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#### 4. SERVICE CONNECTION AND MAINTENANCE CHARGES

##### 4.1. GENERAL

Local Exchange Service is subject to nonrecurring service charges that apply to customer requests for connecting, moving or changing service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Tariff.

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 has it 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

###### 4.2.1. DESCRIPTION OF CHARGES

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 applies per occurrence for the initial or subsequent installation of broadband facilities and equipment, and to any change of location of such facilities and equipment. This charge will be waived for the initial installation of any Network Interface Unit(s) at the customer's premises.
- B. The Primary Line Activation Charge applies per occurrence where existing broadband facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies in lieu of the Primary Line Activation Charge.
- C. The Line Restoration Charge will apply on each line to be restored after disconnection for non-payment of charges.
- D. The Service Dispatch Charge will apply for any subsequent request to add or modify facilities after initial installation.

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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.3. SERVICE CHANGE CHARGES**

**4.3.1. DESCRIPTION OF CHARGES**

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 Comcast Local Service customers who request a change in their PIC designation for pre-subscription of InterLATA or IntraLATA services. If the customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to the same Carrier, only the interLATA PIC Change Charge will apply. If the customer simultaneously changes both the intraLATA PIC and the interLATA PIC on the same line or trunk to separate Carriers, both the IntraLATA and InterLATA PIC Change Charges will apply
- D. Directory Listing Change Charge - A charge will apply to each customer-requested change in directory listing.
- E. Change of Billing Responsibility - This charge applies when a customer requests that the billing responsibility for an existing Business Local Service account be changed to reflect a new name.

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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.3. SERVICE CHANGE CHARGES (CONT'D)**

**4.3.1. DESCRIPTION OF CHARGES (CONT'D)**

G. Move, Add, Change Charge

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the nonrecurring charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add, or change of a Company service.

Move, Add, and Change are defined as follows:

1. Move

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building.

2. Add

The addition of a service to an existing service at one location.

3. Change

Includes rearrangement or reclassification of existing service at the same location.

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**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.4. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES**

**4.4.1. DESCRIPTION OF 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 will 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 8:00 AM and 8:00 PM.
- B. Overtime - Work performed Monday through Saturday between 8:00 PM and 8:00 AM.
- C. Premium Time - Work performed on Sundays and on national holidays.

**LOCAL EXCHANGE SERVICE TARIFF**

**COMCAST PHONE  
OF ARIZONA, LLC**

**A.C.C. TARIFF NO. 2**

**SECTION 4**

**Original Page 5**

**Issued: May 24, 2007**

**Effective: June 23, 2007**

**4. SERVICE CONNECTION AND MAINTENANCE CHARGES**

**4.5. RATES AND CHARGES**

**4.5.1. SERVICE CONNECTION AND LINE ACTIVATION CHARGES**

	<u>NONRECURRING CHARGES</u>	
	<u>MAXIMUM</u>	<u>CURRENT</u>
A. Service Connection Charge	\$85.00	\$75.00
B. Primary Line Activation Charge	85.00	75.00
C. Line Restoration Charge, after disconnection for non-payment, per line	85.00	60.00
D. Service Dispatch Charge, subsequent to initial installation	85.00	60.00

**4.5.2. SERVICE CHANGE CHARGES**

A. Telephone Number Change	\$50.00	\$35.00
B. Feature Change Charge	30.00	10.00
C. PIC Change Charge (OutPICs only)	20.00	5.00
D. Directory Listing Change Charge	40.00	30.00
E. Change of Billing Responsibility	20.00	10.00
F. Move, Add, Change Charge	30.00	10.00

**4.5.3. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES**

A. Basic Time (per visit)	\$160.00	\$115.00
B. Overtime (per visit)	225.00	175.00
C. Premium Time (per visit)	280.00	230.00