

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JANUARY 01, 2018)
MEMPHIS, TENNESSEE
VERSION 61

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 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
Xfinity Unlimited ^{TM [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
Unlimited Saver ^[2]	
• Primary Line	\$20.00
• Voice Mail	3.95
Saver Pack ^[2,3]	
• Primary Line	\$20.00
• Voice Mail	3.95
• Modem	No Charge
Additional Lines	
• Additional Premium Line (with Calling Features) ^[4]	\$21.95
• Additional Basic Line (without Calling Features)	11.95

[1] Includes unlimited nationwide direct-dial calling from your home including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, and American Samoa. Also includes unlimited calling to the following countries: Canada, China, Hong Kong, India, Singapore, South Korea and Mexico. The following calling features are 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, Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] 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 included: Call Waiting, Caller ID, Caller ID with Call Waiting, and Caller ID blocking per line and per call. Prices shown are for the Voice component only.

[3] Not available to customers with XFINITY Internet service.

[4] Not available with Unlimited Saver or Saver Pack.

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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 ^[1]	No Charge
• Text Messaging, Xfinity Unlimited – per line ^[2]	No Charge
• Text Messaging, Local with More – per line ^[2]	No Charge

Directory Listing Services

• Standard Directory Listing ^[3]	No Charge
• Non-published Directory Service, per line	\$4.50
• Non-listed Directory Service, per line	2.20 ^[4]
• Computer/Fax Line Directory Exclusion, per line	No Charge ^[5]
• Additional Listing, per line	Note ^[6]

Modem Lease Fee, up to a maximum of:

• 2-line Modem	\$10.00
• 4-line Modem	10.00

Grandfathered Services

Local with More® ^[7,8]	
• Local with More with Comcast Internet <i>and/or</i> Comcast Video Services	\$24.95
• Local with More only	34.95
• Voice Mail	3.95

[1] Not available with Unlimited Saver.

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

[3] The Standard Directory Listing will be made available at ecolisting.com. Inclusion of Customer listing information (or the accuracy of such information) in the databases of third party directory service providers (whether the information is accessed in print, online, or through a phone operator) is outside the control of Comcast.

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

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

[6] Service is not currently available.

[7] 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.

[8] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 6-24-15.

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TRANSACTIONAL CHARGES

	CHARGE
Directory Assistance Services	
• Domestic Directory Assistance ^[1,2]	
– Standard Directory Assistance	\$2.49/call
– Enhanced Directory Assistance	2.49/call
– Directory Assistance with Call Completion ^[3]	2.99/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 Xfinity 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
• Reactivation Fee, per event	6.00
• Non-published Directory Service, per event	9.95
• Additional Listing Directory Service, per event	Note ^[4]
Repair	
• Service Charge – per technician, per hour	Note ^[2]
• In-Home Repair	Note ^[2]
• Jack Charge (for new jacks), per jack	\$19.95
• Jack Change Charge, per jack	19.95
Change Charges	
• Telephone Number Change	\$18.49
• 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, up to ^[1]	\$9.50
Payment Convenience Fee, up to ^[2]	\$5.99
Returned Check Fee	\$30.00
Unreturned Equipment Fees ^[3]	
• 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 ^[4]	
• 2-Line Modem (DOCSIS 3.0)	\$ 149.00
• 2-Line Modem (DOCSIS 2.0)	99.00
• Backup Battery, up to ^[5]	70.00
Service Protection Plan	\$ 5.95/mo.
Federal Universal Service Fund (USF)	
– Universal Connectivity Charge	Note ^[6]
Regulatory Recovery Fee	
<p>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.</p>	
– Federal Cost Recovery Fee (TRS/Telecom Provider)	4.08%

[1] Charge applied to account balances owed 30 days past the payment due date and each billing period thereafter.

[2] 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.

[3] 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.

[4] Offer subject to product availability. Price shown does not include shipping and handling (where applicable). Contact Comcast for additional information.

[5] XFINITY Voice service will not operate during a power failure without a backup power source. A backup battery for Comcast-provided modems can be purchased for the amount shown. Includes 1 year warranty, 8 hours of standby time and monitoring to determine need for future replacement. Performance will be diminished if not kept dry and within temperature range of -4° to 140° F.

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