# COMCAST BUSINESS VOICE SERVICE
## BUSINESS PRICING LIST (EFFECTIVE: OCTOBER 01, 2016)
## CONNECTICUT
VERSION 81

*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** | |
| • Mobility Line [1] | $64.95 |
| • Mobility Line [1,2] | 44.95 |
| • Full Featured Line [1,3] | 59.95 |
| • Full Featured Line [1,2,3] | 39.95 |
| **Additional Line(s), per line** | |
| • Mobility Lines 2 and 3 [1] | $64.95 |
| • Mobility Lines 2 and 3 [1,2] | 44.95 |
| • Mobility Lines 4 and above [1] | 29.95 |
| • Full Featured Lines 2 and 3 [1,3] | 59.95 |
| • Full Featured Lines 2 and 3 [1.2.3] | 39.95 |
| • Full Featured Lines 4 and above[3] | 24.95 |
| • Basic Line [4] | 24.95 |
| **Hospitality Voice Service** [3] | |
| • Full Featured Line [1] | $59.95 |
| • Basic Additional Line [4] | 24.95 |

[1] 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.

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

[3] 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.

[4] Comcast Business Voice Basic Line includes 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 | $24.95 |
| • Remote Call Forwarding, per number | 4.95 |
| • Voice Mail, per line | 5.00 |
| **Equipment Fee** | |
| • Standard Rate | $14.95 |

| | CHARGE |
|---|---|
| **Equipment Replacement Fee** [7] | |
| • 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] 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, up to | 6.00 |
| • Auto Attendant Set-up, per license | 24.95 |
| • Remote Call Forwarding, per number | 19.95 |
| **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 |
| • Change of Service Fee | 1.99 |
| • 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 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, up to | 6.00 |
| **Additional Fees/Charges** | |
| • Technical Assistance (2-hour minimum applies) | $75.00/hr. |
| • Change of Billing Responsibility | No Charge |
| • Change of Service Fee | 1.99 |
| • 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

### 1. PRI TRUNKS

| | MONTHLY RATE |
|---|---|
| **Primary Rate Interface Trunk** [1] | |
| • Port (6 channels), per Port | $349.00 |
| • Additional Channels, per Channel | 14.00 |
| • Full Capacity | 489.00 |
| **Equipment Fee** | |
| • Per site | $14.95 |
| **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 | 0.026/min. |
| 7,500 – 9,999 total minutes | 0.024/min. |
| 10,000 – 14,999 total minutes | 0.022/min. |
| 15,000 – 49,999 total minutes | 0.020/min. |
| 50,000 – 99,999 total minutes | 0.018/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 |
| • Expedite, per order | 500.00 |

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

### 1. PRI TRUNKS (CONT'D)

| | CHARGE |
|---|---|
| **Additional Fees/Charges** | |
| • Change of Billing Responsibility | No Charge |
| • Destination Unreachable | No Charge |
| • Direct Trunk Overflow | $ 9.95 |
| • Prohibit Bill to Third Party, per trunk | No Charge |
| • Prohibit Collect Calls, per trunk | No Charge |
| • 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 |
| **Equipment Replacement Fee** [1] | |
| • Integrated Access Device (IAD), per device | $ 890.00 |

### 2. SIP TRUNKS

| | MONTHLY RATE |
|---|---|
| **Current Call Sessions (CCS)** | |
| • 6 to 9 CCS, per CCS | $35.00 |
| • 10 to 14 CCS, per CCS | 30.00 |
| • 15 to 24 CCS, per CCS | 21.00 |
| • 25 to 49 CCS, per CCS | 14.00 |
| • 50 to 99 CCS, per CCS | 13.00 |
| • 100 to 249 CCS, per CCS | 11.00 |
| • 250 CCS, per CCS | 10.00 |
| **Telephone Number Blocks** | |
| • 1 Number | $0.45 |
| • Block of 2 Numbers, per block | 0.80 |
| • Block of 5 Numbers, per block | 1.75 |
| • Block of 10 Numbers, per block | 3.00 |
| • Block of 20 Numbers, per block | 5.00 |
| • Block of 100 numbers, per block | 20.00 |
| **Equipment Fee** | |
| • Per site | $14.95 |

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

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

### 2. SIP TRUNKS (CONT'D)

| | MONTHLY RATE |
|---|---|
| **Configuration Options/Features** | |
| • ANI/DNIS, per Trunk Group | $50.00 |
| • Call Forward Not Reachable, per Telephone Number | 1.00 |
| • Monthly Call Detail Record | No Charge |
| • Trunk Group - Bursting CCS, per CCS | 2.00 |
| • Trunk Group – Failover, per Trunk Group | 5.00 |
| • Trunk Group – Load Balancing, per Trunk Group | 5.00 |

| | CHARGE |
|---|---|
| **Domestic Long Distance Usage Charges** [1] | |
| • Direct-Dialed Domestic Long Distance | |
| 0 - 4,999 total minutes | $ 0.030/min. |
| 5,000 – 7,499 total minutes | 0.026/min. |
| 7,500 – 9,999 total minutes | 0.024/min. |
| 10,000 – 14,999 total minutes | 0.022/min. |
| 15,000 – 49,999 total minutes | 0.020/min. |
| 50,000 – 99,999 total minutes | 0.018/min. |
| 100,000+ total minutes | 0.016/min. |
| • Operator-Assisted Domestic Long Distance | 0.12/min. |
| **Installation** | |
| • Installation, per site | $500.00 |
| • Expedite, per order | 500.00 |
| **Additional Fees/Charges** | |
| • Change of Billing Responsibility | No Charge |
| • Destination Unreachable | No Charge |
| • Prohibit Bill to Third Party, per trunk | No Charge |
| • Prohibit Collect Calls, per trunk | No Charge |
| • Trunk reconfiguration, per order | 100.00 |
| • Technical Assistance, per hour | 200.00 |
| • Telephone Number Change | No Charge |
| • Vanity Number search | No Charge |
| **Equipment Replacement Fee** | |
| • Per device | Note [2] |

[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. Long distance minutes are pooled on a per-location basis.
[2] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Price is device specific. Contact Comcast for additional information.

## 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 | No Charge |
| • Additional Voicemail Box | $5.00 |
| • Auto Attendant, per license | 24.95 |
| • Call Queue Agent | 9.95 |
| • Reception Console | 29.95 |
| • Remote Call Forward | No Charge |
| • 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 |

[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)

| | MONTHLY RATE |
|---|---|
| **Equipment Fee** | |
| • Adtran 4430 (250 WAN Calls) | $ 94.95 |
| • Algo Strobe – Blue, Amber, Red | 9.95 |
| • Algo Strobe – Clear | 8.95 |
| • Algo Weatherproof Loud Horn | 2.95 |
| • Algo 8180 Loud Ringer | 10.95 |
| • AudioCodes MP-114 ATA | 4.95 |
| • Cisco 232D ATA | 4.95 |
| • Cisco 3102 ATA | 4.95 |
| • EdgeMarc 4550 (5 WAN Calls) | 4.95 |
| • EdgeMarc 4550 (15 WAN Calls) | 9.95 |
| • EdgeMarc 4550 (5-10 WAN Upgrade) | 6.95 |
| • EdgeMarc 4550 (10-15 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 |
| • Panasonic KX-A406 Cordless Repeater | 4.95 |
| • Panasonic KX-TPA65 Desktop Phone | 4.95 |
| • Panasonic TGP600 Base Station | 3.95 |
| • Panasonic TPA60 Cordless Handset | 4.95 |
| • Panasonic UDT131 Cordless Handset | 11.95 |
| • Polycom Cordless DECT (1-Base Station & 1 Handset) | 9.95 |
| • Polycom Cordless DECT Handset (1 Handset) | 4.95 |
| • Polycom SoundPoint 335 HD | 4.95 |
| • Polycom SoundPoint VVX 310 HD | 4.95 |
| • Polycom SoundPoint VVX 410 HD | 5.95 |
| • Polycom SoundPoint VVX 500 HD | 6.95 |
| • Polycom SoundPoint VVX 600 HD | 9.95 |
| • Polycom SoundPoint 670 HD | 9.95 |
| • Polycom Soundstation 5000 | 4.95 |
| • Polycom Soundstation 6000 | 6.95 |
| • Polycom VVX Sidecar | 4.95 |
| • Polycom VVX 1500 HD | 19.95 |
| • Polycom VVX 500 Camera | 3.95 |

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

| | CHARGE |
|---|---|
| **Equipment Replacement Fee, per device** [1] | |
| • Adtran POE Injector | $ 43.63 |
| • Adtran 4430 (300 WAN Calls) | 3,753.00 |
| • Algo Strobe – Blue, Amber, Red | 256.32 |
| • Algo Strobe – Clear | 224.28 |
| • Algo Weatherproof Loud Horn | 58.74 |
| • Algo 8180 Loud Ringer | 240.30 |
| • AudioCodes MP-114 ATA | 148.65 |
| • Cisco 232D ATA | 87.00 |
| • Cisco 3102 ATA | 72.00 |
| • EdgeMarc 4550 (5 WAN Calls) | 325.00 |
| • EdgeMarc 4550 (15 WAN Calls) | 702.00 |
| • EdgeMarc 4550 (5 to 10 WAN Upgrade) | 73.00 |
| • EdgeMarc 4550 (10 to 15 WAN Upgrade) | 123.00 |
| • EdgeMarc 4550 (15 to 30 WAN Upgrade) | 135.00 |
| • EdgeMarc 4550 (30 to 70 WAN Upgrade) | 287.80 |
| • EdgeMarc 5300 | 2,325.00 |
| • EdgeMarc 5300 (300 WAN Calls) | 2,521.00 |
| • Panasonic KX-A406 Cordless Repeater | 155.00 |
| • Panasonic KX-TPA65 Desktop Phone | 124.00 |
| • Panasonic TGP600 Base Station | 101.00 |
| • Panasonic TPA60 Cordless Handset | 85.00 |
| • Panasonic UDT131 Cordless Handset | 296.00 |
| • Polycom Combined Deskstand-Wallmount | 7.00 |
| • Polycom Cordless DECT (1-Base Station & 1 Handset) | 190.00 |
| • Polycom Cordless DECT Handset (1 Handset) | 89.00 |
| • Polycom Handset and/or Cord for Soundpoint | 11.00 |
| • Polycom Handset and/or Cord for VVX | 12.60 |
| • Polycom Power Supply for Soundpoint | 19.70 |
| • Polycom Power Supply for VVX | 15.78 |
| • Polycom SoundPoint 335 HD | 86.00 |
| • Polycom SoundPoint VVX 310 HD | 147.00 |
| • Polycom SoundPoint VVX 410 HD | 212.00 |
| • Polycom SoundPoint VVX 500 HD | 228.00 |
| • Polycom SoundPoint VVX 600 HD | 320.00 |
| • Polycom SoundPoint 670 HD | 233.00 |
| • Polycom Soundpoint VVX 1500 HD | 716.00 |
| • Polycom Soundstation 5000 | 399.00 |
| • Polycom Soundstation 6000 | 534.00 |
| • Polycom VVX Color Sidecar | 123.00 |
| • Polycom VVX 500 Camera | 113.00 |
| • Polycom 670 Soundcar | 126.00 |
| • Replacement Lens (any color) | 50.73 |

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

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

| | CHARGE |
|---|---|
| **Installation** | |
| • Additional Hunt Group | No Charge |
| • Additional Voicemail Box | No Charge |
| • Alternate/Additional Number | No Charge |
| • Auto Attendant Set-up | $ 24.95 |
| • Auto Attendant Recording Edit | 35.00 |
| • Call Queue Agent | 12.00 |
| • Expedited Order | 500.00 |
| • Local Telephone Numbers | No Charge |
| • Premises Equipment | |
| – 60 month term, per event | No Charge |
| – 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 | No Charge |
| • Standard Seats (1-51+) | 9.95 |
| • Truck Roll | 100.00 |
| • Unified Communication Seats (1-51+) | 9.95 |
| • Voice Line (1-25+) | 29.95 |
| **Training** | |
| • Onsite Training, 50+ Seats, 1 business day, first location | No Charge |
| • Onsite Training, <50 Seats, 1 business day, first location | $ 750.00 |
| • Onsite Training, 1 business day, additional locations | 500.00 |
| • Onsite Training, cancellation within 14 days | 350.00 |
| • Webinar Training, reschedule fee (3 or more times) | 100.00 |

## E. MISCELLANEOUS SERVICES

| | MONTHLY RATE |
|---|---|
| **Directory Listing Services** | |
| • Standard Directory Listing [1] | No Charge |
| • Non-published Directory Service, per product [2] | $ 4.95 |
| • Non-published Directory Service, per product [3] | 2.00 |
| • Non-listed Directory Service, per product [2] | 3.00 |
| • Non-listed Directory Service, per product [3] | 2.00 |
| • Computer/Fax Line Directory Exclusion, per line | No Charge |
| • Additional Listing, per listing [2] | $ 6.00 |
| • Additional Listing, per listing [3] | 4.50 |
| • Foreign Listing, per listing | Note [8] |
| • Complex Listing, per line | Note [8] |

| | CHARGE |
|---|---|
| **Directory Set-up/Change** | |
| • Standard Directory Service, per event | No Charge |
| • All Other Directory Services, per event | $ 24.95 |
| • Directory Listing Change | 24.95 |
| **Directory Assistance Services** | |
| • Domestic Directory Assistance [4,5] | |
| – Standard Directory Assistance | $ 2.49/call |
| – Enhanced Directory Assistance | 2.49/call |
| – Directory Assistance with Call Completion [6] | 2.99/call |
| • International Directory Assistance [7] | 5.49/call |
| • International Call Completion | Note [8] |
| **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 11/2/12.
[3] For contracts on and after 11/2/12.
[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.

## F. ADMINISTRATIVE/GENERAL

| | CHARGE |
|---|---|
| **Late Payment Fee** | $ 9.50 |
| **Payment Convenience Fee, up to** [1] | $5.99 |
| **Returned Check Fee** | $20.00 |
| **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.

| | |
|---|---|
| – Telecommunications Relay Service | 0.06% |
| – Federal Cost Recovery Fee (TRS/Telecom Provider) | 3.10% |

[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.