

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

MESSAGE TELECOMMUNICATIONS SERVICE

6.1 GENERAL

6.1.1 Conditions of Offer

Certain of the Local Service offers specified in Section 5, preceding, include Long Distance Services. Customers subscribing to these offers must be presubscribed to Comcast for both Intrastate and Interstate long distance service. Terms, conditions, and rates for Interstate and International long distance service and for operator assisted services are available in the Comcast Service Guides located at <http://www.comcast.com/tariffs>.

6.1.2 Timing of Calls

Message Telecommunications Services usage rates are applied on the basis of whole minute intervals. The billing interval is determined by rounding up partial minutes to the next whole minute. In cases where a calling plan is billed according to the time of day and a message begins in one price period and ends in another, the price for each minute is the price in effect at the beginning of each minute of usage, unless specified otherwise in a calling plan's service description.

6.2 LOCAL CALLING PLANS

6.2.1 Local Only and Basic Local Only Offers

The Local Only and Basic Local Only offers provide the Customer with local service as described in Section 5.2.2, preceding, and calling within the Local Calling Area defined in Section 3.3, preceding, without charge. Operator assisted calling is provided at usage rates and service charges as specified below.

Effective Date: July 1, 2007

Issued By: Comcast Phone of Washington, LLC

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6.2 LOCAL CALLING PLANS

6.2.1 Local Only and Basic Local Only Offers (Cont'd)

A. Usage Rates and Charges

1. Usage Rates for Local Calling Applicable to Local Only and Basic Local Only Offers

	<u>Per Minute</u>¹	<u>Service Charge</u>
a. Dial Station, Local Calling	\$ 0.00	None
b. Operator Station, Collect, Billed to Third Number, or Person to Person, Local Calling	\$ 0.00	Section 7.1.4, following

2. Incidental Long Distance Calling Applicable to Local Only and Basic Local Only Offers

	<u>Per Minute [1]</u>¹	<u>Service Charge</u>
a. Dial Station, IntraLATA and InterLATA Service	\$ 0.12	None

[1] For usage rates in connection with Operator Services to points beyond the Local Calling Area, see Section 6.3.1.A.2, following.

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6.3 LONG DISTANCE CALLING PLANS

The Integrated Offers and Service Packages provide long distance service associated with Local Service, as described in Sections 5.2.2.C and 5.2.2.D, preceding, on either a “by the minute” or “block-of-time” basis. Customers who order an Integrated Offer or a Service Package must be presubscribed to Comcast for both Intrastate and Interstate long distance.

The Integrated Offers and Service Packages are subject to monthly recurring charges, per minute usage rates, and, for certain call types, service charges on a per access line basis.

Effective Date: July 1, 2007

Issued By: Comcast Phone of Washington, LLC

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6.3 LONG DISTANCE CALLING PLANS (CONT'D)

6.3.1 "BY THE MINUTE" OFFER

The "By The Minute" Offer provides the Customer with local service as described in Section 5.2.2.C.2, preceding. Long distance and operator assisted calling are provided at "by the minute" rates as specified below.

A. Usage Rates and Service Charges Applicable to "By The Minute" Offer

	PER MINUTE [1]	SERVICE CHARGE [1]
1. Dial Station:		
- Local Calling	\$0.00	None
- IntraLATA Calling	0.07	None
- InterLATA Calling	0.07	None
2. Operator Station, Collect, Billed to Third Number, or Person to Person	0.89	Section 7.1.4, following

[1] Usage and Service Charge rates for interstate and international calls are available as described in Section 6.1, preceding.

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6.3 LONG DISTANCE CALLING PLANS (CONT'D)

6.3.2 BLOCK-OF-TIME OFFERS

The Block-of-Time Offers provide the Customer with several options as described in Section 5.2.2.C.1, preceding, at monthly recurring rates cited in Sections 5.2.3 and 5.2.4, preceding. The following types of calls do not apply toward minutes included in the block-of-time plans listed below: Operator Handled calls, Information Service Provider calls (i.e., 976), 900, 800, 888, and international calls. Block-of-time usage is measured per billing cycle, based on all applicable usage on all lines associated with the account. Unused portions of the allowance will not be credited to a Customer's account, carried over to another billing cycle, or transferred to another account.

Operator assisted calling is provided at rates as specified below.

Effective Date: July 1, 2007

Issued By: Comcast Phone of Washington, LLC

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6.3 LONG DISTANCE CALLING PLANS

6.3.2 BLOCK-OF-TIME OFFERS (CONT'D)

A. Usage Rates and Service Charges Applicable to Block-of-Time Offers

1. Dial Station Usage Rates Applicable After Block-of-Time Is Utilized

	PER MINUTE [1]	SERVICE CHARGE [1]
Dial Station:		
- Local Calling	\$0.00	None
- IntraLATA Calling	0.07	None
- InterLATA Calling	0.07	None

2. Operator Assisted Usage Rates and Service Charges Applicable to Block-of-Time Offers

	PER MINUTE [1]	SERVICE CHARGE [1]
Operator Station, Collect, Billed to Third Number, or Person to Person	\$0.12	Section 7.1.5, following

[1] Usage and Service Charge rates for interstate and international calls are available as described in Section 6.1, preceding.

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6.3 LONG DISTANCE CALLING PLANS (CONT'D)

6.3.3 Calling Plans

A. \$.12 Per Minute Plan

1. General

Beginning August 6, 2003, the \$.12 Per Minute Plan is no longer available for selection. Customers having subscribed to the \$.12 Per Minute Plan prior to August 6, 2003, may retain that plan until such time as a change is made to the account or service, when the Customer will revert to one of the then-available calling plans.

The \$.12 Per Minute Plan is available only to Customers who have subscribed to Residence Local Services and select either the Local Only Offer or the Washington Telephone Assistance Program under the terms and conditions specified in Section 5, preceding. The \$.12 Per Minute Plan provides Customers with a rate of \$.12 per minute, on all direct dialed calls, all day, every day with no monthly recurring charge.

2. Rates and Charges

<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>
--	\$ 0.12

Effective Date: July 1, 2007

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6.3 LONG DISTANCE CALLING PLANS

6.3.3 Calling Plans (Cont'd)

B. \$.05 Off-Peak Plan

1. General

Beginning August 6, 2003, the \$.05 Off-Peak Plan is no longer available for selection. Customers having subscribed to the \$.05 Off-Peak Plan prior to August 6, 2003, may retain that plan until such time as a change is made to the account or service, when the Customer will revert to one of the then-available calling plans.

The \$.05 Off-Peak Plan is available only to Customers who have subscribed to Residence Local Services and select either the Local Only Offer or the Washington Telephone Assistance Program under the terms and conditions specified in Section 5, preceding. For a monthly recurring charge, the \$.05 Off-Peak Plan provides Customers with a per-minute rate based upon the time of day, on all direct dialed calls.

2. Rates and Charges

	7:00AM-6:59PM	7:00PM-6:59AM
<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>	<u>Per Minute Usage Rate</u>
\$ 2.95	\$ 0.09	\$ 0.05

Effective Date: July 1, 2007

Issued By: Comcast Phone of Washington, LLC

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6.3 LONG DISTANCE CALLING PLANS

6.3.3 Calling Plans (Cont'd)

C. Comcast Complete Value Plan

1. Description

The Comcast Complete Value Plan, as described in Section 5.2.2.D.8, preceding, provides the Customer with local service, custom calling features, and long distance calling at the usage rate provided below.

2. Usage Charges

**Per Minute
Usage Rate**

\$ 0.05

Effective Date: July 1, 2007

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6.3 LONG DISTANCE CALLING PLANS (CONT'D)

6.3.4 Conversion Calling Plans

Conversion Calling Plans are grandfathered to existing Customers effective July 1, 2003.

The following Conversion Calling Plans are made available, on a limited time basis, to existing Customers who have previously subscribed to Residence Local Services under the terms and conditions described in Section 5, preceding, and selected a non-Comcast calling plan. The Conversion Calling Plans will provide such Customers the opportunity to participate in a comparable Comcast calling plan, after having selected Comcast as the primary intraLATA Carrier and primary interLATA Carrier. In each of the following Conversion Calling Plans, calls will be rated in full minute increments. If, at any future time, a Customer participating in one of the Conversion Calling Plans makes a change to the account or service, the Customer will revert to one of the then generally-available calling plans.

A. Conversion Calling Plan A

1. General

Conversion Calling Plan A is available only to existing Customers who convert from a non-Comcast calling plan to the \$.05 Per Minute Plan for interstate calling. For a monthly recurring charge, billed at the interstate level, Conversion Calling Plan A provides such Customers with rates as indicated below, on all direct dialed calls, all day, every day. Other terms and conditions associated with this plan are described in Section 6.3.4, preceding.

2. Rates and Charges

	<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>
Conversion Calling Plan A		
- IntraLATA Calling	--	\$ 0.07
- InterLATA Calling	--	0.07

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6.3 LONG DISTANCE CALLING PLANS

6.3.4 Conversion Calling Plans (Cont'd)

B. Conversion Calling Plan B

1. General

Conversion Calling Plan B is available only to existing Customers who convert from a non-Comcast calling plan to the \$.05 Per Minute No Fee Plan for interstate calling. Conversion Calling Plan B provides such Customers with rates as indicated below, on all direct dialed calls, all day, every day. Other terms and conditions associated with this plan are described in Section 6.3.4, preceding.

2. Rates and Charges

	<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>
Conversion Calling Plan B		
- IntraLATA Calling	--	\$ 0.07
- InterLATA Calling	--	0.07

Effective Date: July 1, 2007

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6.3 LONG DISTANCE CALLING PLANS

6.3.4 Conversion Calling Plans (Cont'd)

C. Conversion Calling Plan C

1. General

Conversion Calling Plan C is available only to existing Customers who convert from a non-Comcast calling plan to the \$.07 and \$.05 Per Minute Plan for interstate calling. For a monthly recurring charge, billed at the interstate level, Conversion Calling Plan C provides such Customers with rates as indicated below, based upon time of day and day of week, on all direct dialed calls. Other terms and conditions associated with this plan are described in Section 6.3.4, preceding.

2. Rates and Charges

	Monthly <u>Charge</u>	7:00AM-6:59PM <u>Per Minute Usage Rate</u>	7:00PM-6:59AM <u>Per Minute Usage Rate</u>
Conversion Calling Plan C			
- IntraLATA Calling	--	\$ 0.09	\$ 0.09
- InterLATA Calling	--	0.10	0.10

Effective Date: July 1, 2007

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6.3 LONG DISTANCE CALLING PLANS

6.3.4 Conversion Calling Plans (Cont'd)

D. \$.09 Per Minute Plan

1. General

The \$.09 Per Minute Plan is available only to existing Customers who convert from a non-Comcast calling plan to the \$.09 Per Minute Plan for interstate calling. The \$.09 Per Minute Plan provides such Customers with rates as indicated below, on all direct dialed calls, all day, every day with no monthly recurring charge. Other terms and conditions associated with this plan are described in Section 6.3.4, preceding.

2. Rates and Charges

	<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>
Conversion Calling Plan B		
- IntraLATA Calling	--	\$ 0.07
- InterLATA Calling	--	0.07

Effective Date: July 1, 2007

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6.3 LONG DISTANCE CALLING PLANS

6.3.4 Conversion Calling Plans (Cont'd)

E. IntraLATA Overlay Plan

1. General

The IntraLATA Overlay Plan is available only to existing Customers who convert from a non-Comcast calling plan to one of the Conversion Calling Plans described in Sections 6.4.3.A. through 6.4.3.D., preceding.

The IntraLATA Overlay Plan provides such Customers with rates as indicated below, on all intraLATA direct dialed calls, all day, every day with no monthly recurring charge. InterLATA direct dialed calling rates are based upon the Customer's selected long distance calling plan as described in Sections 6.3.4.A. through 6.3.4.D., preceding.

Other terms and conditions associated with this plan are described in Section 6.3.4, preceding.

2. Rates and Charges

	<u>Monthly Charge</u>	<u>Per Minute Usage Rate</u>
IntraLATA Overlay Plan		
- IntraLATA Dial Station Calling	--	\$ 0.07

Effective Date: July 1, 2007

Issued By: Comcast Phone of Washington, LLC