

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JANUARY 1, 2021)
MASSACHUSETTS
 VERSION 89

To modify/change this document contact Kelly Clark.

Service is for residential 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 Residential Subscriber Agreement and other applicable terms and conditions. Prices and products shown are effective on the date specified and are subject to change. Other restrictions apply. For additional information, contact us at 1-888-COMCAST.

RECURRING CHARGES

| | MONTHLY CHARGE |
|--|----------------|
| Xfinity Unlimited™ [1] | |
| • Comcast Unlimited with Comcast High-Speed Internet <i>and</i> Comcast Cable services | \$39.95 |
| • Comcast Unlimited with Comcast High-Speed Internet <i>or</i> Comcast Cable services | 44.95 |
| • Comcast Unlimited only | 44.95 |
| • Additional Premium Line (with Calling Features) [3] | 21.95 |
| • Additional Basic Line (with Limited Calling Features) [4] | 11.95 |
| | |
| Xfinity Local with More™ [2] | |
| • Local with More with Comcast Internet <i>and/or</i> Comcast Video Services | \$24.95 |
| • Local with More only | 34.95 |
| • Voice Mail | 3.95 |
| • Additional Premium Line (with Calling Features and Voice Mail) [3] | 21.95 |
| • Additional Basic Line (with Limited Calling Features and Voice Mail) [4] | 11.95 |

[1] Includes unlimited nationwide direct-dial calling from your home including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, and American Samoa. Also includes unlimited calling to the following countries: Canada, China, Hong Kong, India, Singapore, South Korea and Mexico. Service provides access to the following calling features which are subject to change: 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, Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] Includes unlimited direct-dialed local calling from your home. (For information regarding your Local Calling Area, call 1-888-COMCAST.) Service provides access to the following calling features which are subject to change: 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 and other enhanced features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

[3] Service provides access to the same call features included with the primary Voice subscription.

[4] Service provides access to the following call features: 3-way Calling, Call Waiting, Caller ID, and Caller ID blocking per line and per call.

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RECURRING CHARGES – (CONT'D)

MONTHLY CHARGE

Optional Services

| | |
|----------------------------------|-----------|
| • Call Trace, per call | No Charge |
| • Domestic Toll Restriction | No Charge |
| • International Toll Restriction | No Charge |
| • Prohibit Bill to Third Party | No Charge |
| • Prohibit Collect Calls | No Charge |
| • Speed Dial 30 | No Charge |
| • Speed Dial 8 ^[2] | No Charge |
| • Repeat Dialing ^[2] | No Charge |
| • Call Return ^[2] | No Charge |

Directory Listing Services

Directory Listing Services are discontinued effective March 5, 2020.

Modem Lease Fee, up to a maximum of: \$14.00

Grandfathered Services

| | |
|--------------------------------|---------|
| Unlimited Saver ^[1] | |
| • Primary Line | \$20.00 |
| • Voice Mail | 3.95 |

[1] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 1-31-17. Includes unlimited nationwide direct-dial calling from your home including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada and American Samoa. The following calling features are included: Call Waiting, Caller ID, Caller ID with Call Waiting, and Caller ID blocking per line and per call. Prices shown are for the Voice component only.

[2] Availability limited to subscribers in select locations with qualifying disabilities. Contact Comcast for additional information.

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TRANSACTIONAL CHARGES

| | CHARGE |
|---|---------------------|
| Directory Assistance Services | |
| • Domestic Directory Assistance ^[1,2] | |
| – Standard Directory Assistance | \$2.49/call |
| – Enhanced Directory Assistance | 2.49/call |
| – Directory Assistance with Call Completion ^[3] | 2.99/call |
| • International Directory Assistance ^[4] | 4.99/call |
| • International Call Completion | Note ^[5] |
| Domestic Operator Services | |
| • Operator Surcharge ^[2,6] | \$2.49/call |
| • Busy Line Verify | Note ^[5] |
| • Busy Line Interrupt (includes busy line verify) | Note ^[5] |
| International Operator Services | |
| • Operator Surcharge ^[6] | \$4.99/call |
| Domestic Long Distance Usage Charges | |
| • Direct-Dialed Domestic Long Distance ^[7] | Included |
| • Local with More Direct-Dialed Domestic Long Distance (includes DA Call Completion) ^[8] | \$0.05/min. |
| • Operator-Assisted Domestic Long Distance | \$0.12/min. |
| International Long Distance Usage Charges | |
| (Rating information for direct-dialed and operator-assisted International calling is detailed in the Pricing Lists for those services.) | |

[1] Limit 3 number requests per call.

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

[3] Usage rates apply to non-local DA Call Completion for Local with More subscribers.

[4] Limit 1 number request per call.

[5] Service is not currently available.

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

[7] Included Domestic Long Distance applies to Xfinity Unlimited service subscribers only.

[8] 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.

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INSTALLATION/REPAIR/CHANGE CHARGES

| | CHARGE |
|---|---------------------|
| Installation | |
| • Standard Service Installation ^[1] , per event | Note ^[2] |
| • Service Activation ^[3] , per event | \$29.95 |
| • Reactivation Fee, per event, up to | 6.00 |
| Repair | |
| • Customer Trouble Call – (Trip Charge) | Note ^[2] |
| • Truck Roll Charge | Note ^[2] |
| • Hourly Service Charge for technician visit (minimum charge ½ hour) | Note ^[2] |
| Change Charges | |
| • Telephone Number Change | No Charge |
| • Feature Change | No Charge |
| • Directory Listing Change | No Charge |
| • Change of Billing Responsibility | No Charge |
| • Number Referral Service, (30 days) | No Charge |
| – Extended Referral (additional 30 days) | Note ^[4] |

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

[2] Contact Comcast for rate information.

[3] “Service Activation” 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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ADMINISTRATIVE/GENERAL

| | CHARGE |
|---|---------------------|
| Late Payment Fee, up to ^[1] | \$10.00 |
| Payment Convenience Fee, up to ^[2] | \$5.99 |
| Returned Check Fee | \$20.00 |
| Unreturned Equipment Fees | Note ^[3] |
| Equipment Purchase Pricing ^[4] | |
| • 2-Line Modem (DOCSIS 3.0) | \$ 149.00 |
| • 2-Line Modem (DOCSIS 2.0) | 99.00 |
| • Backup Battery ^[5] | 165.00 |
| Service Protection Plan ^[7] | \$ 5.95/mo. |
| Federal Universal Service Fund (FUSF) | |
| – Universal Connectivity Charge | Note ^[6] |
| Regulatory Cost Recovery | |
| 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. | |
| – Federal Cost Recovery Fee | Note ^[8] |
| – State PUC Surcharge | 0.1303% |

- [1] This charge is applied on a uniform basis for all Comcast services. Comcast Cable TV and Comcast Internet customers may refer to their Comcast Cable Rate Card for an explanation of this charge. If preferred, any customer may call 1-800-COMCAST for information.
- [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] Fee applies for unreturned or customer-damaged equipment. Replacement equipment is Comcast (and not customer) owned. Actual charge is a function of equipment in use. Contact Comcast for additional information.
- [4] Offer subject to product availability. Price shown does not include shipping and handling (where applicable). Contact Comcast for additional information.
- [5] XFINITY Voice service will not operate during a power failure without a backup power source. A backup battery for certain Comcast-provided modems can be purchased for the amount shown. Includes 1-year warranty, 24 hours of standby time and monitoring to determine need for future replacement. Performance will diminish if not kept dry and within temperature range of -40° to 70° C.
- [6] In calculating the Federal USF Universal Connectivity Charge, the Company uses a percentage equal to the FCC's current USF carrier contribution percentage.
- [7] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 5-09-18.
- [8] For current rate information see <https://www.xfinity.com/federalcostrecovery>