

3. COMCAST DIGITAL PHONE SERVICE

Comcast Digital Phone Service is provided by Comcast Phone of New Hampshire, LLC for the use of end users in placing and/or receiving local telephone calls within a local calling area, or in placing intrastate calls within the state of New Hampshire.

3.1. SERVICE CONNECTION AND LINE ACTIVATION 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.

3.1.1. DESCRIPTION OF CHARGES

- A. The Service Connection Charge applies per occurrence for the initial or subsequent installation of facilities and equipment.
- B. The Primary Line Activation Charge applies per occurrence where existing 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 Additional Line Activation Charge applies per occurrence for additional lines where existing facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies. The Line Activation Charge will be waived if the Service Connection Charge or Primary Line Activation Charge applies.
- D. The Service Dispatch Charge applies for any subsequent request to add or modify facilities after initial installation.

3.1.2. RATES

	NONRECURRING CHARGE
• Service Connection	\$60.00
• Primary Line Activation	60.00
• Additional Line Activation	60.00
• Service Dispatch (subsequent to initial installation)	60.00

3. COMCAST DIGITAL PHONE SERVICE

3.2. MISCELLANEOUS NONRECURRING CHARGES

3.2.1. DESCRIPTION OF CHARGES

- A. A nonrecurring charge applies to the following:
- The installation of new service
 - The transfer of an existing service to a different location
 - A change from one class of service to another at the same or a different location
 - Restoral of service after suspension or termination for nonpayment
- B. No nonrecurring charge applies for:
- A change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase if a lower grade of service is offered in the Customer's exchange
 - Complete termination of service
- C. The Company may from time to time waive or reduce the nonrecurring charge as part of a promotion.
- D. Nonrecurring charges are listed with each service to which they apply within this Service Guide.

3.2.2. CHANGE OF RESPONSIBILITY

This charge applies when a Customer requests that the billing responsibility for an existing account be changed to reflect a new name.

	NONRECURRING CHARGE
<ul style="list-style-type: none">• Change of Responsibility, per account, per occurrence	\$10.00

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3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.3. MOVES, ADDS AND CHANGES

- A. A Move charge will apply upon the disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building.
- B. An Add charge will apply upon the addition of a service to an existing service at one location.
- C. A Change charge will apply upon the rearrangement or reclassification of existing service at the same location.
- D. A Custom Calling Feature Change charge will apply when the Customer requests to add or change a custom calling feature. This charge is assessed per access line for each occurrence.
- E. A Directory Listing Change charge will apply to each Customer requested change in directory listings.

**NONRECURRING
CHARGE**

- Move, Add, or Change, per order \$5.00
- Custom Calling Feature Change 5.00
- Directory Listing Change 5.00

3.2.4. CHANGE OF TELEPHONE NUMBER

The following nonrecurring charge applies to change a telephone number at the Customer's request. No charge applies to change the number due to annoyance calls or Company initiated number changes. When a Customer changes telephone numbers, the referral period for the disconnected number will be 30 days.

**NONRECURRING
CHARGE**

- Per Telephone Number Changed \$20.00

3. COMCAST DIGITAL PHONE SERVICE

3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.5. RESTORAL OF SERVICE

A nonrecurring charge will be applied to reestablish service if service is interrupted due to nonpayment of exchange service or other charges, but an order providing for complete disconnection has not been completed. Once a disconnection order has been completed, service will be reestablished only upon the basis of a new application of service in addition to any charges for services due up to the date of suspension.

**NONRECURRING
CHARGE**

- Restoral of Service, each line \$60.00

3.2.6. NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

3.2.7. 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 will vary depending upon the day of the week and the time of day service is requested by the Customer.

**NONRECURRING
CHARGE**

- Basic Time (Monday through Saturday 8:00 AM - 8:00 PM) \$19.95
- Overtime (Monday through Saturday 8:00 PM - 8:00 AM) 19.95
- Premium Time (Sundays and national holidays) 19.95

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3.2. MISCELLANEOUS NONRECURRING CHARGES (CONT'D)

3.2.8. PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Presubscription is an arrangement whereby an end user may select and designate to the Company Inter/IntraLATA Interexchange Carriers (ICs) to access, without an access code, for long distance calls. These ICs are referred to as the end user's Primary Interexchange Carriers (PICs).

Each residential Customer may select one PIC for IntraLATA long distance service and the same or another PIC for InterLATA service. A Change Charge does not apply for the initial Carrier selection(s).

Subsequent to the installation of Local Exchange Service, and after the end user's initial PIC selection(s), the following nonrecurring charge applies for any Carrier-selection modification. This charge is billed to the Local Exchange Service Customer.

	NONRECURRING CHARGE
• Change in IC, Per Customer Request	\$5.00

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3.3. BUSINESS LOCAL SERVICE ^[1]

3.3.1. DESCRIPTION OF SERVICE

Business Local Service provides the Customer with one access line and usage within a local calling area for the transmission of two-way interactive switched voice or data communications.

The Company's services are furnished subject to the availability of facilities within the Company's local serving area.

Business Local Service provides the Customer with one access line, touch-tone service, one commercial white page listing, one simple yellow page listing, 900/976 call blocking, and unlimited calling within the Customer's local calling area. Business Local Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company.

Business Local Service is subject to monthly recurring charges, usage rates, and, for certain call types, service charges on a per call basis.

3.3.2. RATES AND CHARGES

	MONTHLY CHARGE
• Business Access Line ^[2]	\$50.50
• Caller ID Name & Number ^[2]	10.75
• Caller ID Blocking	0.00
• Call Trace ^[2]	5.00

[1] Service is grandfathered as of January 9, 2012.

[2] Nonrecurring charges may apply as set forth in this Section 3.

3. COMCAST DIGITAL PHONE SERVICE

3.3. BUSINESS LOCAL SERVICE ^[1] (CONT'D)

3.3.3. DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished upon Customer request for assistance in obtaining directory listing information for listings that are within the state. Customers will be charged for all requests including requests for listings that are not available or not found. This service will be provided by an operator or a mechanized response system.

Directory Assistance charges apply on a per call basis, with a maximum of three requests allowed per call. Calls to Directory Assistance service will be billed directly to the Customer's account.

A Customer who cannot use telephone directories because of physical or mental limitations may obtain an exemption from Directory Assistance Service charges.

**CHARGE
PER CALL**

- Each call dialed directly by the Customer \$0.60

3.3.4. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

Directory Assistance Call Completion Service provides a Customer calling Directory Assistance with the option of having the call to the last requested intrastate number completed. A service message will inform the Customer that he may be connected to the requested number automatically for a specified additional charge.

When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.

The Directory Assistance Call Completion Service charge does not apply to disabled persons who are exempt from the Directory Assistance charge.

**USAGE
CHARGES**

- Each call completed \$0.35
- Non-local usage, per minute 0.12

[1] Service is grandfathered as of January 9, 2012.

3. COMCAST DIGITAL PHONE SERVICE

3.3. BUSINESS LOCAL SERVICE ^[1] (CONT'D)

3.3.5. OPERATOR SERVICE

Operator Service rates apply to Customers who place calls with the assistance of a Company Operator or mechanized response system. A service charge will apply to each Operator Service call. Operator Service charges apply to any call involving an operator unless specifically excluded in this Service Guide.

	CHARGE PER CALL
• Collect	\$2.49
• Billed to Third Number	2.49
• Station-to-Station	2.49
• Person-to-Person	2.49

[1] Service is grandfathered as of January 9, 2012.

3. COMCAST DIGITAL PHONE SERVICE

3.3. BUSINESS LOCAL SERVICE ^[1] (CONT'D)

3.3.6. DIRECTORY LISTINGS

The Company will arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.

A. Additional Listings

A listing provided in addition to the main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing.

	NONRECURRING CHARGE	MONTHLY RATE
• Each Additional Listing	[2]	\$1.13

B. Non-Listed Service

At the request of the Customer, any one or all of the Customer's listings normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

	NONRECURRING CHARGE	MONTHLY RATE
• Each Non-Listed Number	[2]	\$1.48

C. Non-Published Service

The telephone numbers of Non-Published Service are not listed in the telephone directory or in the information records available to the general public.

	NONRECURRING CHARGE	MONTHLY RATE
• Each Non-Published Number	[2]	\$2.97

[1] Service is grandfathered as of January 9, 2012.

[2] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See Section 3.2.3 for charges to add or modify listing services for an existing line.

3. COMCAST DIGITAL PHONE SERVICE

3.3. BUSINESS LOCAL SERVICE ^[1] (CONT'D)

3.3.7. NUMBER REFERRAL SERVICE

Customers who disconnect or change their telephone number may request Referral Service, which will provide a recorded announcement that refers calls to the Customer's new number for 30 days from the date of disconnect or change at no charge.

The Customer may also request Extended Referral service, which will extend the announcement for an additional 30 days.

	NONRECURRING CHARGE
• Initial 30 days	-
• Additional 30 days	\$2.00

3.4. BUSINESS LONG DISTANCE

Long Distance rates apply to Intrastate/IntraLATA calls made by Customers who subscribe to Comcast Digital Phone Business Local Service.

	USAGE RATE PER MINUTE OF USE
• Directed Dialed	\$0.35
• Operator Assisted ^[2]	0.35

[1] Service is grandfathered as of January 9, 2012.

[2] Operator Service Charges as set forth in Section 3.3.5 also apply per call.