

COMCAST XFINITY® VOICE SERVICE
RESIDENTIAL PRICING LIST (EFFECTIVE: JANUARY 1, 2021)
KNOXVILLE, TENNESSEE
 VERSION 88

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 Voice ^[1]	
• Primary Line – standalone	\$30.00
• Primary Line – multi-product	Note ^[2]
• Additional Line	9.95
 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 ^[3]	No Charge
• Speed Dial 8 ^[4]	No Charge
• Repeat Dialing ^[4]	No Charge
• Call Return ^[4]	No Charge

Directory Listing Services

Directory Listing Services are discontinued effective March 5, 2020.

[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, India and Mexico. Service provides access to the following calling features which are subject to change: 3-way Calling, Anonymous Call Rejection, Call Forwarding, Call Forwarding Selective, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting and Enhanced Voice Mail. Prices shown are for the Voice component only.

[2] Multi-product customers may qualify for a discount, contact Comcast for additional information.

[3] Not available with Unlimited Saver or Xfinity Voice.

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

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RECURRING CHARGES – (CONT'D)

	MONTHLY CHARGE
Modem Lease Fee, up to a maximum of:	\$14.00
Grandfathered Xfinity Unlimited™ [1]	
• Primary Line – standalone	\$44.95
• Primary Line – multi-product	Note [2]
Grandfathered Xfinity Unlimited Saver [3]	
• Primary Line	\$20.00
• Voice Mail	3.95
Grandfathered Xfinity Saver Pack [3,4]	
• Primary Line	\$20.00
• Voice Mail	3.95
Grandfathered Additional Lines	
• Additional Premium Line (with Calling Features) [5]	\$21.95
• Additional Basic Line (with Limited Calling Features) [6]	11.95
Grandfathered Local with More® [7]	
• Primary Line – standalone	\$34.95
• Primary Line – multi-product	Note [2]
• Voice Mail	3.95

[1] Grandfathered to existing service arrangements at existing locations for Customers of record as of 2-26-19. 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] Multi-product customers may qualify for a discount, contact Comcast for additional information.

[3] Grandfathered to existing service arrangements at existing locations for Customers of record as of 2-26-19. 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. Service provides access to the following calling features which are subject to change: Three-Way Calling, 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.

[4] Includes Modem at no charge. Not available to customers with XFINITY Internet service.

[5] Not available with Unlimited Saver or Saver Pack. Service provides access to the same call features included with the primary Voice subscription.

[6] Service provides access to the following call features: Three-Way Calling, Call Waiting, Caller ID, and Caller ID blocking per line and per call.

[7] Grandfathered to existing service arrangements at existing locations for Customers of record as of 6-24-15. Includes unlimited direct-dialed local calling from your home. (For information regarding your Local Calling Area, call 1-888-COMCAST.) 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 and other features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

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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	6.00
Repair	
• Service Charge – per technician, per hour	Note ^[2]
• In-Home Repair	Note ^[2]
• Jack Charge (for new jacks), per jack	\$19.95
• Jack Change Charge, per jack	19.95
Change Charges	
• Telephone Number Change	\$1.99
• 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	\$30.00
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	\$5.95
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]

[1] Charge applied to account balances owed 30 days past the payment due date and each billing period thereafter.

[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>