

Promotions and Special Offers

Issued January 26, 2005

Effective January 27, 2005

A. Description

From time to time, the Company may make promotions or special offers available to eligible customers through marketing materials or during a marketing contact. A customer's eligibility to participate in promotions or special offers offered by the Company is dependant upon the customer's satisfaction of qualifications and/or restrictions set forth by the Company at the time of the offer.

B. Terms and Conditions

For convenience in setting forth the Company's intent in this Service Guide, the terms "promotions" and "special offers" are used interchangeably.

"You" and "Your" mean current or potential customers.

"Company" means Comcast Phone, LLC and any subsidiaries or affiliates providing service under this Service Guide.

1. To qualify for promotional offerings, you must:

- Receive marketing material from the Company or be offered a promotion during a marketing contact with the Company.
- Enroll in the designated promotion by the date specified in the marketing information or during the contact.
- Enroll in the designated promotion by doing one of the following:
 - Complete and return a written subscription form to the Company.
 - Call a designated number to subscribe.
 - Subscribe during a marketing contact with the Company.
 - Enroll via a Company-designated Internet Website, if available.

2. To participate in a promotion, you may also be required to do one or more of the following:

- Currently have, or choose the Company as your Primary Long Distance Carrier.
- Choose the Company as your Primary Local Toll Carrier.
- Choose the Company as your Local Telephone Company.
- Enroll in, or continue enrollment in a designated Company state, interstate or international offer.

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- Meet a specific long distance toll requirement.
 - Agree to meet other qualifying conditions specified by the Company at the time of enrollment in the promotional offering.
3. **The Company will provide the benefits of the designated promotion until one or more of the following events occur:**
- The Company changes and/or discontinues the designated promotion.
 - The Company is notified that you no longer subscribe to the qualifying service. Discontinuance will be effective as of the date the Company's records show that you no longer subscribe to the qualifying service.
 - You notify the Company that you want to withdraw from the promotion.
 - You no longer agree to a qualifying bill payment arrangement accepted by the Company.
 - The term of the promotional benefit expires.
 - You no longer meet the eligibility requirements outlined in the Company marketing information or explained at the time of enrollment.
4. **If you no longer meet the eligibility requirements of this promotion, you will:**
- Forfeit any promotional benefits not yet received, and
 - Terminate your participation in this promotion.
5. **Promotions may be combinable with other Company offers as outlined in the marketing information provided at the time of enrollment.**
6. **Promotions are offered subject to system and/or facility availability. All promotions may not be available in all areas.**

C. Rates and Charges

1. Promotional benefits are based on the marketing information provided at the time of enrollment and may consist of one or more of the following:
- Free Minutes
 - Bill Credits
 - Monthly Recurring Charge waiver or reductions
 - Prepaid Cards
 - Service Charge waiver or reductions
 - Pricing plan rate reductions

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2. Promotional offerings are subject to applicable fees, surcharges and taxes.

D. International Plus 60 Mexico (Southern California)

1. As of April 6, 2004, this promotion is only available to existing customers who have selected the Company as their local exchange carrier and requested subscription to the following offer. They will receive this plan for \$3.95 per month.
2. Offer is defined as:
 - a. 60 minutes of calls to Mexico and Comcast's preferred rates to all calls terminated internationally for the monthly rate of \$3.95. All calls over 60 minutes to Mexico and calls made to other countries will be billed at the rates designated in the Comcast International Savings Plan Service Guide, and
 - b. Customers must subscribe to Comcast cable AND either a Comcast Connections or Comcast Complete Package (which includes the Comcast Connections Plus, 180 or 300, Any Distance OR the Comcast Complete Plus, 180 or 300 Service Package).
3. Customer must be a current subscriber to Company-provided CableLatino, CableLatino Optimo or Digital Classic with Selecto (or must enroll in said services at the time of their telephone subscription) to initially qualify, and to continue to qualify, for this promotion

E. International Up Selling Initiatives (Texas)

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1. Beginning March 1, 2004 and ending April 30, 2004, existing customers who agree to subscribe to the International Savings Plan will receive this offer.
2. Offer is defined as:

The monthly rate of \$2.95 will be waived for existing customers who subscribe to the International Savings Plan for the first two months of the plan. After the first two months the standard monthly rate of \$2.95 as outlined in the International Savings Plan Service Guide will apply.

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D. Free Haiti International Disaster Calls

1. Billing for calls to Haiti during the period January 12, 2010 through February 11, 2010 will be waived.
2. Offer is subject to the following limitations:
 - Service is not offered for resale and may not be offered by subscriber to others as part of any promotional offer on a free or paid basis.
 - For residential customers, service is limited to subscriber, members of the subscriber's household and occasional guests.
 - For business applications, service is limited to subscriber, employees of the subscriber and occasional guests.

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