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**SERVICE GUIDE FOR  
TELECOMMUNICATIONS SERVICES  
PROVIDED BY  
COMCAST PHONE OF ALABAMA, LLC  
WITHIN THE STATE OF ALABAMA**

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## **1. APPLICATION OF SERVICE GUIDE**

### **1.1. GENERAL**

This Service Guide applies to the furnishing of Telecommunication Services, defined herein, by Comcast Phone of Alabama, LLC (hereinafter referred to as the "Company"). Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

In addition to the regulations and charges herein, this Service Guide is subject to specific regulations as may be prescribed by the Alabama Public Service Commission.

### **1.2. SERVICE GUIDE REVISION SYMBOLS**

Revisions to this Service Guide are coded through the use of symbols. These symbols appear in the right hand margin of the page. The symbols and their meanings are as follows:

- (C) To signify changed listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify a rate increase.
- (L) To signify material relocated from or to another part of Service Guide with no change in text, rate, rule or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify a rate reduction.
- (T) To signify change in wording of text but no change in rate, rule or condition.

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## 1. APPLICATION OF SERVICE GUIDE

### 1.3. DEFINITIONS

#### Access Line

An arrangement which connects the customer's location to the Company's designated point of presence or network switching center.

#### Account

The customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access line billed to the same customer address.

#### Authorized User

A person, firm or corporation, or any other entity authorized by the customer to communicate utilizing the Company's services.

#### "Commission" or "P.S.C."

The Alabama Public Service Commission

#### Company

Whenever used in this Service Guide, "Company", or "Comcast" refers to Comcast Phone of Alabama, LLC, unless otherwise specified.

#### Customer

The person, firm, corporation or governmental unit which orders Service and which is responsible for the payment of charges and for compliance with the Company's regulations. A Customer is considered to be an account for billing purposes. The term Customer also includes an entity that remains presubscribed to the Company Service after its account(s) are removed from the Company's billing system, subsequently continues to use Company's network, and is billed by a local exchange carrier for such use, or otherwise uses Service for which no other Customer is obligated to compensate the Company.

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## 1. APPLICATION OF SERVICE GUIDE

### 1.3. DEFINITIONS (CONT'D)

#### Customer Premises

The customer premises is all space in the same building occupied by a customer and all space occupied by the same customer in different buildings on contiguous property.

#### Facilities

Supplemental equipment, apparatus, wiring, cables and other materials and mechanisms necessary to or furnished in connection with communications service.

#### Service Area

The area in which the Company has the capability to provide local telephone service.

#### User

A customer, or any other person authorized by a customer, to use service provided under this Service Guide.

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## **2. GENERAL REGULATIONS**

### **2.1. GENERAL**

Terms and conditions set forth in this Service Guide are in addition to terms and conditions found in the associated contract.

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### **3. SERVICE AREAS**

#### **3.1. GENERAL**

The Company offers service within the State of Alabama and concurs in the exchange maps as filed by the incumbent local exchange company. Service will be offered subject to the availability of suitable facilities within the state.

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#### 4. NETWORK SERVICES

##### 4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE

##### 4.1.1. NETWORK SERVICE FOR E-RATE ELIGIBLE INSTITUTIONS

###### A. General

1. Schools and Libraries Network Service is a high-speed data service that uses point to point T1 circuits for the interconnection of Local Area networks (LANs) across the customer's physical locations. The service delivers connections between customer locations at a T1 (1.5 Mbps) level. In some locations, a channelized T1 service option (described in 4.1.3, following) may be available.
2. Service availability is subject to the availability of Type I (on-net) facilities, as defined below. The Company shall not be required to provide Type II (off-net) facility arrangements, as defined below; provided, however, that in the event the Company chooses to provide Type II arrangements, additional charges shall apply.
  - a. Type I Facilities – Type I facilities are provided where both endpoints of a connection are served by the Company's network (or the network of its affiliates).
  - b. Type II Facilities – Type II facilities are provided where at least one endpoint of a connection is served by the Company's network and the other end-point is served by an entity other than the Company. Such facilities are provided via a combination of the Company's facilities and those of the interconnecting entity. The Company may apply a service charge or mark-up to the rates charged to the Company by the interconnected entity.
3. Schools and Libraries Network Service is exclusively available to primary and secondary educational institutions, corresponding municipal libraries and other "e-rate eligible" institutions. Visit: <http://www.sl.universalservice.org/> for e-rate eligibility criteria.
4. Schools and Libraries Network Service is not available for resale.
5. The terms and conditions set forth in this Section 4 are in addition to the terms and conditions found in the General Regulations section of this Service Guide.

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#### 4. NETWORK SERVICES

##### 4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)

##### 4.1.2. POINT-TO-POINT SERVICE

###### A. Service Description

1. Point-to-Point Schools and Libraries Network Service permits the customer to connect their physically distributed locations as if they were on the same Local Area Network (LAN). This service is provided between designated customer locations within a metropolitan area.

###### B. Rate and Charge Description

###### 1. Nonrecurring Charges

- a. Facilities and equipment of a type and/or quantity necessary to provide Schools and Libraries Network service are not available on a ubiquitous basis in the Company's service area(s). To limit the real potential for stranded investment, nonrecurring costs will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer to develop a competitive bid for service. Charges will be offered to the customer in writing and on a nondiscriminatory basis.
- b. Repair and maintenance of service shall be provided on a time and materials basis.

###### 2. Recurring Rates

- a. Schools and Libraries Network Service is offered for the contractual periods and at the rates specified below. Requests for different service configurations, alternative speeds, or for a term not specified in this Service Guide will be considered on a Special Assembly basis.
- b. A termination liability applies to accounts terminated prior to the fulfillment of the initial contract period. The termination liability shall be equal to the monthly rates applicable for the remaining months of the initial period plus outstanding nonrecurring charges (if any).

###### C. Rates and Charges

	<b>MONTHLY RATE</b>
• Point to Point Service	
- 1.5 Mbps Point to Point circuit between two locations, initial 36 month period	\$650.00

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#### 4. NETWORK SERVICES

##### 4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)

##### 4.1.3. CHANNELIZED EXCHANGE SERVICE

###### A. Service Description

1. Subject to facility and system availability, Channelized Exchange Service delivers the functional equivalent of 24 voice grade facilities (via a channelized T1 facility) providing local and long distance dialing capability through the Public Switched Telephone Network (PSTN). Subscription is limited to e-rate qualifying institutions as defined in 4.1.1, preceding.

###### B. Rate and Charge Description

###### 1. Nonrecurring Charges

- a. Facilities and equipment of a type and/or quantity necessary to provide Channelized Exchange Service are not available on a ubiquitous basis in the Company's service area(s). To limit the real potential for stranded investment, nonrecurring costs will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer to develop a competitive bid for service. Charges will be offered to the customer in writing and on a nondiscriminatory basis.
- b. Repair and maintenance of service shall be provided on a time and materials basis.
- c. Add or Change Charge – The customer will be assessed a charge for any add or change of a Company service as defined below.
  - Add – The addition of service(s) to existing equipment and/or service(s) at one location.
  - Change – The rearrangement or reclassification of existing service at the same location.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE**

**B. Rate and Charge Description (Cont'd)**

**2. Recurring Rates**

- a. Channelized Exchange Service is offered for the contractual periods and at the rates specified below. Requests for different service configurations or for a term not specified in this Service Guide will be considered on a Special Assembly basis.
- b. A termination liability applies to accounts terminated prior to the fulfillment of the initial contract period. The termination liability shall be equal to the monthly rates applicable for the remaining months of the initial period plus outstanding nonrecurring charges (if any).
- c. Usage rates and monthly recurring charges for services subscribed to in connection with Channelized Exchange Service are in addition to the basic monthly rate.

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#### **4. NETWORK SERVICES**

##### **4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

##### **4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

###### **C. Feature Description**

The following features are available in connection with Channelized Exchange Service:

- Caller ID Blocking – This feature blocks the display of the customer's name and telephone number to Caller ID display devices on all calls made from the subscribed line. This feature may be de-activated at any time by the customer on a call-by-call basis through the activation of a special code. This feature is provided at no monthly charge to the customer. Per Line Blocking will not prevent the display of originating telephone numbers to 911 emergency service providers.
- Caller ID Name and Number – Caller ID allows the customer to identify the telephone name and number from which a call is being made. The name and telephone number of the person initiating the call is displayed on a customer-provided display device.
- Prohibit Billed to Third Number Calls – Allows a customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.
- Prohibit Collect Calls – Allows a customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.
- Toll Blocking – Exchange lines are restricted from direct-dialing billable toll calls. Local directory assistance calls are allowed. Calls placed in violation of the toll restriction are routed to an announcement. This feature does not prevent customers from placing long distance calls utilizing an Operator Services provider that can be reached through the use of a local call.
- 900/976 Blocking – This feature is provided by the Company as the default service option to restrict direct-dialed calls from the customer's access line to all 900 and/or 976 service numbers.

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#### 4. NETWORK SERVICES

##### 4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)

##### 4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)

###### D. Directory Listings

The following Directory Listing options are offered in connection with Channelized Exchange Service.

###### 1. General

- a. The listings of customers are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- b. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- c. The Company is not liable for damages arising from errors or omissions in the making up or printing of directories or in accepting listings as presented by the customer.

###### 2. Primary Listing

The Company will arrange for the customer's main billing number to be placed in the directory of the dominant local exchange carrier at no cost to the customer.

###### 3. Additional Listings

The customer may request numbers in addition to the main billing number be published in the directory, or may request name variations for the main billing number. In such cases, an additional listing charge will apply per listing.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

D. Directory Listings (Cont'd)

4. Non-Published Service

- a. Non-Published telephone numbers are not listed in the directories or directory assistance records available to the general public.
- b. Non-published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or to telephone customers who are billed for calls placed to or from non-published numbers and to entities which collect for the billed services.
- c. The Company's liability, if any, for its gross negligence or willful misconduct, in the provision of Non-Published Service is not limited by this Service Guide. In the absence of gross negligence or willfull misconduct with respect to any claim or suit brought by (or other legal remedies available to) the customer for damages associated with publishing the non-published telephone number in a directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.
- d. Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the non-published number or the disclosing/non-disclosing of said number to any person.

5. Non-Listed Service

- a. Non-Listed telephone numbers are not listed in the directories but are included in directory assistance records available to the general public.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

D. Directory Listings (Cont'd)

5. Non-Listed Service (Cont'd)

- b. The Company's liability, if any, for its gross negligence or willful misconduct or the right of the customer to seek any legal remedy available for the same is not limited by this Service Guide. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by (or other legal remedies available to) the customer for damages associated with publishing the non-listed telephone number in a directory, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-listed number for the affected period.
- c. Except as provided above, the customer shall hold the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the non-listed number.

E. Directory Assistance and Call Completion

- 1. Directory Assistance Service is furnished upon customer request for assistance in obtaining directory listing information. The Customer will be charged for all requests including requests for listings that are not available or not found. This service may be provided either by an operator or a mechanized response system.
- 2. Directory Assistance charges apply on a per-call basis, with a maximum of three (3) requested telephone numbers allowed per call. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.
- 3. Where available, Directory Assistance Call Completion allows a customer calling Directory Assistance the option of having the call completed to the requested number. When a caller requests more than one number from Directory Assistance, Call Completion service is offered only for the last number requested.
- 4. Calls completed through Directory Assistance Call Completion service will be billed directly to the customer's account. Alternate billing options and operator services are not available. Calls completed to non-local numbers will incur applicable usage charges.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

F. Operator Services

1. Operator Services rates apply to customers who engage the operator's assistance in the completion and/or billing of a local or long distance call. Calls may be completed or billed with live or mechanical assistance. Alternative billing arrangements (e.g., collect, billed to third number) may be available with Operator Services.
2. An Operator Station service charge applies when calls are completed with the assistance of a Company Operator or through a mechanized response system, except as specified for Person-to-Person calls. Operator Station service charges also apply to any general information call involving an operator unless specifically excluded in this Service Guide.
3. Person-to-Person charges apply when the calling party specifies to the operator a particular person to be reached, or a particular station, department, or office to be reached through a PBX or Centrex attendant. After the called station has been reached, if the called party is unavailable and the calling party requests or agrees to speak to a party other than the party initially specified, the call is still billed as a Person-to-Person call. The calling party is responsible for identifying the party at the called station.
4. Operator Services are provided by a third party under contract with the Company. Rates and regulations governing this service are subject to change if changes are instituted by the service provider.
5. A per-call service charge and a per-minute usage rate apply to each operator assisted call. Usage rates for operator assisted calls are applied on the basis of whole minute intervals; partial minutes are rounded up. Per-minute usage rates do not apply to operator assisted local calls.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

G. Rates and Charges

	<b>MONTHLY RATE</b>
1. Channelized Exchange Service	
• 24 voice equivalent channels, initial 36 month period <sup>[1]</sup>	\$720.00
2. Features	
• Caller ID Blocking	Included
• Caller ID Name and Number	Included
• Prohibit Billed to Third Number Calls	Included
• Prohibit Collect Calls	Included
• Toll Blocking	Included
• 900/976 Blocking	Included
3. Directory Listings	
• Primary Listing	Included
• Additional Listing, per listing	\$1.80
• Non-Published Service	5.15
• Non-Listed Service	2.85

[1] Channelized Exchange Service includes a statewide local calling area.

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**4. NETWORK SERVICES**

**4.1. SCHOOLS AND LIBRARIES NETWORK SERVICE (CONT'D)**

**4.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

G. Rates and Charges (Cont'd)

	<b>NONRECURRING CHARGE</b>
4. Directory Assistance	
• Local and Intrastate Directory Assistance	\$0.99
• Directory Assistance Call Completion <sup>[1]</sup>	0.00
5. Operator Services	
• Local and Intrastate Operator Service <sup>[2]</sup>	
- Station to Station	2.99
- Person to Person	2.99
6. Service Charges	
• Change of Billing, per occurrence	10.00
• Number Change, per occurrence	10.00
• Directory Listing Change, per occurrence	10.00
• Feature Change, per occurrence	10.00
	<b>USAGE</b>
7. Operator Services Usage	
• Per minute	\$0.12

[1] Service may not be available in all locations.

[2] Usage charge applies for operator handled calls.