

COMCAST BUSINESS VOICE SERVICE
BUSINESS PRICING LIST (EFFECTIVE: AUGUST 1, 2022)
WESTERN MICHIGAN
VERSION 123

To modify/update this document contact Kelly Clark.

Comcast Business Voice Service is for business customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Business Subscriber Agreement and other applicable terms and conditions. Prices shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-800-391-3000.

A. BUSINESS VOICE LINE SERVICES

	MONTHLY RATE
Primary Line	
• Mobility Line – single-product ^[1]	\$64.95
• Mobility Line – multi-product ^[1,2]	44.95
• Full Featured Line – single-product ^[1,4]	59.95
• Full Featured Line – multi-product ^[1,2,4]	39.95
Additional Line(s), per line	
• Mobility Lines 2 and above – single-product ^[1]	\$64.95
• Mobility Lines 2 and 3 – multi-product ^[1,2]	44.95
• Mobility Lines 4 and above – multi-product ^[1,2]	29.95
• Full Featured Lines 2 and above – single-product ^[1,4]	64.45
• Full Featured Lines 2 and 3 – multi-product ^[1,2,4]	44.45
• Full Featured Lines 4 and above – multi-product ^[1,2,4]	29.45
• Basic Line ^[3]	24.95
Hospitality Voice Service, per line	
• Mobility Line – single-product ^[1]	\$64.95
• Mobility Line – multi-product ^[1,2]	44.95
• Full Featured Line – single-product ^[1,4]	59.95
• Full Featured Line – multi-product ^[1,2,4]	39.95
• Basic Additional Line ^[3]	24.95
Equipment Fee, up to	\$19.95

[1] Includes unlimited nationwide direct-dial calling from your business location including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Speed Dial 30 and other enhanced features. Prices shown are for the Voice component only.

[2] Requires separate subscription to a qualifying Comcast core service.

[3] Comcast Business Voice Basic Line includes local calling from your business location and Caller ID. (For information regarding your local calling area, call 1-800-391-3000.)

[4] Grandfathered 6/23/21.

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A. BUSINESS VOICE LINE SERVICES --(CONT'D)

	MONTHLY RATE
Vintage Pricing – Primary and Additional Lines ^[1,2]	
• V-Premium Line (with Voice Mail) ^[3]	\$69.95
• V-Basic Line (without Voice Mail) ^[3]	64.95
• Fax Line (without calling features or Voice Mail) ^[3,4]	34.95
• V-Premium Line - with data or video subscription ^[3]	49.95
• V-Basic Line - with data or video subscription ^[3]	44.95
• Fax Line - with data or video subscription ^[3,4]	24.95
• Full Featured Lines 1-3 ^[5,9]	44.95
• Full Featured Lines 4 and above (includes Voice Mail) ^[6,9]	24.95
• Full Featured Hospitality Line (with Voice Mail) ^[5,9]	49.95
 Optional Services	
• Call Trace, per call	No Charge
• Hunting	No Charge
• Domestic Toll Restriction, per line	No Charge
• Distinctive Ring	No Charge
• International Toll Restriction, per line	No Charge
• Prohibit Bill to Third Party, per line	No Charge
• Prohibit Collect Calls, per line	No Charge
• Auto Attendant, per license	Note ^[7]
• Remote Call Forwarding, per number	\$4.95
• Voice Mail, per line	5.00
 Equipment Replacement Fee ^[8]	 CHARGE
• 2-Line Modem DOCSIS 2.0	\$ 70.00
• 2-Line Modem DOCSIS 3.0	110.00
• 4-Line Modem	120.00
• 8-Line Modem – Arris 608	170.00
• 8-Line Modem – Arris 508	340.00
• 8-Line Battery – Arris 508	140.00

[1] See Footnote [1] on Page 1.

[2] See Footnote [2] on Page 1.

[3] For contracts initiated on or before 2/4/08.

[4] Grandfathered 8/25/09.

[5] For contracts initiated before 4/22/13.

[6] For contracts initiated before 7/10/13.

[7] Service may not be available in all areas, contact Comcast for additional information.

[8] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

[9] Grandfathered 6/23/21.

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A. BUSINESS VOICE LINE SERVICES --(CONT'D)

	CHARGE
Domestic Long Distance Usage Charges	
• Premium Line Direct-Dialed Domestic Long Distance	Included
• Basic Line Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[1]	\$0.05/min.
Installation	
• Standard Service Installation ^[2]	
– 36 month term, per event	\$ 49.00
– 24 month term, per event	99.00
– 12 month term, per event	199.00
• Service Activation ^[3] , per line up to four lines	29.95
• Reactivation Fee, per event	6.00
• Auto Attendant Set-up, per license	Note ^[4]
• Remote Call Forwarding, per number	19.95
Repair	
• Service Charge – per technician, per hour	\$74.99
• Repair Visit (Truck Roll)	99.95
• Jack Charge (for new jacks), per jack	99.95
• Jack Change Charge, per jack	99.95
Change Charges	
• Auto Attendant Configuration Change	Note ^[4]
• Change of Billing Responsibility	No Charge
• Feature Change	\$ 5.00
• Telephone Number Change	5.00
• Number Referral Service, (30 days)	9.95
– Extended Referral (additional 30 days)	Note ^[4]

[1] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Partial minutes are rounded up to the next whole minute.

[2] “Service Installation” includes premises-related field activities: dispatching a technical as well as time and materials for physical installation.

[3] “Service Activation” (Business Voice Provisioning) includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

[4] Service may not be available in all areas, contact Comcast for additional information.

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B. BUSINESS BRANCH OFFICE VOICE SERVICES

Branch Office Voice Service is discontinued effective 12/05/16.

C. BUSINESS VOICE TRUNK SERVICES

1. PRI TRUNKS

	MONTHLY RATE
Primary Rate Interface Trunk ^[1]	
• Port (6 channels), per Port	\$349.00
• Additional Channels, per Channel	14.00
• Full Capacity	489.00
PRI Equipment Fee	\$19.95
Legacy Telephone Numbers ^[4]	
• Initial Block of 20 numbers	No Charge
• Additional Block of 20 Numbers, per block	\$4.00
• Additional Block of 100 numbers, per block	20.00
Configuration Options/Features	
• Additional Telephone Number, per number	\$0.20
• Additional Block of Numbers, per block	Note ^[5]
• ANI/DNIS, per Trunk Group	50.00
• Call Forward Not Reachable, per Telephone Number	1.00
• DID/DOD Enable, per Trunk Group	No Charge
• Direct Trunk Overflow, per Trunk Group	10.00
• Monthly Call Detail Record, per location	No Charge
	CHARGE
Domestic Long Distance Usage Charges ^[2]	
• Direct-Dialed Domestic Long Distance	
– 200 minute-per-channel allowance	Included
– Rate applicable beyond the per-channel allowance: ^[3]	
0 - 4,999 total minutes	\$ 0.030/min.
5,000 – 7,499 total minutes	0.026/min.
7,500 – 9,999 total minutes	0.024/min.
10,000 – 14,999 total minutes	0.022/min.
15,000 – 49,999 total minutes	0.020/min.
50,000 – 99,999 total minutes	0.018/min.
100,000+ total minutes	0.016/min.
• Operator-Assisted Domestic Long Distance	\$ 0.12/min.
Installation	
• Initial Port Installation	\$500.00
• Additional Channel Installation	No Charge

[1] Includes unlimited local calling, Caller ID, and E911 capability. For information regarding your local calling area, call 1-800-391-3000.

[2] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Long distance minutes are pooled on a per-location basis and may include Toll Free minutes.

[3] Calls are billed on a 6 second basis rounded up to the next 6-second block. Final charges are rounded up to next full cent.

[4] For contracts initiated prior to 3/25/21.

[5] Additional Numbers are available in blocks of various sizes priced at \$0.20 per number. Contact Comcast for additional information.

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C. BUSINESS VOICE TRUNK SERVICES – (CONT'D)

1. PRI TRUNKS (CONT'D)

Additional Fees/Charges	CHARGE
• Change of Billing Responsibility	No Charge
• Destination Unreachable	No Charge
• Direct Trunk Overflow	\$ 9.95
• Prohibit Bill to Third Party, per trunk	No Charge
• Prohibit Collect Calls, per trunk	No Charge
• Technical Assistance (2-hour minimum applies)	\$75.00/hr.
• Trunk Reconfiguration, per event	100.00
• Telephone Number Change	No Charge
Equipment Replacement Fee ^[1]	
• Integrated Access Device (IAD), per device	\$ 890.00

2. SIP TRUNKS ^[2]

Current Call Sessions (CCS)	MONTHLY RATE
• 6 to 9 CCS, per CCS	\$35.00
• 10 to 14 CCS, per CCS	30.00
• 15 to 24 CCS, per CCS	21.00
• 25 to 49 CCS, per CCS	14.00
• 50 to 99 CCS, per CCS	13.00
• 100 to 249 CCS, per CCS	11.00
• 250 CCS, per CCS	10.00
Legacy Telephone Numbers ^[3]	
• 1 Number	\$0.45
• Initial Block of 20 numbers	No Charge
• Block of 2 Numbers, per block	0.80
• Block of 5 Numbers, per block	1.75
• Block of 10 Numbers, per block	3.00
• Block of 20 Numbers, per block	5.00
• Block of 100 numbers, per block	20.00
SIP Equipment Fee	\$14.95

[1] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned.

[2] Includes unlimited local calling, Caller ID, and E911 capability. For information regarding your local calling area, call 1-800-391-3000.

[3] For contracts initiated prior to 3/25/21.

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C. BUSINESS VOICE TRUNK SERVICES – (CONT'D)

2. SIP TRUNKS (CONT'D)

	MONTHLY RATE
Configuration Options/Features	
• Additional Number, per number	\$0.20
• Additional Block of Numbers, per block	Note ^[4]
• ANI/DNIS, per Trunk Group	50.00
• Call Forward Not Reachable, per Telephone Number	1.00
• Monthly Call Detail Record	No Charge
• Trunk Group - Bursting CCS, per CCS	2.00
• Trunk Group – Failover, per Trunk Group	5.00
• Trunk Group – Load Balancing, per Trunk Group	5.00
Domestic Long Distance Usage Charges ^[1]	
• Direct-Dialed Domestic Long Distance	
– 200 minute-per-channel allowance	Included
– Rate applicable beyond the per-channel allowance: ^[2]	
0 - 4,999 total minutes	\$ 0.030/min.
5,000 – 7,499 total minutes	0.026/min.
7,500 – 9,999 total minutes	0.024/min.
10,000 – 14,999 total minutes	0.022/min.
15,000 – 49,999 total minutes	0.020/min.
50,000 – 99,999 total minutes	0.018/min.
100,000+ total minutes	0.016/min.
• Operator-Assisted Domestic Long Distance	0.12/min.
Installation	
• Installation, per site	\$500.00
Additional Fees/Charges	
• Change of Billing Responsibility	No Charge
• Destination Unreachable	No Charge
• Prohibit Bill to Third Party, per trunk	No Charge
• Prohibit Collect Calls, per trunk	No Charge
• Trunk reconfiguration, per order	100.00
• Technical Assistance, per hour	200.00
• Telephone Number Change	No Charge
Equipment Replacement Fee	
• Per device	Note ^[3]

[1] Domestic Long Distance includes non-local calls to 50 United States, D.C., Puerto Rico, US Virgin Islands, Guam, Saipan, N. Mariana Islands and American Samoa. Rate shown also applies to calls to Canada. Long distance minutes are pooled on a per-location basis and may include Toll Free minutes.

[2] Calls are billed on a 6 second basis rounded up to the next 6-second block. Final charges are rounded up to next full cent.

[3] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Price is device specific. Contact Comcast for additional information.

[4] Additional Numbers are available in blocks of various sizes priced at \$0.20 per number. Contact Comcast for additional information.

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D. BUSINESS VOICEEDGE™ SERVICE

	MONTHLY RATE
Voice Lines ^[1,2]	
• Per line	No Charge
Unified Communication Seats ^[2]	
• 1-9, per seat	\$44.95
• 10-19, per seat	39.95
• 20+, per seat	34.95
VoiceEdge Select Unified Communication Seats ^[2, 5]	
• 1-8, per seat	\$39.95
Optional Services	
• Additional Hunt Group ^[3]	No Charge
• Additional Voicemail Box ^[3]	\$5.00
• Auto Attendant, per license ^[3]	No Charge
• Call Queue Agent ^[3]	9.95
• Reception Console ^[3]	29.95
• Remote Call Forward	No Charge
• Shared Call Appearance ^[3]	No Charge
Number Services ^[3]	
• Alternate Telephone Number	No Charge
• Additional Telephone Number	\$0.20
Vintage Pricing ^[4]	
Lines ^[1,2]	
• 5 Lines or less, per line	\$34.95
• 6-24 Lines, per line	29.95
• 25+ Lines, per line	24.95
Standard Seats ^[2]	
• 1-50, per seat	\$14.95
• 51+, per seat	9.95
Unified Communication Seats ^[2]	
• 1-50 seats	\$19.95
• 51+ seats	14.95
Auto Attendant, per license	24.95

[1] Service includes unlimited nationwide direct-dial calling from your business location including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada, and American Samoa.

[2] Business VoiceEdge and VoiceEdge Select are feature-rich services. Contact Comcast for a complete listing of available complimentary features.

[3] Not offered to VoiceEdge Select subscribers.

[4] For contracts initiated prior to 2/22/17.

[5] Grandfathered 7/8/22.

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D. BUSINESS VOICEEDGE™ SERVICE -- (CONT'D)

	CHARGE
Installation	
• Additional Hunt Group	No Charge
• Additional Voicemail Box	No Charge
• Alternate/Additional Number	No Charge
• Auto Attendant Set-up	No Charge
• Auto Attendant Set-up (Vintage)	\$ 24.95
• Auto Attendant Recording Edit	35.00
• Call Queue Agent	12.00
• Expedited Order	500.00
• Local Telephone Numbers	No Charge
• Premises Equipment, per event	199.00
• Reception Console	12.00
• Remote Call Forward (Initial)	No Charge
• Remote Call Forward (Change)	9.95
• Shared Call Appearance/Busy Lamp	No Charge
• Standard Seat (Vintage)	9.95
• Truck Roll	100.00
• Unified Communication Seats	No Charge
• Unified Communication Seats (Vintage)	9.95
• Voice Line	No Charge
• Voice Line (Vintage)	29.95
Training	
• Onsite Training, 50+ Seats, 1 business day, first location	No Charge
• Onsite Training, <50 Seats, 1 business day, first location	\$ 750.00
• Onsite Training, 1 business day, additional locations	500.00
• Onsite Training, cancellation within 14 days	350.00
• Webinar Training, reschedule fee (3 or more times)	100.00

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E. MISCELLANEOUS SERVICES

Directory Listing Services ^[11]

	MONTHLY RATE
• Directory Listing Management Fee, per service ^[2]	\$ 3.00
• Standard Directory Listing ^[1]	No Charge
• Non-published Directory Service ^[2]	No Charge
• Non-listed Directory Service ^[2]	No Charge
• Computer/Fax Line Directory Exclusion, per line	No Charge
• Additional Listing, per listing ^[2]	\$ 4.50
• Foreign Listing, per listing	Note ^[9]
• Complex Listing, per line	Note ^[9]

CHARGE

Directory Set-up/Change

• Standard Directory Service, per event	No Charge
• All Other Directory Services, per event	\$ 24.95
• Directory Listing Change	24.95

Directory Assistance Services

• Domestic Directory Assistance ^[5,6]	
– Standard Directory Assistance	\$ 2.49/call
– Enhanced Directory Assistance	2.49/call
– Directory Assistance with Call Completion ^[7]	2.99/call
• International Directory Assistance ^[8]	5.49/call
• International Call Completion	Note ^[9]

Domestic Operator Services

• Operator Surcharge ^[6,10]	\$ 2.99/call
• Operator Assisted Domestic Long Distance	0.12/minute
• Busy Line Verify and/or Interrupt	Note ^[9]

[1] Includes single listing in white and yellow pages.

[2] Contact Comcast for applicability, and for rating information prior to 12/18/18

[3] Reserved

[4] Reserved

[5] Limit 3 number requests per call.

[6] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from registered lines that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[7] Usage rates apply to non-local DA Call Completion for Basic Line and Trunk subscribers.

[8] Limit 1 number request per call.

[9] Service is not currently available.

[10] Usage rate applies in addition to specified surcharge.

[11] Comcast provides Customer listing information to a third party distributor which provides the listing to publishers. Inclusion of Customer listing information (or the accuracy of such information) in specific third party directories (whether the information is accessed in print, online, or through a phone operator) is outside the control of Comcast.

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E. MISCELLANEOUS SERVICES -- (CONT'D)

International Long Distance Usage Charges

(Rating information for direct-dialed and operator-assisted international calling is detailed in the Pricing Lists for those services.)

F. ADMINISTRATIVE/GENERAL

	CHARGE
Late Payment Fee, up to ^[1]	\$ 9.50
Payment Convenience Fee, up to ^[2]	\$5.99
Returned Check Fee	\$25.00
Voice Network Investment ^[3]	\$3.00
Federal Universal Service Fund (FUSF) – Universal Connectivity Charge	Note ^[4]
911 Fee(s)	Note ^[5]
Regulatory Cost Recovery (Regulatory Recovery Fee) ^[6]	
This fee is assessed by Comcast to recover the cost of certain federal, state, and/or local impositions related to voice service. It is neither government mandated nor a tax. The aggregated fee may vary based on service usage patterns and program surcharge rates, and may change over time.	
– City Utility Tax, up to a maximum of	5.0%
– Local Technical 911 Fee, per line, up to a maximum of	\$0.65
– Federal Cost Recovery Fee	Note ^[7]
– State PUC Surcharge	0.0716%

[1] Charge applied to account balances owed 30 days past the payment due date.

[2] A Payment Convenience Fee may apply when a customer engages a Company employee or uses an Interactive Voice Response (IVR) System to complete a billing transaction.

[3] Contact Comcast for additional information and applicability.

[4] In calculating the Federal USF Universal Connectivity Charge, the Company uses a percentage equal to the FCC's current USF carrier contribution percentage.

[5] The 911 Fee charge listed on your invoice is a combined line item which includes state and local operational 911 fees. This excludes the local technical 911 fee included in the Regulatory Recovery Fee. The local operational 911 fee is not a charge assessed by your service supplier. Localities in which the charge was approved by the voters are listed at the following web link:

https://www.michigan.gov/documents/msp/911_Surcharge_Rates_Effective_July_1_2019_656525_7.xlsx.

[6] Items shown under Regulatory Cost Recovery may be itemized in select markets.

[7] For current rate information please contact Comcast.