

**SERVICE GUIDE FOR
TELECOMMUNICATIONS SERVICES**

PROVIDED BY

COMCAST PHONE OF VERMONT, LLC

WITHIN THE STATE OF VERMONT

THIS SERVICE GUIDE CONTAINS THE DESCRIPTIONS, REGULATIONS, AND RATES APPLICABLE
TO THE FURNISHING OF SERVICES AND FACILITIES PROVIDED BY COMCAST PHONE OF
VERMONT, LLC WITH PRINCIPAL OFFICES AT:
ONE COMCAST CENTER
PHILADELPHIA, PA 19103

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1. APPLICATION OF SERVICE GUIDE

1.1. GENERAL

This Service Guide applies to the furnishing of Telecommunication Services, defined herein, by Comcast Phone of Vermont, LLC (hereinafter referred to as the "Company"). Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available.

In addition to the regulations and charges herein, this Service Guide is subject to specific regulations as may be prescribed by the Vermont Public Service Board.

1.2. SERVICE GUIDE REVISION 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 listing, rule, or condition which may affect rates or charges.
- (D) To signify discontinued material, including listing, rate, rule or condition.
- (I) To signify a rate increase.
- (M) To signify material relocated from or to another part of schedules with no change in text, rate, rule or condition.
- (N) To signify new material including listing, rate, rule or condition.
- (R) To signify a rate reduction.
- (T) To signify change in wording of text but no change in rate, rule or condition.

1. APPLICATION OF SERVICE GUIDE

1.3. DEFINITIONS

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.

"Commission" or "P.S.B."

The Vermont Public Service Board or Vermont Department of Public Service

Company

Whenever used in this Service Guide, "Company", or "Comcast" refers to Comcast Phone of Vermont, LLC, unless otherwise specified.

Customer

The person, firm, corporation or governmental unit which orders Service and which is responsible for the payment of charges and for compliance with the Company's Service Guide regulations. A Customer is considered to be an account for billing purposes. The term Customer also includes an entity that remains presubscribed to the Company Service after its account(s) are removed from the Company's billing system, subsequently continues to use Company's network, and is billed by a local exchange carrier for such use, or otherwise uses Service for which no other Customer is obligated to compensate the Company.

1. APPLICATION OF SERVICE GUIDE

1.3. DEFINITIONS (CONT'D)

Customer Premises

The customer premises is all space in the same building occupied by a customer and all space occupied by the same customer in different buildings on contiguous property.

Facilities

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

Service Area

The area in which the Company has the capability to provide local telephone service.

User

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