

# YAM UAS XFINITY VOICE IB TUG NEEG SIV SUAB YUAV TSUM TAU PAUB TXOG PEB QHOV KEV KHAWS THIAB SIV COV NTAUB NTAWV NTIAG TUG

## COV NTAUB NTAWV TSEEM CEEB RAU CALIFORNIA XFINITY® VOICE COV NEEG SIV SUAB

### Yam ntaub ntawv ntiag tug twg uas peb siv, khaws thiab faib?

Hom ntaub ntawv peb khaws, khaws cia thiab tej zaum yam kev cai lij choj tso cai, siv lossis faib muaj:

- Npe
- Chaw nyob
- Naj npawb xov tooj
- Hom suab pab cuam thiab yam uas koj sau npe rau, siv ntau npaum cas, thiab hom kev hu xov tooj (raws li paub hom Customer Proprietary Network Information lossis CPNI)

Qhov ntaub ntawv no thiab koj yuav muaj cwj ciam rau peb txoj kev faib nws, tham nyob rau hauv qab no.

### Peb yuav ua li cas rau koj cov ntaub ntawv?

Peb yuav koom koj cov ntaub ntawv rau cov chaw pab cuam ti tes ti taw, thiab cov chaw pab lossis lwm qhov chaw pab cuam uas pab tsom kwm peb txoj kev pab, tsis hais cov ntawv yuav muaj cai txwv siv rau lwm lub hom phiaj. Peb kuj yuav faib rau tsoom fwv paub raws li kev cai lij choj ntos tseg. Peb kuj tseem yuav siv cov ntaub ntawv no raws li cov hom phiaj, muaj:

- Phau Ntawv Cov Npe (phau ntawv xov tooj thiab tso hauv oslais)
- Npe Phau Ntawv Pab/Tus pab teb xov tooj
- Caller ID
- Hu koj ua ntu zus (Txheej txheem kev hu & Kev tuav tswj)
- Ntawv them thiab sau nqi
- Kev pab cuam thiab kev pab txhawb
- Kev lag luam ntawm Comcast rau koj
- 911 thiab lwm yam kev pab thaum maj rawm

Vim li cas peb thiab faib koj cov ntaub ntawv rau lwm tus paub.	Comcast siv/faib thiab yog ua li, yuav ua li cas?	Koj puas tuaj yeem muaj cwj ciam qhov kev faib no?	Yuav muaj cwj ciam kev siv cov ntaub ntawv li cas?
<p><b>Phau Ntawv Cov Npe</b> – Phau ntawv xov tooj &amp; tso hauv oslais (Npe, Chaw nyob thiab Naj npawb xov tooj)</p>	<p>Yog – koj lub npe, chaw nyob thiab naj npawb xov tooj tej zaum kuj yuav nthuav tawm rau sawv daws luam rau phau ntawv xov tooj thiab tso rau hauv oslais.</p> <p>Thaum cov ntaub ntawv no luam thawm thiab tso tawm oslais tej zaum nws kuj yuav hloov hom lossis rov kho nthuav tawm ua lwm hom rau txhua leej, nrog rau kev kho cov ntaub ntawv yuav coj muss iv rau lub hom phiaj sib txawv.</p>	<p>Yog. Koj muaj ob txoj kev xaiv: Koj tuaj yeem xaiv <b>tsis-tso tawm tus naj npawb</b>, uas txhais tau tias Comcast yuav tsis muab koj <b>lub npe, chaw nyob thiab</b> xov tooj tso tawm rau hauv phau ntawv xov tooj thiab tso rau hauv oslais.</p> <p>LOSSIS</p> <p>Yog koj xaiv tso tawm naj npawb xov tooj koj tuaj yeem xaiv <b>omit address feature</b>, uas txhais tau tias Comcast yuav tsis muab <b>koj txoj kev qhov chaw</b> nyob tso tawm rau hauv phau ntawv xov tooj lossis tso rau hauv oslais.</p>	<p>Yog pib siv kev pab cuam oslais, xaiv txoj kev xaiv “non-published”.</p> <p>Tsis li ces hu 1-800-XFINITY txhawm rau sau npe.</p> <p>(Feem ntau cov tsis tso- tus naj npawb yuav tau them nyiaj*; cov uas tsis tso chaw nyob yuav tsis tau them nyiaj.)</p>
<p><b>Chaw Pab Nrhiav Npe</b> (Npe, Chaw nyob thiab Xov tooj)</p>	<p>Yog. Peb tej zaum yuav tso tawm koj tus naj npawb xov tooj, npe thiab chaw nyob nyob rau ntawm qhov chaw pab nrhiav npe (411).</p>	<p>Yog. Yog tias koj tsis tso tawm koj tus xov tooj, Comcast yuav tsis tso koj tus naj npawb xov tooj tawm nyob ntawm qhov chaw nrhiav npe. Comcast kuj tseem faib koj lub <b>npe thiab chaw nyob</b> nrog 411 thaum ntos tseg rau hauv kev cai lij choj (tiam sis cov chaw pab yuav tsis faib tus naj npawb rau leej twg paub).</p>	<p>Yog pib siv kev pab cuam oslais, xaiv txoj kev xaiv “non-published”.</p> <p>Tsis li ces, hu 1-800-XFINITY txhawm rau sau npe.</p> <p>(Feem ntau cov tsis tso- tus naj npawb yuav tau them nyiaj*; cov uas tsis tso chaw nyob yuav tsis tau them nyiaj.)</p>

\* Hu 1-800-XFINITY cov xov tooj tsis-tso tawm tus nqi.

Thov nco ntsoov: Thaum uas nyob rau qhov tsis- nthuav tawm nws yuav zais koj lub npe, chaw nyob thiab naj npawb xov tooj tsis luam tawm lossis tsis tso rau cov npe oslais uas nyob rau Comcast qab tswj hwm, tab txawm tus xov tooj yuav muaj nyob rau qhov tsis-tso tawm tej zaum yuav muaj los tsis nyob qab tswj hwm ntawm Comcast– yog, piv txwv, koj niam thiab txiv tus xov tooj yuav tag los yog tso tawm ua koj lub npe, lossis yog koj muab cov ntaub ntawv no nthuav tawm vim kev lag luam lossis tsoom fww. Ib qho kev tiv thaiv tej zaum yuav kom koj rau tus xov tooj tshiab (uas nws tsis cuam tshuam txog koj lub npe yav tag los). Tej zaum koj yuav tau rau npe Caller ID Blocking lossis xaiv qhv tsis-pub-hu, raws li kev sau npe hauv qab no.

<b>Vim li cas peb thiab faib koj cov ntaub ntawv rau lwm tus paub.</b>	<b>Comcast siv/faib thiab yog ua li, yuav ua li cas?</b>	<b>Koj puas tuaj yeem muaj cwj ciam qhov kev faib no?</b>	<b>Yuav muaj cwj ciam kev siv cov ntaub ntawv li cas?</b>
<p><b>Caller ID</b> (Npe thiab naj npawb xov tooj)</p>	<p>Yog. Caller ID muab koj lub npe thiab naj npawb xov tooj rau tus neeg koj tab tom hu – tab koj txawm yuav tsis-tso tawm koj tus naj npawb.</p>	<p>Yog. Koj muaj txoj hau kev ob:  <b>Per Line Caller ID Blocking</b> – (yog yuav nplov cov Caller ID tag nrho cov naj npawb uas koj muab nplov)  LOSSIS  <b>Per Call Caller ID Blocking</b> (Nplov cov npe thiab naj npawb Caller ID nyob rau ib zaug thaum hu)</p>	<p>Yuav rau npe Per Line Caller ID Blocking – uas tsis tau poob nyiaj, hu rau 1-800-XFINITY.  Qhib Per Call Caller ID Blocking – ntaus *86 ua ntej txhua zaus hu uas koj xav nplov.</p>
<p><b>Comcast Kev Kiab Khw ntawm XFINITY thiab Kev Pab Neeg Koom Xeeb</b> (Npe, Chaw nyob thiab Naj npawb xov tooj)</p>	<p>Yog (nrog rau cov naj npawb tsis-tso tawm). Peb cov tub lag luam tej zaum yuav hu rau koj qhia txog tej khoom thiab kev pab uas ntsig txog Comcast thiab peb cov neeg koom xeeb.</p>	<p>Yog. Koj tej zaum yuav tau sau npe rau qhov kev xaiv hauv qab no:  <b>Comcast Do Not Call List.</b> “Do not mail” thiab “Do not knock” puav leej muaj thiab.</p>	<p>Hu rau 1-800-XFINITY.</p>
<p><b>Marketing of Non-Partner Services</b> (Npe, Chaw nyob, Naj npawb xov tooj)</p>	<p>Tsis.</p>	<p>Tab txawm Comcast tsis tau koom koj cov ntaub ntawv rau lub hom phiaj kiab khw sab nrauv, koj tuaj yeem muaj cwj ciam rau kev hu los ntawm cov neeg thib peb uas yog sau npe rau <b>Federal Trade Commission Do Not Call List.</b></p>	<p>Mus saib <a href="http://www.donotcall.gov">www.donotcall.gov</a>.</p>

<b>Vim li cas peb thiab faib koj cov ntaub ntawv rau lwm tus paub.</b>	<b>Comcast siv/faib thiab yog ua li, yuav ua li cas?</b>	<b>Koj puas tuaj yeem muaj cwj ciam qhov kev faib no?</b>	<b>Yuav muaj cwj ciam kev siv cov ntaub ntawv li cas?</b>
<b>911</b> (Npe, Chaw nyob thiab Naj npawb xov tooj)	Yog (muaj cov naj npawb uas tsis-tso tawm) koom paub nrog koom haum pab thaum xwm txheej ceev.	Tsis.	N/A
<b>Hu ua ntu zus, Ntawv them nyiaj/Ntawv sau nqi, Kev pab cuam tub lag luam</b> (Npe, Chaw nyob, Naj npawb xov tooj thiab CPNI)	Yog. (nrog rau cov naj npaub tsis-tso tawm)—muab rau cov tub lag luam, tiam sis suas yog rau koj lub hom phiaj XFINITY Lub suab pab.	Tsis.	N/A

Qhov nthuav tawm sab sauv yog ua los pab peb cov tub lag luam kom to taub hom kev xaiv uas lawv xaiv, thiab nws tsis tau txhais tias yuav yog toj cai puv ntoob lossis cwj ciam ntawm qhov kev tshab txhais. Tsab ntawv ntiag tug ntawm Comcast cov Tub lag luam muaj nyob ntawm <http://www.comcast.com/Corporate/Customers/Policies/CustomerPrivacy.html>.