COMCAST BUSINESS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: JANUARY 01, 2014)
NORTHWEST INDIANA AND SOUTH BEND
VERSION 60

To modify/update this document contact David Lloyd

Comcast Business 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 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 1-800-391-3000.

A. BUSINESS VOICE LINE SERVICES

	MONTHLY RATE
Primary Line [1,2]	
• Full Featured Line	$59.95
• Full Featured Line [3]	39.95
Additional Line(s), per line [1]	
• Full Featured Lines 2 and 3 [2]	59.95
• Full Featured Lines 2 and 3 [2,3]	39.95
• Full Featured Lines 4 and above[2]	24.95
• Basic Line [4]	24.95
Hospitality Voice Service [1]	
• Full Featured Line [2]	$59.95
• Basic Additional Line [4]	24.95

[1] 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.

[2] 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. 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.

[3] Requires separate subscription to a qualifying Comcast core service.

[4] Comcast Business Voice Basic Line includes free local calling from your business location and Caller ID. (For information regarding your local calling area, call 1-800-391-3000.)

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

	MONTHLY RATE
Vintage Pricing – Primary and Additional Lines [1,2]	
• V-Premium Line (with Voice Mail) [3]	$69.95
• V-Basic Line (without Voice Mail) [3]	64.95
• Fax Line (without calling features or Voice Mail) [3,4]	34.95
• V-Premium Line - with data or video subscription [3]	49.95
• V-Basic Line - with data or video subscription [3]	44.95
• Fax Line - with data or video subscription [3,4]	24.95
• Full Featured Lines 1-3 [5]	44.95
• Full Featured Lines 4 and above (includes Voice Mail) [6]	24.95
• Full Featured Hospitality Line (with Voice Mail) [5]	49.95
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	Note [7]
• Remote Call Forwarding, per number	4.95
• Voice Mail, per line	5.00
Equipment Fee	
• Standard Rate	$9.95

	CHARGE
Equipment Replacement Fee [8]	
• 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] For contracts initiated before 4/22/13.
[6] For contracts initiated before 7/10/13.
[7] Service may not be available in all areas, contact Comcast for additional information.
[8] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

A. BUSINESS 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	29.95
• Reactivation Fee, per event	6.00
• Auto Attendant Set-up, per license	Note [4]
• Remote Call Forwarding, per number	19.95
Repair	
• Service Charge – per technician, per hour	$74.95
• Repair Visit (Truck Roll)	99.95
• Jack Charge (for new jacks), per jack	99.95
• Jack Change Charge, per jack	99.95
Change Charges	
• Auto Attendant Configuration Change	Note [4]
• 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 [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 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.

B. BUSINESS BRANCH OFFICE VOICE SERVICES

	MONTHLY RATE
Branch Office Voice [1]	
• Basic Line [2]	$ 36.95
• Premium Line [3]	49.95
• Alternate/Additional Number	2.95
Optional Services	
• Additional Voicemail Box	$ 5.00
• Auto Attendant [4]	24.95
• Call Trace, per call	No Charge
• Domestic Toll Restriction, per line	No Charge
• Distinctive Ring	No Charge
• Hunt Group [4]	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 [5]	
• Cisco PAP2 ATA	$ 52.00
• Cisco SPA8000	195.00
• EdgeMarc Series 4500	345.00
• Adtran T912	1200.00

[1] Effective 10/19/12 subscription to this service is limited to existing customers.
[2] Includes unlimited local calling, E911, Voicemail and 26 Calling Features. For information regarding features or your local calling area, call 1-800-391-3000.
[3] 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 1-800-391-3000.
[4] Includes unlimited local calling.
[5] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

B. BUSINESS BRANCH OFFICE VOICE SERVICES – (CONT'D)

	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
• Reactivation Fee, per event	6.00
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.

C. BUSINESS VOICE TRUNK SERVICES

	MONTHLY RATE
Primary Rate Interface Trunk [1]	
• Port (6 channels), per Port	$349.00
• Additional Channels, per Channel	14.00
• Full Capacity	489.00
Configuration Options/Features	
• Additional Block of 20 numbers, per block	$5.00
• Additional Block of 100 numbers, per block	20.00
• ANI/DNIS, per Trunk Group	50.00
• Call Forward Not Reachable, per Telephone Number	1.00
• DID/DOD Enable, per Trunk Group	No Charge
• Direct Trunk Overflow, per Trunk Group	10.00
• Monthly Call Detail Record, per location	50.00

	CHARGE
Domestic Long Distance Usage Charges [2]	
• Direct-Dialed Domestic Long Distance	
– 200 minute-per-channel allowance	Included
– Rate applicable beyond the per-channel allowance: [3]	
0 - 4,999 total minutes	$ 0.030/min.
5,000 – 7,499 total minutes	0.028/min.
7,500 – 9,999 total minutes	0.026/min.
10,000 – 14,999 total minutes	0.024/min.
15,000 – 49,999 total minutes	0.022/min.
50,000 – 99,999 total minutes	0.019/min.
100,000+ total minutes	0.016/min.
• Operator-Assisted Domestic Long Distance	$ 0.12/min.
Installation	
• Initial Port Installation	$500.00
• Additional Channel Installation	No Charge

[1] Includes first block of 20 telephone numbers, unlimited local calling, Caller ID, and E911 capability. For information regarding your local calling area, call 1-800-391-3000.
[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.

C. BUSINESS VOICE TRUNK SERVICES – (CONT'D)

	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 [1]	
• Integrated Access Device (IAD), per device	$ 890.00

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

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	$19.95
• 51+ seats	14.95
Optional Services	
• Additional Hunt Group	$ 19.95
• Additional Voicemail Box	5.00
• Auto Attendant, per license	24.95
• Call Queue Agent	9.95
• Reception Console	29.95
• Shared Call Appearance	No Charge
Number Services	
• Alternate/Additional Telephone Number	$ 2.95
• 20 Local Telephone Numbers	5.00
• 100 Local Telephone Numbers, per group of 100	20.00
Equipment Fee	
• Polycom SoundPoint 335 HD	$4.95
• Polycom SoundPoint VVX 500 HD	6.95
• Polycom SoundPoint 670 HD	9.95
• Polycom Sidecar	4.95
• Polycom VVX 1500 HD	19.95
• Polycom Cordless DECT (1-Base Station & 1 Handset)	9.95
• Polycom Cordless DECT Handset (1 Handset)	4.95
• Polycom VVX 500 Camera	3.95
• Polycom Soundstation 5000	4.95
• Polycom Soundstation 6000	6.95
• Cisco 3102 ATA	4.95
• EdgeMarc 4550 (5-15 WAN Calls)	4.95
• EdgeMarc 4550 (5-10 WAN Upgrade)	6.95
• EdgeMarc 4550 (15-30 WAN Upgrade)	14.95
• EdgeMarc 4550 (30-70 WAN Upgrade)	19.95
• EdgeMarc 5300 (300 WAN Calls)	74.95

[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.

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

	CHARGE
Equipment Replacement Fee, per device [1]	
• Polycom SoundPoint 335 HD	$ 89.00
• Polycom SoundPoint VVX 500 HD	223.00
• Polycom SoundPoint 670 HD	224.00
• Polycom Sidecar	123.00
• Polycom VVX 1500 HD	755.00
• Polycom Cordless DECT (1-Base Station & 1 Handset)	190.00
• Polycom Cordless DECT Handset (1 Handset)	89.00
• Polycom VVX 500 Camera	120.00
• Polycom Soundstation 5000	399.00
• Polycom Soundstation 6000	590.00
• Cisco 3102 ATA	72.00
• EdgeMarc 4550	578.00
• EdgeMarc 5300	2,326.00
Installation	
• Additional Hunt Group	$ 12.00
• Additional Voicemail Box	No Charge
• Alternate/Additional Number	No Charge
• Auto Attendant Recording Edit	35.00
• Auto Attendant Set-up	24.95
• Call Queue Agent	12.00
• Expedited Order	500.00
• 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
• Reception Console	12.00
• Remote Call Forward (Initial)	No Charge
• Remote Call Forward (Change)	9.95
• Shared Call Appearance/Busy Lamp	9.95
• Standard Seats (1-51+)	9.95
• Truck Roll	100.00
• Unified Communication Seats (1-51+)	9.95
• Voice Line (1-25+)	29.95

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

E. MISCELLANEOUS SERVICES

	MONTHLY RATE
Directory Listing Services	
• Standard Directory Listing [1]	No Charge
• Non-published Directory Service, per product [2]	$ 5.00
• Non-published Directory Service, per product [3]	2.95
• Non-published Directory Service, per product [4]	2.00
• Non-listed Directory Service, per product [2]	5.00
• Non-listed Directory Service, per product [3]	2.95
• Non-listed Directory Service, per product [4]	2.00
• Computer/Fax Line Directory Exclusion, per line	No Charge
• Additional Listing, per listing [2,3]	6.00
• Additional Listing, per listing [4]	4.50

	CHARGE
Directory Set-up/Change	
• Non-published Directory Service, per event	$ 24.95
• Non-listed Directory Service, per event	24.95
• Additional Listing Directory Service, per event	24.95
• Directory Listing Change	24.95
Directory Assistance Services	
• Domestic Directory Assistance [5,6]	
– Standard Directory Assistance	$ 2.49/call
– Enhanced Directory Assistance	2.49/call
– Directory Assistance with Call Completion [7]	2.99/call
• International Directory Assistance [8]	5.49/call
• International Call Completion	Note [9]
Domestic Operator Services	
• Operator Surcharge [5,9]	$ 2.99/call
• Operator Assisted Domestic Long Distance	0.12/minute
• Busy Line Verify and/or Interrupt	Note [8]

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 from 2/22/12 to 10/21/12.
[4] For contracts on and after 10/22/12.
[5] Limit 3 number requests per call.
[6] 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.
[7] Usage rates apply to non-local DA Call Completion for Basic Line and Trunk subscribers.
[8] Limit 1 number request per call.
[9] Service is not currently available.
[10] Usage rate applies in addition to specified surcharge.

F. ADMINISTRATIVE/GENERAL

	CHARGE
Late Payment Fee	
-- Applied on day 38	$ 9.50
-- Each additional 30-day increment	9.50
Payment Convenience Fee, up to [1]	$5.99
Returned Check Fee	$25.00
Federal Universal Service Fund (USF)	
– Universal Connectivity Charge	Note [2]

Regulatory Recovery Fee [3]
The Regulatory Recovery Fee (RRF) is a Comcast service charge imposed on voice services to recover Comcast's contributions for federal, state and municipal regulatory programs and assessments, including, without limitation, universal service. The RRF is neither government mandated nor a tax or fee imposed on you by the government, but is an amount that Comcast retains. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.

– State Universal Service Fund (USF)	0.52%
– State DEAF, per line	$0.03/mo.
– State Utility Tax/Utility Gross Receipts Tax	1.4%
– Federal Cost Recovery Fee (TRS/Telecom Provider)	2.148%

[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.