

**COMCAST PHONE OF NEW HAMPSHIRE, LLC**

**TERMS & CONDITIONS AND SCHEDULE OF RATES  
FOR TELECOMMUNICATIONS SERVICES  
WITHIN THE STATE OF NEW HAMPSHIRE**

**TABLE OF CONTENTS**

**PAGE NO.**

**1. APPLICATION OF SERVICE**

1.1. GENERAL ..... 1

1.2. EXPLANATION OF SYMBOLS..... 1

1.3. DEFINITION OF TERMS ..... 2

**2. GENERAL REGULATIONS**

2.1. GENERAL ..... 1

    2.1.1. General ..... 1

    2.1.2. Terms and Conditions ..... 1

    2.1.3. Provision of Equipment and Facilities ..... 2

    2.1.4. Release of Information to Carriers..... 3

    2.1.5. Customer Equipment ..... 4

    2.1.6. Abuse and Fraudulent Use ..... 5

2.2. LIABILITY OF THE COMPANY ..... 7

    2.2.1. Service Liability..... 7

    2.2.2. Temporary Suspension for Repairs..... 8

    2.2.3. Credit Allowance for Interruptions ..... 9

    2.2.4. Limitation of Liability..... 10

2.3. OBLIGATIONS OF THE CUSTOMER ..... 11

    2.3.1. Responsibility of the Customer..... 11

    2.3.2. Claims ..... 12

2.4. PAYMENTS AND CHARGES ..... 13

    2.4.1. Establishment and Reestablishment of Credit ..... 13

    2.4.2. Billing and Collection ..... 13

    2.4.3. Billing Disputes ..... 14

    2.4.4. Advance Payments..... 14

    2.4.5. Deposits..... 14

    2.4.6. Returned Check Charge ..... 15

    2.4.7. Late Payment Charge ..... 15

2.5. CANCELLATION AND DISCONTINUANCE OF SERVICE ..... 16

    2.5.1. Cancellation of Service ..... 16

    2.5.2. Discontinuance of Service ..... 16

    2.5.3. Changes in Service..... 18

    2.5.4. Restoration of Service..... 19

    2.5.5. Assignment or Transfer of Service ..... 19

TABLE OF CONTENTS

PAGE NO.

**2. GENERAL REGULATIONS (CONT'D)**

2.6.	PROVISION FOR CERTAIN LOCAL TAXES AND FEES .....	20
2.7.	NOTICES AND COMMUNICATIONS .....	20
2.8.	SPECIAL CONSTRUCTION .....	21

**3. COMCAST DIGITAL PHONE SERVICE**

3.1.	SERVICE CONNECTION AND LINE ACTIVATION CHARGES.....	1
3.1.1.	Description of Charges .....	1
3.1.2.	Rates.....	1
3.2.	MISCELLANEOUS NONRECURRING CHARGES.....	2
3.2.1.	Description of Charges .....	2
3.2.2.	Change of Responsibility.....	2
3.2.3.	Moves, Adds and Changes.....	3
3.2.4.	Change of Telephone Number .....	3
3.2.5.	Restoral of Service.....	4
3.2.6.	Non-Routine Installation and/or Maintenance.....	4
3.2.7.	Repair and Maintenance Premises Visit Charges .....	4
3.2.8.	Primary Interexchange Carrier Change Charge .....	5
3.3.	BUSINESS LOCAL SERVICE.....	6
3.3.1.	Description of Service.....	6
3.3.2.	Rates and Charges.....	6
3.3.3.	Directory Assistance Service .....	7
3.3.4.	Directory Assistance Call Completion Service.....	7
3.3.5.	Operator Service .....	8
3.3.6.	Directory Listings .....	9
3.3.7.	Number Referral Service .....	10
3.4.	BUSINESS LONG DISTANCE.....	10

**4. NETWORK SERVICES**

4.1.	SCHOOLS AND LIBRARIES NETWORK SERVICE.....	1
4.1.1.	Network Service for E-Rate Eligible Institutions .....	1
4.1.2.	Point-to-Point Service.....	2
4.1.3.	Channelized Exchange Service.....	3

## **1. APPLICATION AND REFERENCE**

### **1.1. GENERAL**

This Service Guide applies to the furnishing of Telecommunications Services, defined herein, by Comcast Phone of New Hampshire, LLC (hereinafter referred to as “the Company” or “Comcast”). Services are furnished for the use of end users in placing and/or receiving local telephone calls within the State of New Hampshire. Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

### **1.2. EXPLANATION OF SYMBOLS**

Revisions to this Service Guide are coded through the use of symbols. These symbols appear in the right hand margin of the page. The symbols and their meanings are as follows:

- (C) To signify changed term or condition
- (D) To signify discontinued material
- (I) To signify rate increase
- (M) To signify material moved from or to another part of the Service Guide with no change, unless there is another change symbol present
- (N) To signify new material
- (R) To signify rate reduction
- (T) To signify a change in text but no change in rate, term or condition

## **1. APPLICATION AND REFERENCE**

### **1.3. DEFINITION OF TERMS**

#### Access Line

An arrangement which connects the Customer's location to the Company's designated point of presence or network switching center.

#### Account

The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access line billed to the same Customer address.

#### Authorized User

A person, firm or corporation, or any other entity authorized by the Customer to communicate utilizing the Company's services.

#### Channel

The individual segment(s) of a circuit.

#### Circuit

Facilities and/or equipment necessary to provide a specific service.

#### Commission

The New Hampshire Public Utilities Commission.

#### Company

Refers to Comcast Phone of New Hampshire, LLC

#### Customer

A person or legal entity who has applied for, been accepted, and is currently receiving service.

#### Exchange

A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

## **1. APPLICATION AND REFERENCE**

### **1.3. DEFINITION OF TERMS (CONT'D)**

#### Facilities

Supplemental equipment, apparatus, wiring, cables and other materials and mechanisms necessary to or furnished in connection with communications service.

#### Local Access and Transport Area (LATA)

A geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges, which are grouped to serve common social, economic and other purposes.

#### Long Distance Call

Any call extending beyond the exchange of the caller which is rated on a long distance schedule by a long distance provider.

#### Monthly Rate

A recurring charge, for a period of thirty days, made in conjunction with the provision of a service.

#### Nonrecurring Charge

A onetime charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing service.

#### Point of Presence

Location of the serving central office associated with access to the Company's network.

#### User

A Customer, or any other person authorized by a Customer to use service provided under this Service Guide.