

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

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**LOCAL SERVICE**

**5.1 GENERAL**

Comcast Local Service provides the Customer with an access line and usage within a Local Calling Area for the transmission of two-way interactive switched voice or data communications. All Local Service offerings are grandfathered to existing service arrangements at existing locations for Customers of record as of December 18, 2006, unless a prior date is indicated. **All Local Service offerings are discontinued effective November 28, 2007.**

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The Company's services are furnished subject to the availability of facilities within the Local Serving Area and are subject to the terms and conditions of this service guide.

Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company.

Local Service is subject to monthly recurring charges, per minute usage rates, and, for certain call types, service charges, on a per access line basis.

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Effective Date: November 28, 2007

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Issued By: Comcast Phone of Washington, LLC

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.1 GENERAL

Service is classified as residence service and residence rates apply when the service is furnished at a location used primarily for domestic purposes, typically containing cooking and sleeping facilities. The directory listing for such service is limited to a residential listing. **All Local Service offerings are discontinued effective November 28, 2007.**

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5.2.2 SERVICE DESCRIPTIONS

Digital Phone Service is offered as a stand-alone offer or in conjunction with an associated long distance service provided by the Company.

A. Local Only Offer – Grandfathered 12/18/06 [1,2,3,4]

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1. The Local Only Offer is provided as a stand-alone local offer not associated with a long distance service. Long distance service as set forth in 6.2.1, following, is available for use in conjunction with Local Only service. The Local Only Offer is subject to monthly recurring charges on a per access line basis.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] Customers who subscribed to Consumer Local Service from June 23, 2000, through August 17, 2001, will retain the Three Feature Package. At such time any change is made to the account or service, the Customer will revert to the then available Features and Feature Packages.

[3] Customers who subscribed to Consumer Local Service prior to June 23, 2000, will retain the introductory Ten Feature Package. At such time any change is made to the account or service, the Customer will revert to the then available Feature Package offering.

[4] All Local Service offerings are discontinued effective November 28, 2007.

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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

- A. Local Only Offer – Grandfathered 12/18/06 [1,2,3,4] (Cont'd) (C)
2. The Local Only Offer also includes the Basic Local Only Offer that was grandfathered to existing Customers effective August 17, 2001. The Basic Local Only Offer provided eligible Customers with a local access line, touch-tone service and unlimited calls within the Customer's local calling area. At such time any change is made to the account or service, the Customer will revert to one of the then available local service offers.
  3. Customers subscribing to plans requiring Company subscription for Intrastate and Interstate long distance who subsequently select an alternate Intrastate or Interstate Carrier become Local Only customers and are subject to applicable monthly charges for custom calling features set forth in 5.5.2, following, and toll usage rates set forth in 6.2.1, following.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] Customers who subscribed to Consumer Local Service from June 23, 2000, and prior to August 17, 2001, will retain the Three Feature Package. At such time any change is made to the account or service, the Customer will revert to the then available Features and Feature Packages.

[3] Customers who subscribed to Consumer Local Service prior to June 23, 2000, will retain the introductory Ten Feature Package. At such time any change is made to the account or service, the Customer will revert to the then available Feature Package offering.

[4] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

**SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES**

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**LOCAL SERVICE**

**5.2 RESIDENCE LOCAL SERVICE**

**5.2.2 SERVICE DESCRIPTIONS**

- A. Local Only Offer - Grandfathered 12/18/06 [1, 2] (Cont'd) (C)

4. Local Only service is available in the following configurations:

- a. Local Only – Grandfathered 12/18/06 [1,2] (C)

The Local Only Offer provides customers with a local access line, touch-tone service, and unlimited calling within the customer's local calling area. Optional Custom Calling Features are available for an additional monthly charge, as specified in this Service guide. The customer may add additional access lines, up to a total of four lines per account.

- b. Multi-line Local Only – Grandfathered 8/17/01[1,2] (C)

For customers ordering service prior to June 23, 2000, this service included the Ten Feature Package described in 5.5.3.B, following. For customers ordering service on or after June 23, 2000 but prior to August 17, 2001, this service included the Three Feature Package described in 5.5.3.A, following.

- B. Washington Telephone Assistance Program – Grandfathered 6/28/05 [1,2] (C)

Provides eligible Customers as specified in 5.2.7, following, with the Local Only Offer as described in 5.2.2.A. This service is grandfathered to Customers who subscribed prior to June 28, 2005. Customers who had subscribed to the Washington Telephone Assistance Program (WTAP) and change or disconnect service, or are found to be ineligible for this service, on or after June 28, 2005, may not re-subscribe at a later date.

- [1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.  
[2] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE  
5.2.2 SERVICE DESCRIPTIONS (CONT'D)

C. Integrated Offering – Grandfathered 12/18/06 [1,2] (C)

The Integrated Offering is provided in conjunction with an associated long distance service provided by the Company. Customers who order the Integrated Offering must be presubscribed to the Company for both Intrastate and Interstate long distance.

The Integrated Offering is subject to monthly recurring charges and/or per minute usage, on a per access line basis. Each of the following offers provides customers with the option of one to four access lines. The customer may add one additional line per offer, up to a total of four lines per single-family account. For each local access line a customer may subscribe to one of the following options.

1. Block of Time Offers – Grandfathered 12/18/06 [1,2] (C)

The following Block of Time plans provide the customer with unlimited calls within their Local Calling Area and a specified amount of long distance calling for a flat monthly fee. The following types of calls do not apply towards minutes included in any of the block-of-time plans listed below: Operator Assisted calls, Calling Card calls, Information Service Provider calls (i.e., 976, 900), international calls, or calls to toll free dialing numbers. Block of Time usage is measured per month, based on all applicable usage on all lines associated with the account. Unused portions of the monthly allowance will not be credited to a subscriber's account, carried over to another month, or transferred to another account.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

C. Integrated Offering (Cont'd)

1. Block of Time Offers

- a. 180 Minute Block of Time Offer – Grandfathered 12/18/06 [1,2] (C)

The 180 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 180 minutes of domestic long distance calling per monthly billing period. Additional Intrastate long distance calling will be rated on a per minute basis as specified in Section 6.3.2.A.1, following. Optional Custom Calling features are available for an additional monthly charge, as specified in Section 5.5.2.Y, following.

- b. 300 Minute Block of Time Offer – Grandfathered 12/18/06 [1,2] (C)

The 300 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 300 minutes of domestic long distance calling per monthly billing period. Additional Intrastate long distance calling will be rated on a per minute basis as specified in Section 6.3.2.A.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in Section 5.5.2.Y, following.

- [1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.
- [2] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

C. Integrated Offering

1. Block of Time Offers (Cont'd)

- c. 600 Minute Block of Time Offer – Grandfathered 8/6/03 [1,2] (C)

The 600 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 600 minutes of domestic long distance calling per monthly billing period. Additional Intrastate long distance calling will be rated on a per minute basis as specified in Section 6.3.2.A.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in Section 5.5.2.Y, following.

- d. 1000 Minute Block of Time Offer – Grandfathered 8/6/03 [1,2] (C)

The 1000 Minute Block of Time offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and 1000 minutes of domestic long distance calling per monthly billing period. Additional intrastate long distance calling will be rated on a per minute basis as specified in Section 6.3.2.A.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in Section 5.5.2.Y, following.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

C. Integrated Offering (Cont'd)

2. "By the Minute" Offers

- a. \$.07 By the Minute – Grandfathered 12/18/06 [1,2] (C)

This offer provides the customer with a local access line, touch-tone service, unlimited calls within the customer's local calling area, and intrastate long distance calling rated on a per minute basis as specified in Section 6.3.1, following. Optional Custom Calling Features are available for an additional monthly charge, as specified in Section 5.5.2.Y, following.

- b. \$.12 Per Minute Plan – Grandfathered 8/6/03 [1,2] (C)

This plan provides the customer with a \$.12 per minute rate for long distance calling as set forth in Section 6.3.3.A.

- c. \$.05 Cent Off-Peak Calling Plan – Grandfathered 8/6/03 [1,2] (C)

This plan provides peak and off-peak period calling per-minute rates set forth in Section 6.3.3.B.

3. Integrated Multi-line – Grandfathered 8/17/01 [1,2] (C)

The Integrated Multi-line option provides (at a unified price in one to four line increments) a line, unlimited local usage, select Custom Calling Features, and designated usage.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007



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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS (CONT'D)

D. Service Packages

The Customer must select Comcast as their local exchange carrier, primary intraLATA carrier, and primary interLATA carrier, and retain these selections for the duration of service under these Packages.

1. Comcast Connections™ Plus – Grandfathered 12/18/06 [1,2] (C)

Provides a local access line in combination with the Value Feature Package and the By The Minute usage component (as described in Sections 5.5.3.E and 6.3.1, following).

2. Comcast Connections™ 180 – Grandfathered 12/18/06 [1,2] (C)

Provides a local access line in combination with the Value Feature Package and the 180 minute Block of Time usage component (as described in Sections 5.5.3.E and 6.3.2.A, following).

3. Comcast Connections™ 300 – Grandfathered 12/18/06 [1,2] (C)

Provides a local access line in combination with the Value Feature Package and the 300 minute Block of Time usage component (as described in Sections 5.5.3.E and 6.3.2.B, following).

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)  
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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

D. Service Packages (Cont'd)

4. Comcast Complete™ Plus – Grandfathered 12/1/8/06 [1,2] (C)  
Provides a local access line in combination with the Premium Feature Package and the By The Minute usage component (as described in Sections 5.5.3.F and 6.3.1, following).
5. Comcast Complete™ 180 – Grandfathered 12/18/06 [1,2] (C)  
Provides a local access line in combination with the Premium Feature Package and the 180 minute Block of Time usage component (as described in Sections 5.5.3.F and 6.3.2.A, following).
6. Comcast Complete™ 300 – Grandfathered 12/18/06 [1,2] (C)  
Provides a local access line in combination with the Premium Feature Package and the 300 minute Block of Time usage component (as described in Sections 5.5.3.F and 6.3.2.B, following).

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)  
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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

D. Service Packages (Cont'd)

7. Comcast Connections Any Distance™ Plan – Grandfathered 12/18/06 [1,2] (C)

The Comcast Connections Any Distance Plan provides the residential Customer with one access line, unlimited local calling, Caller ID, Call Waiting, Caller ID with Call Waiting, Call Return, LD Alert, and unlimited direct-dialed long distance calling. Additional access lines and custom calling features (excluding Call Forwarding Remote Access) may be ordered by the Customer on an a la carte basis at an additional charge.

To subscribe to the Comcast Connections Any Distance Plan, the Customer must select Comcast as their local exchange carrier, primary intraLATA carrier, and primary interLATA carrier, and retain these selections for the duration of service under this Plan. Customers who subsequently select an alternate interLATA or interstate carrier become Local Only customers and are subject to applicable monthly charges for Custom Calling Features as described in Section 5.5.2, following, and toll usage rates as described in Section 6.2.1, following.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)  
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Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

D. Service Packages

7. Comcast Connections Any Distance™ Plan

– Grandfathered 12/18/06 [1,2] (Cont'd)

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The Comcast Connections Any Distance Plan is offered subject to the availability of existing facilities and systems. Service is limited to residential voice applications, and the use of service is limited to the Customer, members of the Customer's household, and occasional guests. The use of the service for commercial applications, resale, internet access, or telemarketing is prohibited. In addition, the use of auto dialers, polling devices, remote access to call forwarding, three-way calling (other than incidental usage) and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited. Participation may be terminated for Customers who utilize service in a manner or for a purpose other than those described herein.

Due to the bulk nature of the usage, call detail is not automatically provided on the monthly billing statement. Upon Customer request, such detail will be provided under separate cover at no charge.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007.  
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Effective Date: November 28, 2007

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.2 SERVICE DESCRIPTIONS

D. Service Packages (Cont'd)

8. Comcast Complete™ Value Plan – Grandfathered 12/18/06 [1,2] (C)

The Comcast Complete Value Plan provides the residential Customer with one access line, unlimited local calling, the Premium Package of Custom Calling Features as described in Section 5.5.3.F, following, and domestic long distance calling for \$.05 per minute at no additional monthly recurring charge as described in Section 6.3.3.C, following. Additional access lines and custom calling features may be ordered by the Customer on an a la carte basis at an additional charge.

To subscribe to the Comcast Complete Value Plan, the Customer must select Comcast as their local exchange carrier, primary intraLATA carrier, and primary interLATA carrier, and retain these selections for the duration of service under this Plan. Customers who subsequently select an alternate intraLATA, interLATA, or interstate provider become Local Only customers and are subject to applicable monthly charges for Custom Calling Features as described in Section 5.5.2, following, and long distance usage rates as described in Section 6.2.1, following.

The Comcast Complete Value Plan is offered subject to the availability of existing facilities and systems.

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[2] All Local Service offerings are discontinued effective November 28, 2007. (C)  
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Effective Date: November 28, 2007

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE (CONT'D)

5.2.3 RATES FOR CURRENT SERVICE OFFERINGS [1]

	NONRECURRING CHARGE	MONTHLY RATE
A. Local Only		
B. Integrated Offer		
C. Service Packages		
D. Additional Exchange Access Lines		

[1] Comcast Digital Phone service is grandfathered to existing service arrangements at existing locations for Customers of record as of December 18, 2006, unless a prior date is indicated. Rates are located in Section 5.2.4, Rates for Grandfathered Service Offerings.

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE (CONT'D)

5.2.4 RATES FOR GRANDFATHERED SERVICE OFFERINGS

A. Stand Alone Local Service Offers

	NONRECURRING CHARGE	MONTHLY RATE [1]				
1. Local Only – Grandfathered 11/18/06 [2,3]		\$12.25				(C)
		MONTHLY CHARGE [1]				
		<u>1 line</u>	<u>2 lines</u>	<u>3 lines</u>	<u>4 lines</u>	
2. Multi-line Local Only– Grandfathered 8/17/01 [2,3]	\$23.95	\$33.95	\$43.95	\$53.95		(C)
3. Basic Local Only Offer – Grandfathered 8/17/01 [2,3]	12.00					(C)
4. Washington Telephone Assistance Program, Single Line Service – Grandfathered 6/28/05 [2,3]	8.00					(C)

[1] The federally-mandated Subscriber Line Charge and other applicable taxes are also billed.

[2] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[3] All Local Service offerings are discontinued effective November 28, 2007. (C)

Effective Date: November 28, 2007

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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.4 RATES FOR GRANDFATHERED SERVICE OFFERINGS (CONT'D)

B. Integrated Offering		<b>MONTHLY RATE [1]</b>		
1. Line Component [2, 3]				
Primary Access Line – Grandfathered 12/18/06		12.25	(C)	
2. Usage Component [2, 3]				
- 180 Minute Block of Time – Grandfathered 12/18/06		11.95	(C)	
- 300 Minute Block of Time – Grandfathered 12/18/06		17.95		
- 600 Minute Block of Time – Grandfathered 8/6/03		\$33.95		
- 1000 Minute Block of Time – Grandfathered 8/6/03		54.95		
3. By the Minute Plans [2, 3]				
- \$.12 Per Minute Plan – Grandfathered 8/6/03		--	(C)	
- \$.05 Off-Peak Plan – Grandfathered 8/6/03		2.95		
- By-The- Minute – Grandfathered 12/18/06		2.95		
4. Integrated Multi-line –				
Grandfathered 8/17/01 [2, 3]				
	<b>MONTHLY CHARGE [1]</b>			
	<u>1 line</u>	<u>2 lines</u>	<u>3 lines</u>	<u>4 lines</u>
a. “By The Minute” Offer	\$23.95	\$33.95	\$43.95	\$53.95
b. 180 Minute Block-of-Time Offer	33.95	40.95	47.95	54.95
c. 300 Minute Block-of-Time Offer	38.95	45.95	52.95	59.95

[1] The federally-mandated Subscriber Line Charge and other applicable taxes are also billed.

[2] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.

[3] All Local Service offerings are discontinued effective November 28, 2007. (C)

Effective Date: November 28, 2007



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LOCAL SERVICE

5.2 RESIDENCE LOCAL SERVICE

5.2.4 RATES FOR GRANDFATHERED SERVICE OFFERINGS (CONT'D)

C. Service Packages – Grandfathered 12/18/06 [1,3]	MONTHLY RATE [2]	(C)
- Comcast Connections Plus, each	22.95	
- Comcast Connections 180, each	31.95	
- Comcast Connections 300, each	37.95	
- Comcast Complete Plus, each	27.95	
- Comcast Complete 180, each	36.95	
- Comcast Complete 300, each	42.95	
- Comcast Connections Any Distance, each	49.99	
- Comcast Complete Value, each	27.95	
D. Additional Exchange Access Lines – Grandfathered 12/18/06 [1,3]		(C)
- Additional Line, each	11.00	

5.2.5 CUSTOM CALLING FEATURES

Optional Custom Calling Features are available as described in Section 5.5 for a monthly charge as specified in the service guide.

5.2.6 EMPLOYEE CONCESSION SERVICE

Employee Concession Service is discontinued effective December 31, 2006.

- 1] Grandfathered to existing service arrangements at existing locations for Customers of record as of the date indicated.
- [2] The federally-mandated Subscriber Line Charge and other applicable taxes are also billed.
- [3] All Local Service offerings are discontinued effective November 28, 2007. (C)

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Effective Date: November 28, 2007

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**LOCAL SERVICE**

**5.2 RESIDENCE LOCAL SERVICE (CONT'D)**

**5.2.7 WASHINGTON TELEPHONE ASSISTANCE PROGRAM [1]**

(C)

A. General

**This service was grandfathered to Customers who subscribed prior to June 28, 2005, and is discontinued effective November 28, 2007.** Customers who had subscribed to the Washington Telephone Assistance Program (WTAP) and change or disconnect service, or are found to be ineligible for this service, on or after June 28, 2005, may not resubscribe at a later date.

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The Washington Telephone Assistance Program (WTAP) is designed to help low income households afford access to local telephone service. The program is only available to Customers who meet eligibility requirements established by the State of Washington.

B. Eligibility

1. Certain qualifying residential customers are eligible for service under the WTAP. Eligibility requirements are specified in the appropriate sections of the Washington Administrative Code (WAC). For eligible Customers, the program includes the following:
  - a. A statewide rate, as established by the WUTC, for the lowest grade of residential flat rate service.
  - b. A waiver of any deposit for local service.
  - c. A 50% reduction in the installation charges associated with installing the access line.

C. Funding

In compliance with State of Washington regulations, a monthly surcharge rate is assessed on each residence line to fund the WTAP.

[1] All Local Service offerings are discontinued effective November 28, 2007.

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Effective Date: November 28, 2007

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**LOCAL SERVICE**

**5.2 RESIDENCE LOCAL SERVICE (CONT'D)**

**5.2.8 Money Back Guarantee**

A. General

The Money Back Guarantee is available to first-time Customers during the initial 30 days of service. Qualifying Customers are limited to a single credit. This offer is not available in addition to, or in combination with, any other satisfaction-related credit or offer.

B. Qualifications

1. The Customer must send written notification to advise the Company of his/her material dissatisfaction. Correspondence must be postmarked within 30 days of the initial installation of service and addressed to:  
Comcast Digital Phone Service  
30-Day Money Back Guarantee  
P. O. Box 8004  
Bothell, WA 98082
2. The Company, at its sole discretion, will provide qualifying Customers with a credit on the Customer's bill, a check, coupon, or other consideration of like value.
3. Excess credit remaining after all final bill charges have been satisfied will be refunded to the Customer by check within 10 weeks of the date of disconnection of service.
4. Money Back Guarantee credit is exclusive of usage sensitive charges and is limited to the following products and services:
  - a. Basic Exchange Service Packages
  - b. Additional Lines
  - c. Custom Calling Features

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**LOCAL SERVICE**

**5.3 DIRECTORY SERVICES**

**5.3.1 Directory Listings**

The Company does not publish a directory of Customer listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of another local exchange carrier. The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying Customer's telephone number and as an aid to the use of telephone service.

A. Regulations

1. The listings of Customers, either without charge or at the rate specified within this service guide for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by Customers or prospective Customers, the Company will not be a party to controversies between Customers as a result of the publication of such listings in the directories.
2. The length of any listing may be limited to one line in the directory by use of abbreviations when the clearness of the listing and the identification of the Customer is not impaired.
3. The Company is not liable for damages arising from errors or omissions in the making up or printing directories or in accepting listings as presented by the Customer.
4. The Customer will receive one free standard listing in the alphabetical section of the directory that serves the Customer's location. A monthly charge will apply to additional listings while the directory containing such listing is in effect.
5. The Customer may request a Foreign Listing, which is a listing entered in the alphabetical list of a directory other than that in which the Customer is regularly listed.
6. A nonrecurring charge will apply for any Customer-requested change in listing, as specified in Section 4.3.1.

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**LOCAL SERVICE**

**5.3 DIRECTORY SERVICES**

**5.3.1 Directory Listings (Cont'd)**

B. Rates and Charges

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Rate</u></b>
1. Standard Alphabetical Listing	--	No Charge
2. Additional Alphabetical Listing	--	\$ 1.50
3. Foreign Listing	--	0.60

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**LOCAL SERVICE**

**5.3 DIRECTORY SERVICES (CONT'D)**

**5.3.2 Non-Published Numbers**

A. General

Non-Published telephone numbers are listed in neither the directories nor Directory Assistance records available to the general public.

B. Regulations

Incoming calls will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct, or the right, if any, of the Customer to seek any legal remedies available for the same, is not limited by this service guide. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for that non-published number for the affected period.

Except as provided above, the Customer holds the Company harmless for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication/non-publication of the Non-Published Number or the disclosing/non-disclosing of said number to any person.

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**LOCAL SERVICE**

**5.3 DIRECTORY SERVICES**

**5.3.2 Non-Published Numbers (Cont'd)**

C. Lines Dedicated to Data Usage

The Customer may request that lines ordered solely for data usage (i.e., computers, fax machines, etc.) be non-published without charge where:

1. such service is provided for the same Customer at the same address as the Customer's Company-provided primary service,
2. the Customer's primary listing is either published or the Customer is paying a monthly recurring charge to have the primary listing non-published or non-listed, and
3. the non-published directory assistance listing is in the Customer's name.

C. Rates and Charges

	<b>Nonrecurring <u>Charge</u></b>	<b>Monthly <u>Rate</u></b>
Each Number	--	\$ .75

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**LOCAL SERVICE**

**5.3 DIRECTORY SERVICES (CONT'D)**

**5.3.3 Non-Listed Numbers**

A. General

Non-Listed telephone numbers are not listed in the directories but are included in Directory Assistance records available to the general public.

B. Regulations

The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this service guide. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of a non-listed number in the directory, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for that non-listed number for the affected period.

Except as provided above, the Customer holds the Company harmless for any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication of the non-listed number.

C. Rates and Charges

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Rate</u></b>
Each Number	--	\$ .60

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**LOCAL SERVICE**

**5.4 OPERATOR SERVICES**

**5.4.1 Referral Services**

A. General

The Company will provide an announcement referring callers to a Customer's new telephone number as described below.

1. Upon disconnection of a line, for purposes other than nonpayment,
2. A Company-directed telephone number change, or
3. A number change related to changes in service.

B. Basic Referral Service

Basic Referral Service is provided free of charge for the first thirty (30) days.

C. Extended Referral Service

The Customer may also order Extended Referral Service for an additional thirty (30) days at the one-time charge indicated below. This charge will appear on the final bill for the disconnected telephone service.

D. Rates and Charges

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Rate</u></b>
Basic Referral Service	--	--
Extended Referral Service	\$2.00	--

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.1 Custom Calling Features**

Custom Calling Features are available with Comcast Phone Local Service. Customers may order features individually or as part of a Feature Package, as shown below. Monthly Recurring Charges associated with features are applied on a per access line basis, and are in addition to any other applicable charges. Usage charges also apply to some features.

**5.5.2 Custom Calling Features Available Individually**

The Customer may order any one or more of the following optional features:

A. Anonymous Call Rejection

This feature allows the Customer to reject calls from callers who have blocked identification of their telephone number to Caller ID display devices.

B. Call Forwarding Remote Access

Allows a Customer to activate or deactivate Call Forwarding from a line other than their base station line. The Customer uses a Personal Identification Number (PIN) to access Call Forwarding with Remote Access.

C. Call Forwarding Selective

This feature enables a Customer to program their telephone to forward calls from a selected list of up to 12 telephone numbers to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

D. Call Forwarding Variable

This feature enables a Customer to program their telephone to forward all incoming calls to another telephone number. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.2 Custom Calling Features Available Individually (Cont'd)**

E. Call Return

This feature allows a Customer to recall the last incoming call by dialing a preset code. If the called number is busy, automatic processing of the call continues for up to 30 minutes until both lines are idle unless the Customer dials the deactivation code. Calls returned outside the local calling area are subject to toll charges. This feature is available on a pay-per-use basis up to a monthly maximum charge as well as unlimited usage for a monthly recurring charge. Customers who choose the pay-per-use option are billed per activation, regardless of whether or not the attempted call is completed.

F. Call Return Blocking

This feature blocks the Customer's capability to use the Call Return pay-per-use feature.

G. Call Screening

This feature provides the Customer with the ability to prevent calls from an unwanted caller.

H. Call Trace

Call Trace allows the Customer to initiate an automatic trace of the last call received. After receiving a call that is to be traced, the Customer dials a code and the traced number is automatically sent to the Company. The Customer will not receive the telephone number of the party who called. The Company will hold the traced telephone number for release to the appropriate law enforcement personnel.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.2 Custom Calling Features Available Individually (Cont'd)**

I. Call Waiting

The Call Waiting feature enables a Customer already on a call to be notified of another call by the sound of a Call Waiting tone. The Customer may place the existing call on hold and answer the new call. The Call Waiting feature may be canceled by dialing a preset code.

J. Caller ID

Caller ID offers both the incoming calling number and name. The Customer must have a special Caller ID unit that accommodates this feature.

K. Caller ID Blocking Per Line

This feature blocks the display of the Customer's name and telephone number to Caller ID customers on all calls made from the subscribed line.

L. Caller ID Blocking Per Call

This feature allows the Customer to block the display of their name and number to the person they are calling on a per-call basis.

M. Custom Ring

This feature enables the Customer to have as many as two telephone numbers associated with a single line. Each number when dialed will result in a distinctive ring that enables the Customer to determine which number is being called.

N. Distinctive Ring Service

Provides the Customer with the ability to build and maintain a list of up to 12 telephone numbers in order to differentiate their calls from all other callers.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.2 Custom Calling Features Available Individually (Cont'd)**

O. LD Alert

This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting tone or ring to incoming Long Distance calls. LD Alert is available at no additional charge to Customers who also subscribe to Call Waiting; Customers who subsequently disconnect Call Waiting and retain the LD Alert feature are subject to the monthly recurring charge.

P. Prohibit Billed to Third Number Calls

Allows the Customer to prevent all Billed to Third Number calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

Q. Prohibit Collect Calls

Allows the Customer to prevent all Collect calls from being billed to their telephone number, provided the transmitting operator checks the validation database.

R. Prohibit Billed to Third and Collect Calls

This feature combines the Prohibit Billed to Third Number Calls and Prohibit Collect Calls functionality.

S. Repeat Dialing

Allows the Customer to have calls automatically redialed for up to 30 minutes when the first attempt reaches a busy number. This feature is available on a per-use basis up to a monthly maximum charge as well as unlimited usage for a monthly recurring charge.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.2 Custom Calling Features Available Individually (Cont'd)**

T. Repeat Dialing Restrict

This feature blocks the Customer's capability to use the Repeat Dialing pay-per-use feature.

U. Speed Dialing 8

This feature allows the Customer to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits. Up to eight numbers may be stored in memory.

V. Speed Dialing 30

This feature allows the Customer establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits. Up to 30 numbers may be stored in memory.

W. Three-Way Calling

This feature allows the Customer to connect a third party call to an existing call, thereby establishing a three-way conference call. The Customer assumes financial responsibility for all calling charges generated by the use of this feature.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.2 Custom Calling Features Available Individually (Cont'd)**

Y. Rates and Charges

	<u>Charge Per Call</u>	<u>Monthly Cap</u>	<u>Monthly Charge</u>
A. Anonymous Call Rejection	-	-	\$ 4.00
B. Call Forwarding Remote Access	-		\$ 4.50
C. Call Forwarding Selective	-		\$ 3.00
D. Call Forwarding Variable	-		\$ 2.00
E. Call Return	\$ 0.75	\$ 3.00	\$ 2.50
F. Call Return Blocking	-		\$ 0.00
G. Call Screening	-		\$ 4.50
H. Call Trace	\$ 2.50		--
I. Call Waiting	-		\$ 2.50
J. Caller ID	-		\$ 5.50
K. Caller ID Blocking Per Line	-		\$ 0.00
L. Caller ID Blocking Per Call	-		\$ 0.00
M. Custom Ring			\$ 4.50
N. Distinctive Ring Service	-		\$ 2.00
O. LD Alert [1]			\$ 1.50
P. Prohibit Billed to Third Number Calls	-		\$ 0.00
Q. Prohibit Collect Calls	-		\$ 0.00
R. Prohibit Billed to Third Number and Collect Calls	-		\$ 0.00
S. Repeat Dialing	\$ 0.50	\$ 3.50	\$ 3.00
T. Repeat Dialing Restrict	-		\$ 0.00
U. Speed Dialing 8	-		\$ 1.50
V. Speed Dialing 30	-		\$ 2.50
W. Three-Way Calling	-		\$ 2.50

[1] Monthly rate does not apply if Call Waiting is provisioned on the same line.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES (CONT'D)**

**5.5.3 Custom Calling Feature Packages**

A. Three Feature Package

Includes Call Waiting, Caller ID, and Three-Way Calling.

Beginning August 17, 2001, the Three Feature Package described above is no longer available for selection. Customers having subscribed to the Three Feature Package prior to August 17, 2001, may retain that package until such time as changes are made to the account or service and the then-available Feature Packages and pricing will apply.

B. Ten Feature Package

Includes Call Waiting, Caller ID, Three-Way Calling, Call Forwarding Variable with Remote Access, Call Return, Repeat Dialing, Call Forwarding Selective, Call Screening, Speed Dial 30, and Distinctive Ring.

Beginning May 7, 2001, the Ten Feature Package described above is no longer available for selection. Customers having subscribed to the Ten Feature Package prior to May 7, 2001, may retain that package until such time as changes are made to the account or service and the then-available Feature Packages and pricing will apply.

C. Two Feature Package

Includes Call Waiting and Caller ID.

Beginning August 6, 2003, the Two Feature Package described above is no longer available for selection. Customers having subscribed to the Two Feature Package prior to August 6, 2003, may retain that package until such time as changes are made to the account or service and the then-available Feature Packages and pricing will apply.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.3 Custom Calling Feature Packages (Cont'd)**

D. Multi Feature Package

Includes Call Waiting, Caller ID, Anonymous Call Rejection, Call Forwarding Remote Access, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Distinctive Ring, Repeat Dial, Speed Dial 30, and Three-Way Calling.

Beginning August 6, 2003, the Multi Feature Package described above is no longer available for selection. Customers having subscribed to the Multi Feature Package prior to August 6, 2003, may retain that package until such time as changes are made to the account or service and the then-available Feature Packages and pricing will apply.

E. Value Feature Package

Includes Call Waiting, Caller ID, Call Waiting with Caller ID, LD Alert, and Call Return.

The Value Feature Package is available on all lines ordered in conjunction with Local Service Offers beginning August 6, 2003.

F. Premium Feature Package

Includes Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Call Waiting with Caller ID, Distinctive Ring, Repeat Dial, Speed Dial 30, and Three-Way Calling.

The Premium Feature Package is available on all lines ordered in conjunction with Local Service Offers beginning August 6, 2003.

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.3 Custom Calling Feature Packages (Cont'd)**

G. Rates and Charges

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Charge</u></b>
1. Feature Package Grandfathered to Existing Customers Effective August 17, 2001		
a. Three Feature Package (includes Call Waiting, Caller ID, and Three-Way Calling)	-	\$ 8.50
2. Feature Package Grandfathered to Existing Customers Effective May 7, 2001		
a. Ten Feature Package (includes Call Waiting, Caller ID, Three-Way Calling, Call Forwarding Variable with Remote Access, Call Return, Repeat Dialing, Call Forwarding Selective, Call Screening, Speed Dial 30, and Distinctive Ring)	-	\$12.00
3. Feature Packages Grandfathered to Existing Customers Effective August 6, 2003		
a. Two Feature Package (includes Call Waiting and Caller ID)	-	\$ 7.75
b. Multi Feature Package (includes Call Waiting, Caller ID, Anonymous Call Rejection, Call Forwarding Remote Access, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Distinctive Ring, Repeat Dial, Speed Dial 30, and Three-Way Calling)	-	\$12.75

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**LOCAL SERVICE**

**5.5 PREMIUM SERVICES**

**5.5.3 Custom Calling Feature Packages**

G. Rates and Charges (Cont'd)

	<b><u>Nonrecurring Charge</u></b>	<b><u>Monthly Charge</u></b>
4. Feature Packages Available on All Lines Ordered in Conjunction with Local Service Offers Beginning August 6, 2003		
a. Value Feature Package (includes Call Waiting, Caller ID, Call Waiting with Caller ID, LD Alert, and Call Return.)	-	\$ 8.50
b. Premium Feature Package (includes Call Waiting, Caller ID, Call Waiting with Caller ID, Anonymous Call Rejection, Call Forwarding Remote Access, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Distinctive Ring, Repeat Dial, Speed Dial 30, and Three-Way Calling)	-	\$12.75

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