

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

COMCAST PHONE OF OREGON, LLC
183 Inverness Drive West, Suite 200
Englewood, CO 80112
1-800-288-4622

SERVICE GUIDE FOR
TELECOMMUNICATIONS SERVICES

RATES AND CHARGES APPLICABLE TO
RESIDENCE LOCAL SERVICES
WITHIN THE STATE OF OREGON

**This Service Guide replaces in its entirety any version of the Comcast Phone of Oregon, LLC,
Local Exchange Service Guide and any version of the Comcast Phone of Oregon, LLC,
Long Distance Service and Calling Plans Service Guide with a date prior to July 20, 2007.**

Effective Date: July 20, 2007

Issued By: Comcast Phone of Oregon, LLC

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

PAGE NO.

Section 1 – Application of Service Guide

| | | |
|-----|-----------------------------------|---|
| 1.1 | General | 1 |
| 1.2 | Price List Revision Symbols | 1 |

Section 2 – Rules and Regulations

| | | |
|-----|---------------|---|
| 2.1 | General | 1 |
|-----|---------------|---|

Section 3 – Local Serving Areas and Local Calling Areas

| | | |
|-----|--------------------------|---|
| 3.1 | General | 1 |
| 3.2 | Local Serving Area | 1 |
| 3.3 | Local Calling Area | 1 |

Section 4 – Service Connection and Maintenance Charges

| | | |
|-------|--|---|
| 4.1 | General | 1 |
| 4.2 | Service Connection and Line Activation Charges | 1 |
| 4.2.1 | Rates and Charges | 2 |
| 4.3 | Service Change Charges | 3 |
| 4.3.1 | Rates and Charges | 4 |
| 4.4 | Repair and Maintenance Premises Visit Charges | 5 |
| 4.4.1 | Rates and Charges | 5 |

Effective Date: July 20, 2007

Issued By: Comcast Phone of Oregon, LLC

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

PAGE NO.

Section 5 – Local Service

| | | |
|-------|---|----|
| 5.1 | General..... | 1 |
| 5.2 | Residence Local Service..... | 2 |
| 5.2.1 | General..... | 2 |
| 5.2.2 | Service Descriptions..... | 2 |
| 5.2.3 | Rates for Current Service Offerings..... | 14 |
| 5.2.4 | Rates for Grandfathered Service Offerings..... | 15 |
| 5.2.5 | Custom Calling Features..... | 17 |
| 5.2.6 | Oregon Telephone Assistance Program..... | 18 |
| 5.3 | Directory Services..... | 19 |
| 5.3.1 | Directory Listings..... | 19 |
| 5.3.2 | Non-Published Numbers..... | 21 |
| 5.3.3 | Non-Listed Numbers..... | 23 |
| 5.4 | Operator Services..... | 24 |
| 5.4.1 | Referral Services..... | 24 |
| 5.5 | Premium Services..... | 25 |
| 5.5.1 | Custom Calling Features..... | 25 |
| 5.5.2 | Custom Calling Features Available Individually..... | 25 |
| 5.5.3 | Custom Calling Feature Packages..... | 31 |

Effective Date: July 20, 2007

Issued By: Comcast Phone of Oregon, LLC

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

| | <u>PAGE NO.</u> | |
|---|---|-----|
| Section 6 – Message Telecommunications Service | | |
| 6.1 | General..... | 1 |
| 6.2 | Local Calling Plans..... | 1 |
| | 6.2.1 Local Only and Basic Local Only Offers..... | 1 |
| 6.3 | Long Distance Calling Plans..... | 3 |
| | 6.3.1 “By The Minute” Offer..... | 4 |
| | 6.3.2 Block-of-Time Offers..... | 5 |
| | 6.3.3 Calling Plans..... | 7 |
| | 6.3.4 Conversion Calling Plans..... | 10 |
| Section 7 – Operator Assisted Services | | |
| 7.1 | Operator Services..... | 1 |
| | 7.1.1 General..... | 1 |
| | 7.1.2 Operator Station..... | 1 |
| | 7.1.3 Person-to-Person..... | 1 |
| | 7.1.4 Rates and Charges..... | 2 |
| 7.2 | [Reserved for Future Use]..... | 3 |
| | | (D) |
| | | |
| | | (D) |
| 7.3 | Directory Assistance Service..... | 4 |
| | 7.3.1 General..... | 4 |
| | 7.3.2 Availability..... | 4 |
| | 7.3.3 Regulations..... | 4 |
| | 7.3.4 Rates and Charges..... | 5 |
| 7.4 | Directory Assistance Call Completion Service..... | 6 |
| | 7.4.1 General..... | 6 |
| | 7.4.2 Regulations..... | 6 |
| | 7.4.3 Rates and Charges..... | 7 |

Effective Date: August 15, 2008

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

TABLE OF CONTENTS

PAGE NO.

Section 8 – Miscellaneous Services

| | | |
|-----|---|---|
| 8.1 | 900/976 Call Blocking | 1 |
| | 8.1.1 General | 1 |
| | 8.1.2 Regulations..... | 1 |
| | 8.1.3 Rates and Charges | 1 |
| 8.2 | Toll Restriction | 2 |
| | 8.2.1 General | 2 |
| | 8.2.2 Regulations..... | 2 |
| | 8.2.3 Rates and Charges | 3 |
| 8.3 | Universal Emergency Telephone Number Service (911, E911)..... | 4 |
| | 8.3.1 General | 4 |
| | 8.3.2 Regulations..... | 4 |

Section 9 – Network Services

| | | | |
|-----|--|---|-----|
| 9.1 | Schools and Libraries Network Service | 1 | (N) |
| | 9.1.1 Network Service for E-Rate Eligible Institutions | 1 | |
| | 9.1.2 Point-to-Point Service | 2 | |
| | 9.1.3 Channelized Exchange Service | 3 | (N) |

Effective Date: July 15, 2008

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

APPLICATION OF SERVICE GUIDE

1.1 GENERAL

This service guide applies to the furnishing of Telecommunications Services, defined herein, by Comcast Phone of Oregon, 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 Oregon. Certain offers include bundled interstate and international calling capability. Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

The provision of Telecommunications Services, and the various options, is subject to the existing regulations, terms, and conditions specified in the Service Agreement for Telecommunications Services, this service guide, and in the Comcast Interstate and International Service Guides (located at <http://www.comcast.com/tariffs>), and may be revised, added to, or supplemented by superseding issues.

Comcast reserves the right, through appropriate service guide updates to its website, to offer its Customers a variety of services as deemed appropriate by the Company.

1.2 PRICE LIST REVISION SYMBOLS

These symbols will appear in the right hand margin, when applicable.

- (C) - To signify changed condition
- (D) - To signify discontinued rate, regulation or material
- (I) - To signify rate increase
- (M) - To signify material transferred from another sheet or place in the price list
- (N) - To signify new rate, regulation, condition, or sheet
- (R) - To signify rate reduction
- (T) - To signify a change in text for clarification, but no change in rate, regulation, or condition

Effective Date: July 20, 2007

Issued By: Comcast Phone of Oregon, LLC