

Directory Assistance

Issued August 24, 2005

Effective August 25, 2005

A. Description

Directory Assistance allows callers to obtain telephone numbers for locations in the United States as well as in Canada, Mexico and other international locations. This service may be provided by a live operator or a mechanized response system. (N)
(N)

B. Terms and Conditions

“You” and “Your” mean current or potential customers.

“Company” means Comcast Phone of Maryland, Inc. or Comcast Phone of Northern Virginia, Inc. and any affiliates authorized to provide service on the Company’s behalf.

1. To participate in this service, you must:

- Dial the appropriate code of 411 to reach Directory Assistance,
- Provide the listed name and address (including city and state) of the telephone number you desire, and (T)
- Accept the Rates and Charges listed in Section C that apply to Directory Assistance.

2. This service includes the following types of calls:

- State-to-state and international Directory Assistance calls that you place from and bill to your main telephone account.

3. This service includes the following features:

- For each call to Directory Assistance, you may receive up to three local and/or interstate telephone listings. For International Directory Assistance, you may receive one telephone listing per call.
- Nationwide Call Completion[1]. Where available, after you receive the listing(s), you may ask to complete a call to the requested telephone number (for an additional charge) without hanging up. If you receive more than one listing, a call may be completed to the last listing only. Charges for call completion are set forth in the Operator Services Guide. (T)
(T)

[1] Nationwide Call Completion does not include international calls.

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B. Terms and Conditions (Cont'd)

- The Company will provide a credit for calls to Directory Assistance if any one of the following occurs:
 - you experience poor transmission or get cut off during the call
 - you receive an incorrect telephone number
 - you misdial and reach Directory Assistance by mistake

To receive a credit, you must notify a DA Operator or Company representative of the problem experienced and request a credit.

(T)
(T)

- If you have a disability, you may not have to pay Directory Assistance charges, provided you meet the following requirements:
 - If you can't use a telephone directory because of a visual or physical disability, you do not have to pay charges for calls to Interstate Directory Assistance, Directory Assistance in Canada and to Directory Assistance in certain International Caribbean locations specified in b. in the Directory Assistance Charges table below. The exemption includes up to 50 calls to Directory Assistance per monthly billing period. The exemption does not apply to calls to Directory Assistance in all other international locations.
 - To qualify for the exemption, you must be certified in writing by a licensed physician, optometrist or approved private, federal or state agency, that you have a visual or physical disability that prevents you from using a telephone directory. Upon request, the Company will provide you with the certification form which you must complete and return to the Company.

4. The Company will provide the benefits of this service until one or more of the following events occur:

- The Company changes and/or discontinues this service.
- You do not have a valid means to be billed for any Directory Assistance Charges and Service Charges.

The terms and conditions set forth in this document represent an abbreviated summary of the terms and conditions more fully described in the applicable Services Agreement. This document is offered for the convenience of the customer and does not represent a waiver of the conditions set forth in the more comprehensive Services Agreement.

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B. Terms and Conditions (Cont'd)

5. **The Company will bill for this service based on the following:**

- The Directory Assistance Charge applies even if you are not provided with the requested telephone number(s) (e.g., where the requested telephone number is unlisted, non-published, or is not available). (T)
- Billing Availability
 - This service generally is available in all locations

C. Rates and Charges

1. In addition to the Directory Assistance Charges shown, Service Charges apply when the customer utilizes operator assistance to complete the call to directory assistance. To determine the applicable Service Charge, please refer to the Operator Services Guide.
2. Local, State and/or Federal taxes may apply. The Company reserves the right to pass on taxes or fees imposed on the Company by any taxing authority.

| | PER REQUEST |
|--|--------------------|
| a. Interstate Directory Assistance Charge | \$1.25 |
| b. For calls to International Directory Assistance in countries not listed in b. or c. above. | 7.95 |
| c. Nationwide Directory Assistance Call Completion | .30 |

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