

SERVICE GUIDE FOR TELECOMMUNICATIONS SERVICES

MISCELLANEOUS SERVICES

8.1 900/976 CALL BLOCKING

8.1.1 General

900/976 Call Blocking is provided by the Company as the default service option to restrict calls from the Customer's access line to all 900 and 976 service access codes.

8.1.2 Regulations

- A. When the blocking is activated, direct dialed calls to all 900/976 service numbers from the Customer's access line will be blocked. These blocked calls will be directed to an announcement.
- B. This option does not prevent Customers from placing 900/976 calls from their access line using other Operator Service Providers. In addition, this option does not prevent Customers from placing operator-assisted calls to 900/976 services from a line that is not blocked.

8.1.3 Rates and Charges

**Nonrecurring
Charge**

900/976 Call Blocking

No Charge

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Issued By: Comcast Phone of Washington, LLC

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8.2 TOLL RESTRICTION

8.2.1 General

This service provides Customers with the ability to block outbound long distance calling from their access line.

8.2.2 Regulations

- A. A monthly recurring charge as specified below will apply for each line restricted, except that Toll Restriction will be provided at no charge to Washington Telephone Assistance Program subscribers.
- B. When the Toll Restriction option is activated, direct dialed long Distance calls from the Customer's access line will be blocked. These blocked calls will be directed to a network message.
- C. The activation of the Toll Restriction option does not prevent Customers from placing long distance calls from the access line utilizing an Operator Service Provider or a Directory Assistance Call Completion service provider that can be reached through the use of a local call. In addition, this option does not prevent Customers from placing operator-assisted calls to a long distance number from a line that is not blocked.
- D. The following types of calls will be blocked:
 - 1+ 7 Digit Long Distance
 - 1+ 10 Digit Long Distance
 - 00+
 - 00-
 - 01+
 - 011+
 - 1010XXX
 - 0+ 7 Digit Long Distance
 - 0+ 10 Digit Long Distance

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8.2 TOLL RESTRICTION (CONT'D)

8.2.3 Rates and Charges

Toll Restriction will be provided at no charge to Washington Telephone Assistance Program subscribers.

	Monthly Charge
Per Line Restricted	No Charge

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**8.3 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(911, E911)**

8.3.1 General

The Company will provide a universal central office number 911 for the use of Public Safety Answering Points (PSAP) engaged in providing telecommunications services for a Public Agency engaged in protecting the safety and property of the general public. Use of the number 911 will provide the public with a means of simple and direct telephone access to such Public Safety Answering Points.

In providing this service, the Company will route 911 telephone calls from its Local Serving Areas to the Public Emergency Service Provider.

8.3.2 Regulations

- A. Enhanced 911 information consisting of the names, addresses and telephone numbers of all telephone Customers is confidential. The Company will release such information via the Data Management System to the E911 database.
- B. The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.
- C. After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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**8.3 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE
(911, E911)**

8.3.2 Regulations (Cont'd)

- D. On new connects, where the customer is assigned a new, previously non-existent telephone number, the Company will assure the forwarding of the telephone number to the appropriate Public Safety Agency upon installation. Enhanced 911 information, such as addresses and names, will be provided to appropriate Public Safety Agency within 48 hours of such service installation.
- E. The Company assumes no liability for any infringement or invasion of any right of privacy of any person or persons caused, or claimed to be caused, directly or indirectly by the use of 911 Service. Under the terms of this service guide, the Public Safety Agency must agree (except where the events, incidents, or eventualities specified in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Customer or others.
- F. Under the terms of this service guide the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement or invasion of the right of privacy of any persons, caused or claimed to have been caused, directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 Service hereunder, and which arise out of the negligence or other wrongful act of the Public Safety Agency, its user, agencies or municipalities, or the employees or agents of any one of them, or which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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