

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
VERSION 36

To modify/update this document contact David Lloyd

Comcast Business Class Voice Service is for business customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Business Class Subscriber Agreement and other applicable terms and conditions. Prices shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-888-COMCAST.

A. BUSINESS CLASS VOICE LINE SERVICES

	MONTHLY RATE
Business Class Voice – Primary Line ^[1,2]	
• Premium Line (with Voice Mail)	\$49.95
• Premium Line (without Voice Mail)	44.95
• Hospitality Line, per line	39.95
Additional Line(s), per line ^[1,2]	
• Premium Lines 2 and 3 (with Voice Mail)	\$49.95
• Premium Lines 2 and 3 (without Voice Mail)	44.95
• Premium Lines 4 and above	24.95
• Basic Line (with Voice Mail) ^[3]	29.95
• Basic Line (without Voice Mail) ^[3]	24.95
• Fax Line (without calling features or Voice Mail) ^[4]	24.95
Vintage Pricing – Primary Line ^[1,2,5]	
• V-Premium Line (with Voice Mail)	\$69.95
• V-Basic Line (without Voice Mail)	64.95
• V-Premium Line - with data or video subscription	49.95
• V-Basic Line - with data or video subscription	44.95

[1] Comcast Business Class Voice Premium, V-Premium or V-Basic Services include unlimited nationwide direct-dial calling from your business location including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Speed Dial 30 and other enhanced features. Prices shown are for the Voice component only.

[2] Comcast may enter into term agreements with prices that may vary subject to the availability of promotional offers and/or the customer's choice of term, number of lines purchased and associated special construction or related charges. Qualifying non-profit organizations may be eligible for discounted rates; contact Comcast for additional information.

[3] Comcast Business Class Voice Basic Line includes free local calling from your business location and Caller ID. (For information regarding your local calling area, call 1-888-COMCAST.)

[4] Grandfathered 8/25/09.

[5] For contracts initiated on or before 2/4/08.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

A. BUSINESS CLASS VOICE LINE SERVICES --(CONT'D)

	MONTHLY RATE
Vintage Pricing – Additional Line ^[1,2,3]	
• V-Premium Line (with Voice Mail)	\$69.95
• V-Basic Line (without Voice Mail)	64.95
• Fax Line (without calling features or Voice Mail) ^[4]	34.95
• V-Premium Line - with data or video subscription	49.95
• V-Basic Line - with data or video subscription	44.95
• Fax Line - with data or video subscription ^[4]	24.95
 Optional Services	
• Call Trace, per call	No Charge
• Hunting	No Charge
• Domestic Toll Restriction, per line	No Charge
• Distinctive Ring	No Charge
• International Toll Restriction, per line	No Charge
• Prohibit Bill to Third Party, per line	No Charge
• Prohibit Collect Calls, per line	No Charge
• Auto Attendant, per license	\$ 24.95
 Equipment Fee	
• Standard Rate	7.00
	CHARGE
 Equipment Replacement Fee ^[5]	
• 2-Line Modem DOCSIS 2.0	\$ 70.00
• 2-Line Modem DOCSIS 3.0	110.00
• 4-Line Modem	120.00
• 8-Line Modem – Arris 608	170.00
• 8-Line Modem – Arris 508	340.00
• 8-Line Battery – Arris 508	140.00

[1] See Footnote [1] on Page 1.

[2] See Footnote [2] on Page 1.

[3] For contracts initiated on or before 2/4/08.

[4] Grandfathered 8/25/09.

[5] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

A. BUSINESS CLASS VOICE LINE SERVICES --(CONT'D)

	CHARGE
Domestic Long Distance Usage Charges	
• Premium Line Direct-Dialed Domestic Long Distance	Included
• Basic Line Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[1]	\$0.05/min.
Installation	
• Standard Service Installation ^[2]	
– 36 month term, per event	\$ 49.00
– 24 month term, per event	99.00
– 12 month term, per event	199.00
• Service Activation ^[3] , per line up to four lines	24.95
• Reconnect Charge, per event	5.00
• Auto Attendant Set-up, per license	24.95
Repair	
• Service Charge – per technician, per hour	\$25.00
• Repair Visit (Truck Roll)	49.95
• Jack Charge (for new jacks), per jack	49.95
• Jack Change Charge, per jack	49.95
Change Charges	
• Auto Attendant Configuration Change	\$ 24.95
• Change of Billing Responsibility	No Charge
• Feature Change	No Charge
• Telephone Number Change	No Charge
• Number Referral Service, (30 days)	9.95
– Extended Referral (additional 30 days)	Note ^[4]

[1] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Partial minutes are rounded up to the next whole minute.

[2] "Service Installation" includes premises-related field activities: dispatching a technical as well as time and materials for physical installation.

[3] "Service Activation" (Business Class Voice Provisioning) includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

[4] Service may not be available in all areas, contact Comcast for additional information.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

B. BUSINESS CLASS BRANCH OFFICE VOICE SERVICES

	MONTHLY RATE
Branch Office Voice	
• Basic Line ^[1]	\$ 36.95
• Premium Line ^[2]	49.95
• Alternate/Additional Number	2.95
Optional Services	
• Additional Voicemail Box	\$ 5.00
• Auto Attendant ^[3]	24.95
• Call Trace, per call	No Charge
• Domestic Toll Restriction, per line	No Charge
• Distinctive Ring	No Charge
• Hunt Group ^[3]	19.95
Premises Equipment Lease Fees, per device	
• Cisco PAP2 ATA	\$ 4.95
• Cisco SPA8000	9.95
• EdgeMarc Series 4500 (up to 8 lines)	9.95
• EdgeMarc Series 4500 (more than 8 lines)	19.95
• Adtran T912	19.95
	CHARGE
Premises Equipment Replacement Fee, per device ^[4]	
• Cisco PAP2 ATA	\$ 52.00
• Cisco SPA8000	195.00
• EdgeMarc Series 4500	345.00
• Adtran T912	1200.00

[1] Includes unlimited local calling, E911, Voicemail and 26 Calling Features. For information regarding features or your local calling area, call 1-888 COMCAST.

[2] Includes E911, Voicemail and 46 Calling Features. Also includes unlimited nationwide direct-dial calling from your business location plus calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa. For additional information call 1-888-COMCAST.

[3] Includes unlimited local calling.

[4] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

B. BUSINESS CLASS BRANCH OFFICE VOICE SERVICES

	CHARGE
Domestic Long Distance Usage Charges ^[1]	
• Basic Line (includes DA Call Completion) ^[2]	\$0.05/min.
• Premium Line	Included
Audio Conferencing Service	
• Local and Domestic, per participant	\$ 0.08/min.
• International, per participant	Note ^[3]
Installation	
• Basic Line	\$ 24.95
• Premium Line	24.95
• Alternate/Additional Number	No Charge
• Premises Equipment	
– 36 month term, per event	\$ 49.00
– 24 month term, per event	99.00
– 12 month term, per event	199.00
– Self-Install (PAP2 ATA Only)	0.00
• Auto Attendant Set-up	12.00
• Hunt Group	12.00
• Reconnect Charge, per event	49.95
Additional Fees/Charges	
• Technical Assistance (2-hour minimum applies)	\$75.00/hr.
• Change of Billing Responsibility	No Charge
• Destination Unreachable	No Charge
• International Calling Activation	No Charge
• Number Referral Service (30 days), per number	\$ 9.95
• Prohibit Bill to Third Party, per line	No Charge
• Prohibit Collect Calls, per line	No Charge
• Telephone Number Change	No Charge
• Vanity Number search	No Charge

[1] Rates shown apply to Direct-Dialed calls only. Additional charges apply for calls utilizing an Operator.
 [2] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Partial minutes are rounded up to the next whole minute.
 [3] For calls involving international participants, Comcast's published International and Global 800 Service rates apply in addition to the local and domestic rate shown above.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

C. BUSINESS CLASS VOICE PRI TRUNK SERVICES

	MONTHLY RATE
Primary Rate Interface (PRI) Trunk ^[1]	
• Port (6 channels), per Port	\$349.00
• Port (6 channels), per Port with Hospitality Video	299.00
• Additional Channels, per Channel	14.00
• Full Capacity	489.00
• Full Capacity with Hospitality Video	399.00
Configuration Options/Features	
• Additional Block of 20 numbers, per block	\$5.00
• Additional Block of 100 numbers, per block	20.00
• DID/DOD Enable, per Trunk Group	No Charge
• ANI/DNIS, per Trunk Group	50.00
• Monthly Call Detail Record, per location	50.00
	CHARGE
Domestic Long Distance Usage Charges ^[2]	
• Port	
Direct-Dialed Domestic Long Distance, initial 1200 minutes	Included
Beyond 1200, per 6 second increment, each ^[3]	\$0.03/min.
• Per Additional Channel	
Direct-Dialed Domestic Long Distance, initial 200 minutes	Included
Beyond 200, per 6 second increment, each ^[3]	\$0.03/min.
• Operator-Assisted Domestic Long Distance	0.12/min.
Installation	
• Initial Port Installation	\$500.00
• Additional Channel Installation	No Charge
Additional Fees/Charges	
• Technical Assistance (2-hour minimum applies)	\$75.00/hr.
• Trunk Reconfiguration, per event	100.00
• Telephone Number Change	No Charge
• Vanity Number search	No Charge
• Destination Unreachable	No Charge
• Prohibit Bill to Third Party, per trunk	No Charge
• Prohibit Collect Calls, per trunk	No Charge
• Change of Billing Responsibility	No Charge
Equipment Replacement Fee ^[4]	
• Integrated Access Device (IAD), per device	\$ 890.00

[1] Includes first block of 20 telephone numbers, unlimited local calling, Caller ID, and E911 capability. For information regarding your local calling area, call 1-888 COMCAST.

[2] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Long distance minutes are pooled on a per-location basis.

[3] Calls are billed on a 6 second basis rounded up to the next 6-second block. Final charges are rounded up to next full cent.

[4] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

D. BUSINESS VOICEEDGE™ SERVICE

	MONTHLY RATE
Voice Lines ^[1,2]	
• 5 Lines or less, per line	\$34.95
• 6-24 Lines, per line	29.95
• 25+ Lines, per line	24.95
Standard Seats ^[2]	
• 1-50, per seat	\$14.95
• 51+, per seat	9.95
Unified Communication Seats ^[2]	
• 1-50 seats	\$20.00
• 51+ seats	40.00
Optional Services	
• Additional Hunt Group	\$ 19.95
• Additional Voicemail Box	5.00
• Auto Attendant, per license	24.95
• Reception Console	29.95
Number Services	
• Alternate/Additional Telephone Number	\$ 2.95
• 20 Local Telephone Numbers	5.00
• 100 Local Telephone Numbers	20.00
Equipment Fee	
• Polycom SoundPoint 335 HD	\$4.95
• Polycom SoundPoint 560 HD	6.95
• Polycom SoundPoint 670 HD	9.95
• Polycom Sidecar	6.95
• Polycom Soundstation 5000	4.95
• Polycom Soundstation 6000	6.95
• Cisco PAP2 ATA	4.95
• Cisco 3102 ATA	4.95
• EdgeMarc 4550 (15 WAN Calls)	6.95
• EdgeMarc 4550 (16 - 30 WAN Calls)	9.95
• EdgeMarc 4550 (31 – 70 WAN Calls)	19.95

[1] Business VoiceEdge™ Service includes unlimited nationwide direct-dial calling from your business location including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa.

[2] Business VoiceEdge™ is a feature-rich service. Contact Comcast for a complete listing of available complimentary features.

COMCAST BUSINESS CLASS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: APRIL 12, 2012)
MASSACHUSETTS
 VERSION 36

D. BUSINESS VOICEEDGE™ SERVICE -- (CONT'D)

	CHARGE
Equipment Replacement Fee ^[1]	
• Polycom SoundPoint 335 HD	\$ 89.00
• Polycom SoundPoint 560 HD	278.00
• Polycom SoundPoint 670 HD	372.00
• Polycom Sidecar	204.00
• Polycom Soundstation 5000	410.00
• Polycom Soundstation 6000	590.00
• Cisco PAP2 ATA	52.00
• Cisco 3102 ATA	72.00
• EdgeMarc 4550	398.00
 Installation	
• Voice Line	\$ 24.95
• Alternate/Additional Number	No Charge
• 20 Local Telephone Numbers	No Charge
• 100 Local Telephone Numbers	No Charge
• Premises Equipment	
– 36 month term, per event	\$ 49.00
– 24 month term, per event	99.00
– 12 month term, per event	199.00
• Additional Hunt Group	12.00
• Auto Attendant Set-up	12.00
• Reception Console	49.95

[1] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

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MASSACHUSETTS
 VERSION 36

E. MISCELLANEOUS SERVICES

Directory Listing Services

	MONTHLY RATE
• Standard Directory Listing ^[1]	No Charge
• Non-published Directory Service, per line	\$ 4.95
• Non-listed Directory Service, per line	3.00
• Computer/Fax Line Directory Exclusion, per line	No Charge
• Additional Listing, per listing	6.00

CHARGE

Directory Set-up/Change

• Non-published Directory Service, per event	\$ 34.71
• Non-listed Directory Service, per event	34.71
• Additional Listing Directory Service, per event	No Charge
• Directory Listing Change	No Charge

Directory Assistance Services

• Domestic Directory Assistance ^[2,3]	
– Standard Directory Assistance	\$ 1.99/call
– Enhanced Directory Assistance	1.99/call
– Directory Assistance with Call Completion ^[4]	2.49/call
• International Directory Assistance ^[5]	5.49/call
• International Call Completion	Note ^[6]

Domestic Operator Services

• Operator Surcharge ^[3,7]	\$ 2.99/call
• Operator Assisted Domestic Long Distance	0.12/minute
• Busy Line Verify and/or Interrupt	Note ^[6]

International Long Distance Usage Charges

(Rating information for direct-dialed and operator-assisted international calling is detailed in the Pricing Lists for those services.)

[1] Includes single listing in white and yellow pages.

[2] Limit 3 number requests per call.

[3] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from registered lines that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[4] Usage rates apply to non-local DA Call Completion for Basic Line and Trunk subscribers.

[5] Limit 1 number request per call.

[6] Service is not currently available.

[7] Usage rate applies in addition to specified surcharge.

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MASSACHUSETTS
VERSION 36

F. ADMINISTRATIVE/GENERAL

	CHARGE
Late Payment Fee	\$ 5.00
Payment Convenience Fee, up to ^[1]	\$5.99
Returned Check Fee	\$ 30.00
Federal Universal Service Fund (USF) – Universal Connectivity Charge	Note ^[2]

Regulatory Recovery Fee ^[3]

The Regulatory Recovery Fee supports municipal and state programs including, without limitation, universal service, and telecom relay services for the visual/hearing impaired. This aggregated fee is not government-mandated, may vary based on your monthly usage patterns, and includes the following components:

- (No current charge components)

[1] A Payment Convenience Fee may apply when a customer engages a Company employee or uses an Interactive Voice Response (IVR) System to complete a billing transaction.

[2] In calculating the Federal USF Universal Connectivity Charge, the Company uses a percentage equal to the FCC's current USF carrier contribution percentage.

[3] Items shown here under Regulatory Recovery Fee may be itemized in select markets.