net of tax	6,116	37,272	71,147
Other, net	108,698	182,321	93,229
Cumulative effect of change in accounting principle, net of tax	(15.022)	-	(717,090)
(Increase) decrease in accounts and notes receivable	(15,922)	52,918	848
Decrease (increase) in other assets	41,328	60,502	(78,315)
Increase (decrease) in accounts payable and accrued liabilities	22,650	99,805	(30,363)
Increase (decrease) in taxes payable	332,175	(161,197)	328,541
(Decrease) increase in other liabilities	(6,415)	(5,467)	42,539
Net cash provided by operating activities	1,867,971	1,772,839	798,768
Cash flows from investing activities			
Capital expenditures	(1,561,331)	(1,932,416)	(2,205,451)
Investments in affiliated companies	(22,270)	(18,800)	(53,991)
Proceeds from the sale and exchange of investments	246,417	1,345,952	1,316,192
Decrease (increase) in amounts due from CEI	21,109	(7,864)	(7,437)
Proceeds (payments) for the sale (purchase) of cable systems	822	12,574	(1,495)
Other, net	(3,883)	(7,616)	(1,160)
Net cash used in investing activities	(1,319,136)	(608,170)	(953,342)
Cash flows from financing activities	200.0/1	(525.20 ()	(001 205)
Commercial paper borrowings (repayments), net	300,941	(727,384)	(801,385)
Proceeds from issuance of debt, net of debt issuance costs	1,330,750	985,546	1,405,887
Repayment of debt	(2,310,074)	(704,951)	(386,728)
Redemption of preferred securities of subsidiary trust	-	(502,610)	10.505
Proceeds from the exercise of stock options	6,768	24,291	10,595
Increase in amounts due to CEI, net	3,980	_	_
Distributions paid on capital and preferred securities of		(/7.76/)	(75.055)
subsidiary trusts	- (/2.72/)	(47,764)	(75,955)
Payment to repurchase remarketing option	(43,734)	(25,951)	10.570
Other, net	17,671	(24,002)	10,578
Net cash (used in) provided by financing activities	(693,698)	(1,022,825)	162,992
Net (decrease) increase in cash	(144,863)	141,844	8,418
Cash at beginning of period	228,704	86,860	78,442
Cash at end of period	\$ 83,841	\$ 228,704	\$ 86,860

## Financial Highlights

## Results of Operations

#### 2003 compared with 2002

Total revenues for the year ended December 31, 2003 were \$5.8 billion, a 14% increase over revenues of \$5.0 billion for the year ended December 31, 2002. This increase was primarily attributable to:

- a 31% increase in customers for advanced services (digital cable, high-speed Internet access and telephony);
- an increase in basic cable rates resulting from increased programming costs and inflation, as well as increased channel availability;
- a \$5 price increase on monthly high-speed Internet access adopted in select markets in the fourth quarter of 2002 and in most of Cox's remaining markets in the first quarter of 2003; and
- an increase in commercial broadband customers.

Cost of services, which includes programming costs, other direct costs and field service costs, was \$2.4 billion for the year ended December 31, 2003, an increase of 13% over the same period in 2002. This was primarily due to a 12% increase in programming costs reflecting rate increases and customer growth. Other cost of services increased 15%, primarily due to:

- 1.2 million in net additions of advanced-service customers over the last twelve months; and
- increased labor costs due to the transition from upgrade construction and new product launches to maintenance and related customer costs directly associated with the growth of new subscribers.

Cox recorded a one-time non-recurring charge of approximately \$9.8 million in 2002 associated with the continuation of Excite@Home high speed Internet service following the bankruptcy of Excite@Home, and excluding this one-time charge, other cost of services increased 16% in 2003.

Selling, general and administrative expenses for the year ended December 31, 2003 increased 9% to \$1.3 billion due to:

• a 10% increase in general and administrative expenses relating to increased labor costs, expenses related to trials of new video and telephony products, and public relations expenses related to our campaign aimed at the rising costs of programming; and

• a 5% increase in marketing expense relating to the promotion of new services and bundling alternatives, partially offset by an 8% decrease in costs associated with Cox's advertising sales business, Cox Media.

Depreciation and amortization increased to \$1.5 billion for the year ended December 31, 2003 from \$1.4 billion for the comparable period in 2002 due to an increase in depreciation from Cox's continuing investment in its broadband network in order to deliver additional services, and an increase in amortization resulting from a noncash impairment charge of \$25.0 million recognized in the first quarter of 2003, upon completion of an impairment test of franchise value in accordance with Statement of Financial Accounting Standards (SFAS) No. 142. Operating income for the year ended December 31, 2003 was \$586.9 million compared to operating income of \$417.4 million for the year ended December 31, 2002.

Interest expense decreased to \$467.8 million primarily due to interest savings as a result of Cox's interest rate swap agreements and a reduction of outstanding indebtedness.

For the year ended December 31, 2003, Cox recorded a \$22.6 million pre-tax loss on derivative instruments primarily due to a \$4.4 million pre-tax loss resulting from the change in the fair value of Cox's net settleable warrants and an \$18.7 million pre-tax loss resulting from the change in the fair value of certain derivative instruments embedded in Cox's zero-coupon debt.

Net gain on investments for the year ended December 31, 2003 of \$165.2 million includes:

- \$154.5 million pre-tax gain related to the sale of 46.8 million shares of Sprint PCS common stock;
- \$21.8 million pre-tax gain as a result of the change in market value of Cox's investment in Sprint PCS common stock classified as trading; partially offset by
- \$10.5 million pre-tax decline considered to be other than temporary in the fair value of certain investments.

## Financial Highlights

During the year ended December 31, 2003, Cox recorded a \$450.1 million pre-tax loss on extinguishment of debt consisting of:

- \$412.8 million pre-tax loss resulting from the purchase of \$1.8 billion aggregate principal amount at maturity of the Discount Debentures pursuant to Cox's offer to purchase any and all Discount Debentures;
- \$29.5 million pre-tax loss resulting from the termination of Cox's series of prepaid forward contracts to sell up to 19.5 million shares of Sprint PCS common stock;
- \$10.2 million pre-tax loss resulting from the purchase of \$422.7 million aggregate principal amount at maturity of Cox's convertible senior notes due 2021 pursuant to the holders' right to require Cox to purchase the convertible notes;
- \$1.5 million pre-tax loss resulting from the purchase of \$250.0 million aggregate principal amount of its 6.15% Reset Put Securities due 2033 (REPS); partially offset by
- \$3.9 million pre-tax gain resulting from the purchase of \$1.3 billion aggregate principal amount of the PRIZES and \$274.9 million aggregate principal amount of the Premium PHONES pursuant to Cox's offer to purchase any and all PRIZES and Premium PHONES.

## Liquidity and Capital Resources

### Uses of Cash

As part of Cox's ongoing strategic plan, Cox has invested, and will continue to invest, significant amounts of capital to enhance the reliability and capacity of its broadband network in preparation for the offering of new services. Cox believes it will be able to meet its capital needs for the next 12 months and the foreseeable future with amounts available under existing revolving credit facilities and its commercial paper program.

During 2003, Cox made capital expenditures of \$1.6 billion. These expenditures were primarily directed at costs related to electronic equipment located on customers' premises, costs to upgrade and rebuild Cox's broadband network to allow for the delivery of advanced broadband services and costs associated with network equipment used to enter new service areas.

Capital expenditures for 2004 are expected to be approximately \$1.4 billion. Although management continuously reviews industry and economic conditions to identify opportunities, Cox does not have any current plans to make any material acquisitions or enter into any material cable systems exchanges in 2004.

In addition to improvement of its own networks, Cox made strategic investments in businesses focused on cable programming, technology and telecommunications. Investments in affiliated companies of \$22.3 million in 2003 included debt and equity funding. Future funding requirements are expected to total approximately \$20.0 million over the next two years. These capital requirements may vary significantly from the amounts stated above and will depend on numerous factors as many of these affiliates are growing businesses and specific financing requirements will change depending on the evolution of these businesses.

During 2003, Cox repaid \$2.3 billion of debt, which primarily consisted of the purchase of a portion of its convertible senior notes, the purchase of the majority of all three series of its exchangeable subordinated debentures, pursuant to offers to purchase any and all PRIZES, Premium PHONES and Discount Debentures, and the purchase of its REPS.

## Sources of Cash

During 2003, Cox generated \$1.9 billion from operations. Proceeds from the sale and exchange of investments of \$246.4 million consisted of proceeds from the sale of 46.8 million shares of Sprint PCS common stock.

Net commercial paper borrowings during 2003 were \$300.9 million. Proceeds from the issuance of other debt, net of debt issuance costs, underwriting commissions and discounts included the issuance of:

- 4.625% senior notes due 2013 for net proceeds of approximately \$596.2 million;
- 3.875% senior notes due 2008 for net proceeds of \$248.8 million; and
- 5.5% senior notes due 2015 for net proceeds of \$496.5 million.

The proceeds from these offerings were primarily used to purchase the tendered PRIZES, Premium PHONES and Discount Debentures and REPS.

## Financial Highlights

#### Other

At December 31, 2003, Cox had approximately \$7.0 billion of outstanding indebtedness. Derivative adjustments in accordance with SFAS No. 133 have historically had a material impact on reported indebtedness. For example, reported indebtedness at December 31, 2002 of approximately \$7.3 billion was net of certain derivative adjustments made in accordance with SFAS No. 133 that reduced the reported debt balance by approximately \$1.4 billion. As a result of Cox's purchase of its exchangeable subordinated debentures, net settlement of its zero-coupon debt and sales of Sprint PCS stock during 2003, SFAS No. 133 adjustments did not significantly impact reported indebtedness at December 31, 2003 and are not expected to be material in the future. In addition, Cox had approximately \$1.5 billion of total available financing capacity under its revolving credit facilities and commercial paper program at December 31, 2003.

#### Investments

Cox has certain investments in companies focused on cable programming, technology and telecommunications.

Discovery Communications, Inc. At December 31, 2003, Cox owned a 25.0% interest in Discovery.

Sprint PCS. In April 2003, Cox sold its Sprint Corporation PCS Group (Sprint PCS) warrants, which were exercisable for approximately 6.3 million shares of Sprint PCS common stock, for nominal consideration. Cox recognized a pre-tax loss of \$0.4 million as a result of this sale.

In August 2003, Cox terminated its series of prepaid forward contracts to sell up to 19.5 million shares of its Sprint PCS common stock. In connection with the termination, Cox sold the 19.5 million shares of Sprint PCS common stock, which had been pledged to secure its obligations pursuant to these prepaid forward contracts and were classified as trading. The prepaid forward contracts had been accounted for as zerocoupon debt, so the termination resulted in the elimination of \$80.9 million of balance sheet debt at the date of termination.

In 2003, Cox sold 46.8 million shares of Sprint PCS common stock for aggregate net proceeds of approximately \$246.4 million. Cox recognized an aggregate pre-tax gain of \$154.5 million on the sale of these shares.

At December 31, 2003, Cox's remaining investment in Sprint PCS was comprised of 0.3 million shares of Sprint PCS common stock and 0.1 million shares of convertible preferred stock, which are convertible into approximately 4.0 million shares of Sprint PCS common stock. The estimated fair value of Cox's investment in Sprint PCS was \$59.9 million and \$349.2 million at December 31, 2003 and December 31, 2002, respectively.

## **Intangible Assets**

SFAS No. 142, Goodwill and Other Intangible Assets, requires that goodwill and certain intangible assets with indefinite lives no longer be amortized, but instead be tested for impairment at least annually. Cox's indefinite lived intangible assets are comprised of cable franchise value, which Cox obtained through acquisitions of cable systems.

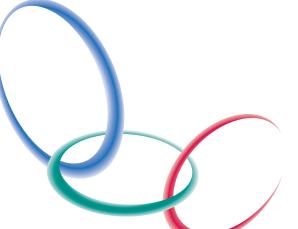
The January 2003 impairment test in accordance with SFAS No. 142 resulted in a non-cash impairment charge of approximately \$25.0 million, which is classified within amortization expense in Cox's consolidated statement of operations. Cox completed its next impairment test in accordance with SFAS No. 142 in August 2003. The August 2003 test indicated no impairment of franchise value.

## Summary of Operating Statistics

	December 31 2003	December 31 2002
Core Video		
Customer Relationships		
Basic Video Customers (a)	6,338,294	6,280,849
Non-Video Customers (b)	288,157	199,519
Total Customer Relationships (c)	6,626,451	6,480,368
Revenue Generating Units		
Basic Video Customers (a)	6,338,294	6,280,849
Advanced Services	5,124,936	3,923,734
Total Revenue Generating Units	11,463,230	10,204,583
Video Homes Passed	10,426,093	10,210,091
Basic Video Penetration	60.8%	61.5%
Cox Digital Cable		
Digital Cable Ready Homes Passed	10,265,136	9,890,211
Customers	2,147,983	1,797,364
Penetration of Customers to Basic Video Customers	33.9%	28.6%
Average Weekly Run Rate	6,382	6,493
Cox High Speed Internet		
High-Speed Internet Ready Homes Passed	10,187,277	9,759,194
Customers	1,988,527	1,407,950
Penetration of Customers to High-Speed Internet Ready Homes Passed	19.5%	14.4%
Average Weekly Run Rate	11,108	10,435
Cox Digital Telephone		
Telephony Ready Homes Passed	5,031,401	4,101,158
Customers	988,426	718,420
Penetration of Customers to Telephony Ready Homes Passed	19.6%	17.5%
Average Weekly Run Rate	5,899	5,168
Bundled Customers		
Customers Subscribing to Two or More Services	2,253,596	1,650,709
Penetration of Bundled Customers to Basic Video Customers	35.6%	26.3%

 $<sup>(</sup>a) \ The \ number \ of \ customers \ who \ receive \ primary \ analog \ or \ digital \ cable \ service. \ Additional \ outlets \ are \ not \ counted.$ 

<sup>(</sup>c) The number of customers who receive at least one level of service, encompassing video, data and telephony services, without regard to which service(s) customers purchase.





 $<sup>(</sup>b) \ The \ number \ of customers \ who \ receive \ high-speed \ Internet \ or \ telephony \ service, \ but \ do \ not \ subscribe \ to \ video \ service.$ 



Seated, left to right: James C. Kennedy, James O. Robbins, Rodney W. Schrock Standing, left to right: G. Dennis Berry, Janet M. Clarke, Hon. Andrew J. Young, Robert C. O'Leary

#### **Board of Directors**

James C. Kennedy, Chairman Chairman and Chief Executive Officer, Cox Enterprises, Inc.

G. Dennis Berry President and Chief Operating Officer Cox Enterprises, Inc.

Janet M. Clarke President. Clarke Littlefield LLC

Robert C. O'Leary Executive Vice President and Chief Financial Officer, Cox Enterprises, Inc.

James O. Robbins President and Chief Executive Officer, Cox Communications, Inc.

Rodney W. Schrock former President and Chief Executive Officer, Panasas, Inc.

Hon. Andrew J. Young Chairman of the Board, GoodWorks International LLC former Mayor of Atlanta former U.S. Ambassador to the United Nations

## **Operations Management**

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Kimberly C. Edmunds, Vice President and Region Manager, Kansas

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John F. Bowen, Vice President, Operations,

Gary E. Cassard, Vice President, Operations,

Anne Doris, Vice President, Operations,

Duffy Leone, Vice President, Operations, San Diego, CA

John Linton, Vice President, Operations,

Nelson Mower, Vice President, Operations,

Jim Ruel, Vice President, Operations, East Texas

#### Corporate Officers

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Patrick J. Esser

Executive Vice President and Chief Operating Officer Jimmy W. Hayes

Executive Vice President, Finance Chief Financial Officer

Christopher J. Bowick Senior Vice President, Engineering Chief Technical Officer

Jill Campbell ior Vice President, Operations

Dallas S. Clement Senior Vice President, Strategy and Development

Mae A. Douglas Senior Vice President and Chief People Officer

John M. Dyer Senior Vice President, Operations

F. William Farina Senior Vice President, Advertising Sales

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Shauna J. Sullivan, Esq.

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Robert C. Wilson Vice President, Programming

COX COMMUNICATIONS, INC. 31

## Corporate Headquarters

Cox Communications, Inc. 1400 Lake Hearn Dr., NE Atlanta, GA 30319 404-843-5000 www.cox.com



## Stock Data

Cox's Class A Common Stock is traded on the New York Stock Exchange Ticker symbol: COX

Daily newspaper stock table listing: CoxComm A

As of January 30, 2004, there were 4,094 shareholders of record of Cox's Class A Common Stock, two shareholders of record of Cox's Class C Common Stock and four shareholders of record of Cox's Preferred Stock. There is no established trading market for Cox's Class C Common Stock or Preferred Stock. There have been no stock dividends paid on any of Cox's equity securities. Cox does not currently intend to pay cash dividends in the foreseeable future.

#### Quarterly Market Information

	Class A Common Stock		
	High	Low	
2003			
First Quarter	\$32.48	\$25.85	
Second Quarter	34.48	28.53	
Third Quarter	34.90	30.40	
Fourth Quarter	34.99	31.47	
2002			
First Quarter	\$42.09	\$31.70	
Second Quarter	37.59	24.50	
Third Quarter	29.19	18.95	
Fourth Quarter	32.00	21.70	

## Transfer Agent and Registrar

Wachovia Bank, N.A. **Equity Services Group** 1525 West W.T. Harris Boulevard, 3C3 Charlotte, NC 28262-1153 800-829-8432

## Annual Meeting of Shareholders

May 18, 2004, 9 a.m. Cox Communications Corporate Headquarters 1400 Lake Hearn Dr., NE Atlanta, GA 30319

#### Form 10-K

Cox Communications' Annual Report on Form 10-K as filed with the Securities and Exchange Commission is available at www.cox.com/investor or upon written request to:

> Investor Relations Department Cox Communications, Inc. 1400 Lake Hearn Dr., NE Atlanta, GA 30319 404-843-5000, Ext. 6454

### Company Information

All communications regarding stock transfers, lost certificates or account changes should be directed to the transfer agent, Wachovia Bank, N.A., 800-829-8432.

For other information, contact:

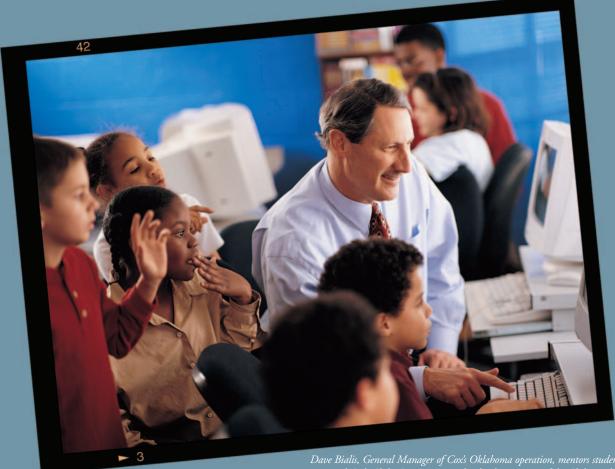
Laura Oberhelman, Manager of Media Relations, 404-269-7562, fax: 404-843-5777, laura.oberhelman@cox.com

#### **Independent Auditors**

Deloitte & Touche LLP 191 Peachtree Street, Suite 1500 Atlanta, GA 30303-1924 404-220-1500

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# In The Company of Leaders You Can Embrace A Community



Dave Bialis, General Manager of Cox's Oklahoma operation, mentors students in a Boys and Girls Club. Cox is a national technology sponsor of the Clubs, with support including high-speed Internet service, cable TV, employee volunteers and advertising time. As a result of the partnership, more than 100,000 Club members have access to high-speed Internet and cable in Cox markets.

Long before the phrase digital divide became popular, Cox employees had logged countless volunteer hours and the company had given thousands of dollars to bridge the gap between those with access to technology and those without. A major initiative in this area is Cox's support, through cash and in-kind contributions, of Boys and Girls Clubs of America. Built on existing relationships with the organization in several Cox communities, Cox in 2003 became a national technology sponsor of Boys and Girls Clubs. During the first year of the partnership, nearly half of all Boys and Girls Clubs in Cox's service areas received support – such as high-speed Internet service, computers and advertising time – worth millions of dollars. But the value is much greater than a monetary total, says Steven Kast, Executive Director of Boys and Girls Clubs of the Virginia Peninsula, which has long received support from Cox's Hampton Roads operation. "The real value is revealed when I see a 13-year-old boy from a single-parent home without a computer working on a school report in the technology center that Cox helped build. He is able to draw information by searching the Internet and incorporate it into a well-written report with up-to-date information highlighted by color graphics. The value to him is priceless."

# Cox Communications Community Commitment Report



Every day, in communities from coast to coast, through company contributions and employee volunteers, Cox makes a difference. In Hampton Roads, Virginia, a Boys and Girls Club member uses a Cox-furnished computer lab with high-speed Internet connection to do homework. A group of elementary students in Las Vegas hears Cox employee Paul Voutsinas talk about the importance of a good education. In New Orleans, a 10-year-old boy in a wheelchair rolls to the front of a packed auditorium to receive the Cox Everyday Heroes award for his drive to succeed despite the odds. And in Ft. Smith, Arkansas, a 13-year-old watches a Cox-sponsored anti-drug message and decides drugs aren't worth the consequences. In 2003, these and many other Cox-supported initiatives totaled more than \$105 million in cash and in-kind

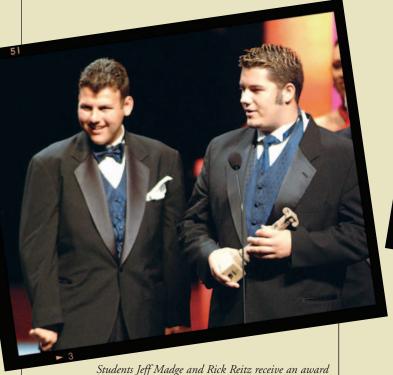
contributions, including more than \$85 million in advertising time to help local and national community groups and causes. Our diversity initiatives go beyond the walls of our buildings and into the communities where we operate. Nearly 15 percent of all contributions support organizations that benefit primarily people of color and women. The next several pages spotlight a few of the many community projects and initiatives that Cox employees perform daily in communities throughout the company's operations nationwide.

## Recognizing Everyday Heroes

Teachers and school administrators play vital roles in the well-being of a community. To recognize these unsung heroes, Cox's Phoenix system produces Everyday Heroes, a black-tie event to honor top teachers, administrators and students. The event is broadcast live on Cox's own local channel, Cox9, and features performances from talented high school students, and the presentation of nearly \$40,000 in scholarships and prizes. Everyday Heroes honors individuals for demonstrating character, honor and outstanding achievement in the classroom and on the athletic fields.

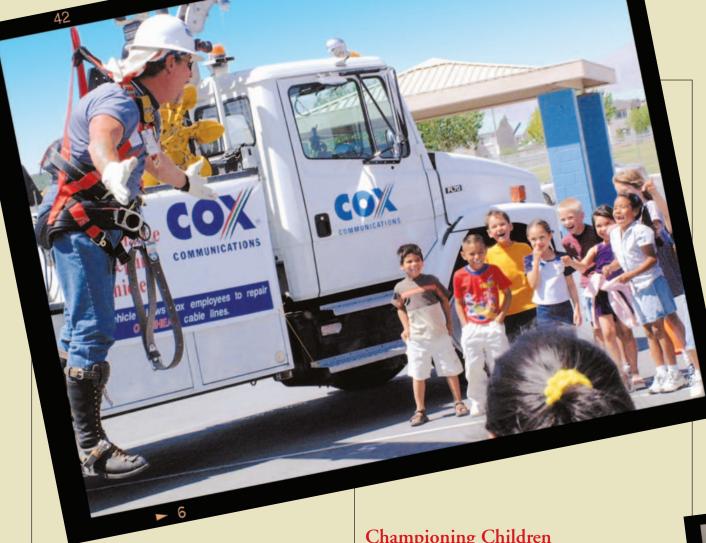
## **Overcoming Obstacles**

In several Cox markets, through the Cox Heroes program, the company honors students who have overcome substantial obstacles. The program started 11 years ago in New Orleans and has recognized more than 2,000 students nationwide.



from Cox's Phoenix system at a Cox-produced black tie event that recognizes everyday heroes in education.

A student is honored at one of several Cox Heroes banquets where unsung community champions are recognized for overcoming obstacles.



Paul Voutsinas speaks to students at an elementary school in Las Vegas through Cox's Careers on Wheels program, which has reached more than 10,000 students in two years.

## Volunteering in Vegas

Through Cox's Careers on Wheels program, Cox employees speak to students about careers, safety and the importance of an education. Through this project and other speaking engagements, Cox employees have reached more than 10,000 students in the Las Vegas area over the past two years. More than 500 teachers have received certified training classes from Cox employees over the past three years. In 2003, a school was named for Steve Schorr, Vice President of Public and Government Affairs for Cox Las Vegas, for his many years of support to the Clark County School District in southern Nevada.

## Championing Children

In New England, Cox Charities lends a hand to help children meet their fullest potential. In 2003, Cox Charities awarded nearly \$100,000 to provide safe and enriching afterschool programs for kids. From mentoring programs, to internship opportunities, to literacy workshops, Cox Charities' grants help meet community needs. Providence, Rhode Island Mayor David Cicilline says, "Cox Communications has been such a responsible corporate supporter. Your contributions are in just the right places." Gregg Pappas, CEO, Boys and Girls Club of Pawtucket, Rhode Island says, "These programs provide places for kids to get help with their homework, receive a hot, nutritious meal, and participate in fun activities, including art and music classes, athletics and special projects to help others and to discover their own skills, too."

## **Backing Arts Education**

In Macon, Georgia, Cox's GrandKids, an arts education video program, teaches students about music, dance and theater. Cox produced the video and other education materials for the project in partnership with a local opera house. Since the program began in 1996, GrandKids has reached more than 30,000 third- through sixth-grade students.

## Supporting Junior Achievement

Junior Achievement enables caring business professionals to share their experience with students and to show them what it takes to be successful. Cox's Cleveland system is an active supporter of Junior Achievement and supplies both employee mentors and direct cash contributions to programs in area schools.

## Powering Schools with Cox Technology

For nearly 10 years, Cox has provided both cash and in-kind support to create Model Technology Schools across the country. These schools are on the cutting edge of integrating technology and learning to provide students with virtual classroom experiences. Sunnymede Elementary School in Fort Smith, Arkansas is one of the Cox Model Technology Schools that uses Cox's powerful technology to engage students in e-learning and give them access to resources beyond the classroom walls.



Students in Fort Smith, Arkansas thank Cox for a new computer technology lab.

## **Leading Community Fundraisers**

Employees in Cox's Humboldt system help make Humboldt California's largest per capita walk for the American Cancer Society's *Relay for Life*. Through the years, Cox employees have donated countless hours and have raised thousands of dollars for cancer research.



Cox's Line to Learning events link students through online video conferencing to experts in business, arts and education.

## Valuing Diversity

Diversity is a critical part of our culture, values and business operations. Here, diversity starts with understanding, valuing and representing the varied needs, gifts and priorities of employees, customers, communities and suppliers. Within Cox, the diversity of people, products and partners helps create an enviable company culture and enhance the growth and vitality of all Cox stakeholders. Diversity initiatives go beyond the internal workings of the company and into the communities where employees live and work. In 2003, 15 percent of cash and in-kind contributions supported groups and causes that benefit primarily women and people of color. In Cox's Northern Virginia system, Howard University students participate in a Cox-led mentoring and media sales training program for minority students. Through Spanish-language public service announcements paid for by Cox, Hispanic families in the company's Omaha system learn how to register their children for school and how to apply for free support services.

## Providing Computers for Families

Cox Santa Barbara provides both cash and in-kind support to Computers for Families, a non-profit organization that provides refurbished computers and high-speed Internet to disadvantaged families. Since 1999, nearly 4,000 families have benefited from the program.

## **Educating America's Youth**

Support of youth and education programs is the cornerstone of Cox's community outreach. The company is a founding member of Cable in the Classroom, a national non-profit organization that provides commercial-free TV programming and online resources to students, teachers and administrators in 81,000 public and private schools. Schools in Cox systems receive free cable programming along with other in-kind services and direct cash contributions that total millions of dollars annually.

## Fostering Freedom

Cox's Gulf Coast system, which covers Pensacola and Ft. Walton Beach, Florida, has won state and national awards for its youth and education work. The company received the George Washington Medal from the Freedom Foundation for Cox's Student Heroes breakfast. The Foundation recognizes people and businesses that epitomize the standards for freedom set by the founding fathers. Cox Gulf Coast also won the Florida's Best Award, given by the Florida Governor's Office to recognize outstanding business and education partnerships.

## **Encouraging Ethical Business Practices**

Believing that ethical business practices translate into stronger, more stable communities, the Cox West Texas system sponsored an Ethical Leadership Conference for area community and business leaders. The company helped provide speakers such as renowned author and lecturer Dr. Stephen Covey, who addressed the group with his message Effective People are Ethical People. Former President George Bush delivered the keynote address to the more than 1,400 attendees. Cox President and CEO Jim Robbins was also a speaker.

## Playing Santa

Employees in North Carolina played Santa for area needy children by purchasing over 1,000 toys and donating more than \$10,000 to the Toys for Tots program.

## Improving the Well-Being of Children

The Cox San Diego system created the Cox Kids Foundation, which makes grants to children's causes such as Make-A-Wish and the San Diego Children's Hospital Speech and Hearing Center. The Foundation also provides scholarships for college students and awards grants to middle school teachers to fund innovative education projects. Since 2000, the organization has contributed more than \$1.2 million to improve the education, health and well-being of San Diego County's children. Today, over 900 employees contribute to the Foundation from every paycheck, and the company matches their donation 100 percent.



more than 1,000 children receive free helmets.



