

**COMCAST PHONE OF VIRGINIA, LLC**

**ACCESS SERVICES  
TARIFF V.S.C.C. No. 3**

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**5. MISCELLANEOUS SERVICES**

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VA11-003

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**5. MISCELLANEOUS SERVICES**

**5.1. [RESERVED FOR FUTURE USE]**

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**5. MISCELLANEOUS SERVICES**

**5.2. SERVICE CHANGE DISPUTE**

If an End User disputes a change in service, the Company will investigate the origin of the change. If the change was due to a Company error, the original service will be restored free of charge. If the change was submitted by a Customer or a third party and either the Customer or the third party is unable to produce evidence of the End User's consent then the responsible Customer or third party will be responsible for all charges and penalties associated with the unauthorized change.

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**5.3. SPECIAL ASSEMBLIES AND INDIVIDUAL CASE BASIS ARRANGEMENTS**

Arrangements will be developed on an Individual Case Basis (ICB) in response to a bona fide request from a Customer or prospective customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB and special assembly rates will be offered to the Customer in writing and on a nondiscriminatory basis.

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**5. MISCELLANEOUS SERVICES**

**5.4. [RESERVED FOR FUTURE USE]**

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