

**COMCAST BUSINESS CLASS VOICE SERVICE**  
**BUSINESS PRICING LIST (EFFECTIVE: APRIL 13, 2012)**  
**WESTERN MICHIGAN**  
VERSION 34

*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**

	<b>MONTHLY RATE</b>
<b>Business Class Voice – Primary Line</b> <sup>[1,2]</sup>	
• Premium Line (with Voice Mail)	\$49.95
• Premium Line (without Voice Mail)	44.95
<b>Additional Line(s), per line</b> <sup>[1,2]</sup>	
• 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) <sup>[3]</sup>	29.95
• Basic Line (without Voice Mail) <sup>[3]</sup>	24.95
• Fax Line (without calling features or Voice Mail) <sup>[4]</sup>	24.95
<b>Vintage Pricing – Primary Line</b> <sup>[1,2,5]</sup>	
• 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.

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

	<b>MONTHLY RATE</b>
<b>Vintage Pricing – Additional Line</b> <sup>[1,2,3]</sup>	
• V-Premium Line (with Voice Mail)	\$69.95
• V-Basic Line (without Voice Mail)	64.95
• Fax Line (without calling features or Voice Mail) <sup>[4]</sup>	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 <sup>[4]</sup>	24.95
 <b>Optional Services</b>	
• 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	Note <sup>[5]</sup>
 <b>Equipment Fee</b>	
• Standard Rate	7.00
	<b>CHARGE</b>
 <b>Equipment Replacement Fee</b> <sup>[6]</sup>	
• 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] Service may not be available in all areas, contact Comcast for additional information.

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

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

	<b>CHARGE</b>
<b>Domestic Long Distance Usage Charges</b>	
• Premium Line Direct-Dialed Domestic Long Distance	Included
• Basic Line Direct-Dialed Domestic Long Distance (includes DA Call Completion) <sup>[1]</sup>	\$0.05/min.
<b>Installation</b>	
• Standard Service Installation <sup>[2]</sup>	
– 36 month term, per event	\$ 49.00
– 24 month term, per event	99.00
– 12 month term, per event	199.00
• Service Activation <sup>[3]</sup> , per line up to four lines	24.95
• Reconnect Charge, per event	49.95
• Auto Attendant Set-up, per license	Note <sup>[4]</sup>
<b>Repair</b>	
• Service Charge – per technician, per hour	\$74.99
• Repair Visit (Truck Roll)	99.95
• Jack Charge (for new jacks), per jack	99.95
• Jack Change Charge, per jack	99.95
<b>Change Charges</b>	
• Auto Attendant Configuration Change	Note <sup>[4]</sup>
• Change of Billing Responsibility	No Charge
• Feature Change	\$ 5.00
• Telephone Number Change	5.00
• Number Referral Service, (30 days)	9.95
– Extended Referral (additional 30 days)	Note <sup>[4]</sup>

[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.

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**B. BUSINESS CLASS BRANCH OFFICE VOICE SERVICES**

	<b>MONTHLY RATE</b>
<b>Branch Office Voice</b>	
• Basic Line <sup>[1]</sup>	\$ 36.95
• Premium Line <sup>[2]</sup>	49.95
• Alternate/Additional Number	2.95
<b>Optional Services</b>	
• Additional Voicemail Box	\$ 5.00
• Auto Attendant <sup>[3]</sup>	24.95
• Call Trace, per call	No Charge
• Domestic Toll Restriction, per line	No Charge
• Distinctive Ring	No Charge
• Hunt Group <sup>[3]</sup>	19.95
<b>Premises Equipment Lease Fees, per device</b>	
• 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
	<b>CHARGE</b>
<b>Premises Equipment Replacement Fee, per device <sup>[4]</sup></b>	
• 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.

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**B. BUSINESS CLASS BRANCH OFFICE VOICE SERVICES**

	<b>CHARGE</b>
<b>Domestic Long Distance Usage Charges</b> <sup>[1]</sup>	
• Basic Line (includes DA Call Completion) <sup>[2]</sup>	\$0.05/min.
• Premium Line	Included
<b>Audio Conferencing Service</b>	
• Local and Domestic, per participant	\$ 0.08/min.
• International, per participant	Note <sup>[3]</sup>
<b>Installation</b>	
• 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
<b>Additional Fees/Charges</b>	
• 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.

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**C. BUSINESS CLASS VOICE PRI TRUNK SERVICES**

	<b>MONTHLY RATE</b>
<b>Primary Rate Interface (PRI) Trunk</b> <sup>[1]</sup>	
• Port (6 channels), per Port	\$349.00
• Additional Channels, per Channel	14.00
• Full Capacity	489.00
<b>Configuration Options/Features</b>	
• 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
	<b>CHARGE</b>
<b>Domestic Long Distance Usage Charges</b> <sup>[2]</sup>	
• Port	
Direct-Dialed Domestic Long Distance, initial 1200 minutes	Included
Beyond 1200, per 6 second increment, each <sup>[3]</sup>	\$0.03/min.
• Per Additional Channel	
Direct-Dialed Domestic Long Distance, initial 200 minutes	Included
Beyond 200, per 6 second increment, each <sup>[3]</sup>	\$0.03/min.
• Operator-Assisted Domestic Long Distance	0.12/min.
<b>Installation</b>	
• Initial Port Installation	\$500.00
• Additional Channel Installation	No Charge
<b>Additional Fees/Charges</b>	
• 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
<b>Equipment Replacement Fee</b> <sup>[4]</sup>	
• 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.

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**D. MISCELLANEOUS SERVICES**

**Directory Listing Services**

	<b>MONTHLY RATE</b>
• Standard Directory Listing <sup>[1]</sup>	No Charge
• Non-published Directory Service, per line <sup>[2]</sup>	\$ 5.00
• Non-published Directory Service, per line <sup>[3]</sup>	2.95
• Non-listed Directory Service, per line <sup>[2]</sup>	5.00
• Non-listed Directory Service, per line <sup>[3]</sup>	2.95
• Computer/Fax Line Directory Exclusion, per line	No Charge
• Additional Listing, per line	6.00

**CHARGE**

**Directory Set-up/Change**

• Non-published Directory Service, per event	\$ 15.00
• Non-listed Directory Service, per event	15.00
• Additional Listing Directory Service, per event	18.00
• Directory Listing Change	No Charge

**Directory Assistance Services**

• Domestic Directory Assistance <sup>[4,5]</sup>	
– Standard Directory Assistance	\$ 1.99/call
– Enhanced Directory Assistance	1.99/call
– Directory Assistance with Call Completion <sup>[6]</sup>	2.49/call
• International Directory Assistance <sup>[7]</sup>	5.49/call
• International Call Completion	Note <sup>[8]</sup>

**Domestic Operator Services**

• Operator Surcharge <sup>[5,9]</sup>	\$ 2.99/call
• Operator Assisted Domestic Long Distance	0.12/minute
• Busy Line Verify and/or Interrupt	Note <sup>[8]</sup>

**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] For contracts prior to 2/22/12

[3] For contracts on and after 2/22/12.

[4] Limit 3 number requests per call.

[5] 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.

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

[7] Limit 1 number request per call.

[8] Service is not currently available.

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

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**E. ADMINISTRATIVE/GENERAL**

	<b>CHARGE</b>
<b>Late Payment Fee</b>	
-- Applied on day 38	\$ 8.00
-- Additional increment applied on day 45	8.00
<b>Payment Convenience Fee, up to</b> <sup>[1]</sup>	\$5.99
<b>Returned Check Fee</b>	25.00
<b>Federal Universal Service Fund (USF)</b>	
– Universal Connectivity Charge	Note <sup>[2]</sup>
<b>911 Fee(s)</b>	Note <sup>[3]</sup>
<b>Regulatory Recovery Fee</b> <sup>[4]</sup>	
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:	
– Utility User’s Tax, up to a maximum of	5.0%
– Local Technical 911 Fee, per line, up to a maximum of	\$0.80

[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] The 911 Fee charge listed on your invoice is a combined line item which includes state and local operational 911 fees. This excludes the local technical 911 fee included in the Regulatory Recovery Fee. The local operational 911 fee is not a charge assessed by your service supplier. Localities in which the charge was approved by the voters are listed at the following web link:  
[www.michigan.gov/documents/msp/Local\\_Surcharge\\_info\\_May\\_2011\\_353746\\_7.xls](http://www.michigan.gov/documents/msp/Local_Surcharge_info_May_2011_353746_7.xls)  
 [4] Items shown here under Regulatory Recovery Fee may be itemized in select markets.