

COMCAST DIGITAL VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JANUARY 31, 2012)
KNOXVILLE, TENNESSEE
VERSION 31

To modify/change this document contact David Lloyd.

Service is for residential 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 Digital Voice Residential 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.

MONTHLY SERVICES

	MONTHLY CHARGE
Comcast Unlimited[®] [1]	
• Comcast Unlimited with Comcast High-Speed Internet <i>and</i> Comcast Cable services	\$39.95
• Comcast Unlimited with Comcast High-Speed Internet <i>or</i> Comcast Cable services	44.95
• Comcast Unlimited only	44.95
• Additional Premium Line (with Calling Features)	20.00
• Additional Basic Line (without Calling Features)	10.00
Local with More[™] [2]	
• Local with More with Comcast Internet <i>and/or</i> Comcast Video Services	\$24.95
• Local with More only	34.95
• Enhanced Voice Mail	3.95
• Additional Premium Line (with Calling Features and Voice Mail)	20.00
• Additional Basic Line (without Calling Features and Voice Mail)	10.00

[1] Includes unlimited nationwide direct-dial calling from your home 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, Enhanced Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] Includes unlimited direct-dialed local calling from your home. (For information regarding your Local Calling Area, call 1-888-COMCAST.) 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 and other enhanced features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

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MONTHLY SERVICES – (CONT'D)

MONTHLY CHARGE

Optional Services

• Call Trace, per call	No Charge
• Domestic Toll Restriction	No Charge
• International Toll Restriction	No Charge
• Prohibit Bill to Third Party	No Charge
• Prohibit Collect Calls	No Charge
• Speed Dial 30	No Charge
• Text Messaging, Comcast Unlimited – per line ^[1]	No Charge
• Text Messaging, Local with More – per line ^[1]	\$2.95

Directory Listing Services

• Standard Directory Listing ^[2]	No Charge
• Non-published Directory Service, per line	\$4.50
• Non-listed Directory Service, per line	2.20 ^[3]
• Computer/Fax Line Directory Exclusion, per line	No Charge ^[4]
• Additional Listing, per line	Note ^[5]

Modem Lease Fee, up to a maximum of:

• 2-line Modem	\$5.00
• 4-line Modem	5.50

Enhanced Cordless Telephone (ECT)

• Handset	Note ^[6]
• Base (Modem)	\$5.00

[1] Includes daily allowance of 250 messages. Contact Comcast at www.xfinity.com/textmessaging for text area description and additional information.

[2] The Standard Directory Listing will be made available at ecolisting.com and through the Comcast directory assistance operator. The Company is unable to guarantee inclusion (or the accuracy of information) in databases/directories controlled by other information providers.

[3] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 4-26-10.

[4] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 1-06-10.

[5] Service is not currently available.

[6] ECT handset is customer-owned and no monthly fee applies. Service may not be available in all areas, contact Comcast for additional information.

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TRANSACTIONAL CHARGES

	CHARGE
Directory Assistance Services	
• Domestic Directory Assistance ^[1,2]	
– Standard Directory Assistance	\$1.99/call
– Enhanced Directory Assistance	1.99/call
– Directory Assistance with Call Completion ^[3]	2.49/call
• International Directory Assistance ^[4]	4.99/call
• International Call Completion	Note ^[5]
Domestic Operator Services	
• Operator Surcharge ^[2,6]	\$2.49/call
• Busy Line Verify	Note ^[5]
• Busy Line Interrupt (includes busy line verify)	Note ^[5]
International Operator Services	
• Operator Surcharge ^[6]	\$4.99/call
Domestic Long Distance Usage Charges	
• Direct-Dialed Domestic Long Distance ^[7]	Included
• Local with More Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[8]	\$0.05/min.
• Operator-Assisted Domestic Long Distance	0.12/min.
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] Limit 3 number requests per call.

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

[3] Usage rates apply to non-local DA Call Completion for Local with More subscribers.

[4] Limit 1 number request per call.

[5] Service is not currently available.

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

[7] Included Domestic Long Distance applies to Comcast Unlimited service subscribers only.

[8] 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.

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INSTALLATION/REPAIR/CHANGE CHARGES

	CHARGE
Installation	
• Standard Service Installation ^[1] , per event	Note ^[2]
• Service Activation ^[3] , per event	\$29.95
• Reconnect Charge, per event	29.95
• Non-published Directory Service, per event	No Charge
• Additional Listing Directory Service, per event	Note ^[4]
Repair	
• Service Charge – per technician, per hour	\$32.50
• In-Home Repair	32.50
• Jack Charge (for new jacks), per jack	19.95
• Jack Change Charge, per jack	19.95
Change Charges	
• Telephone Number Change	\$1.99
• Feature Change	No Charge
• Directory Listing Change	No Charge
• Change of Billing Responsibility	No Charge
• Number Referral Service, (30 days)	No Charge
– Extended Referral (additional 30 days)	Note ^[4]

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

[2] Contact Comcast for rate information.

[3] “Service Activation” 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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ADMINISTRATIVE/GENERAL

	CHARGE
Late Payment Fee ^[1]	\$5.00
Returned Check Fee	\$20.00
Unreturned Equipment Fees ^[2]	
• 2-Line Modem (DOCSIS 2.0), up to	\$ 70.00
• 2-Line Modem (DOCSIS 3.0), up to	90.00
• 4-Line Modem, up to	100.00
• ACG Base (including Data Card), up to	130.00
• Xfinity Voice Wireless Gateway, up to	100.00
Equipment Purchase Pricing	
• 2-Line Modem (DOCSIS 3.0)	\$ 149.00
• 2-Line Modem (DOCSIS 2.0)	99.00
• ACG Handset	39.95
Service Protection Plan	Note ^[3]
Federal Universal Service Fund (USF) – Universal Connectivity Charge	Note ^[4]

Regulatory Recovery Fee

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] Charge applied to account balances owed 30 days past the payment due date with an additional increment on day 45.

[2] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Actual charge is a function of equipment in use and, in some cases, may be less than charge shown.

[3] Service is not currently available.

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