

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

SERVICE CONNECTION AND MAINTENANCE CHARGES

4.1 GENERAL

Telecommunications Services are subject to nonrecurring service charges that apply to Customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this service guide.

Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the Customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once it has begun, an additional charge may apply based upon the additional cost involved.

All changes in location of the Customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying.

4.2 SERVICE CONNECTION AND LINE ACTIVATION CHARGES [1]

A Service Connection Charge or Line Activation Charge applies when a Customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

- A. The Service Connection Charge will apply to the installation of certain facilities and equipment, and to any change of location of such facilities and equipment.

[1] All Residence Local Service offers are grandfathered to existing service arrangements at existing locations for Customers of record as of December 18, 2006, unless a prior date is indicated. Service Connection and Line Activation Charges are no longer applicable.

Effective Date: July 20, 2007

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

SERVICE CONNECTION AND MAINTENANCE CHARGES

**4.2 SERVICE CONNECTION AND LINE ACTIVATION CHARGES
(CONT'D)**

- B. The Line Activation Charge applies per line if certain facilities and equipment are suitably installed and located to facilitate the establishment of the Customer's service. This charge applies to the primary line as well as to any additional lines on the Customer's premise. Available lines not activated at the establishment of the account will be subject to this charge when subsequently activated.
- C. The Service Dispatch Charge applies for any subsequent request to add or modify facilities.
- D. The Line Restoration Charge will apply when a Customer's line is restored after disconnection for non-payment of charges.[2] (C)

4.2.1 Rates and Charges [1]

	<u>NONRECURRING CHARGE</u>	
A. Service Connection Charge (initial installation of new facilities or relocation of existing facilities)	\$99.99	
B. Line Activation Charge (initial activation without installation or relocation)	30.00	
C. Service Dispatch Charge (subsequent to initial installation)	45.00	
D. Line Restoration Charge (after disconnection for non-payment, per line) [2]	30.00	(C)

[1] All Residence Local Service offers are grandfathered to existing service arrangements at existing locations for Customers of record as of December 18, 2006, unless a prior date is indicated. Service Connection and Line Activation Charges are no longer applicable.

[2] Effective August 15, 2007, service will not be re-established after interruption or disconnection due to non-payment of charges. (C)

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

SERVICE CONNECTION AND MAINTENANCE CHARGES

4.3 SERVICE CHANGE CHARGES [1]

Service Change Charges apply per line when a Customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each Customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing Local Service line when the Customer requests to add or change a standard feature. This charge is assessed per access line for each occurrence.
- C. Primary Interexchange Carrier (PIC) Change Charge - A PIC Change Charge will apply to existing Local Service Customers who request a change in their PIC designation for pre-subscription of interLATA or intraLATA services. The charge is applied on a per access line basis. If the Customer changes both the interLATA PIC and the intraLATA PIC on the same line or trunk at the same time to a single carrier, only one PIC Change Charge will be incurred by the Customer. If the Customer changes both the interLATA PIC and the intraLATA PIC on the same line or trunk at the same time to separate Carriers, two PIC Change Charges will apply.
- D. Primary Local Carrier (PLOC) Change Charge - A PLOC Change Charge will apply to existing Local Service Customers who request a change in their Local Exchange Carrier. The charge is applied on a per access line basis.
- E. Customer Change to Oregon Telephone Assistance Program - No charge applies when an existing Customer requests a change in their local service to the Oregon Telephone Assistance Program.
- F. Directory Listing Change Charge - A charge will apply to each Customer-requested change in directory listing.

- [1] All Residence Local Service offers are grandfathered to existing service arrangements at existing locations for Customers of record as of December 18, 2006, unless a prior date is indicated. Service Change Charges are no longer applicable.

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SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

SERVICE CONNECTION AND MAINTENANCE CHARGES

4.3 SERVICE CHANGE CHARGES (CONT'D)

4.3.1 Rates and Charges [1]

	<u>NONRECURRING CHARGE</u>
A. Telephone Number Change	\$20.00
B. Feature Change Charge	5.00
C. PIC Change Charge (OutPICs only)	5.00
D. PLOC Change Charge	No Charge
E. Customer Change to Lifeline Service	No Charge
F. Directory Listing Change Charge	5.00

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SERVICE CONNECTION AND MAINTENANCE CHARGES

4.4 REPAIR AND MAINTENANCE PREMISES VISIT CHARGES

Repair and Maintenance Premises Visit Charges apply per Customer order for all work or services ordered to be provided at one time on the same premises, for the same Customer. This charge may vary depending upon the day of the week and the time of day service is requested by the Customer as follows:

- A. Basic Time – work performed Monday through Saturday between 8:00AM and 8:00PM.
- B. Overtime – Work performed Monday through Saturday between 8:00PM and 8:00AM
- C. Premium Time – Work performed on Sundays and on national holidays.

4.4.1 Rates and Charges

	<u>NONRECURRING CHARGE</u>
<u>Premises Visit Charges, per visit</u>	
A. Basic Time	\$ 49.99
B. Overtime	49.99
C. Premium Time	49.99

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