

## Promotions and Special Offers

Issued January 27, 2010

Effective January 28, 2010

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### B. Description

From time to time, the Company may make promotions or special offers available to eligible customers through marketing materials or during a marketing contact. A customer's eligibility to participate in promotions or special offers offered by the Company is dependant upon the customer's satisfaction of qualifications and/or restrictions set forth by the Company at the time of the offer.

### B. Terms and Conditions

For convenience in setting forth the Company's intent in this Service Guide, the terms "promotions" and "special offers" are used interchangeably.

"You" and "Your" mean current or potential customers.

"Company" means Xfinity Voice or Comcast Business Voice and any affiliates authorized to provide service on the Company's behalf.

#### 1. To qualify for promotional offerings, you must:

- Receive marketing material from the Company, be offered a promotion during a marketing contact with the Company or meet other qualifications as outlined for the promotion.
- Enroll in the designated promotion by the date specified in the promotion.

#### 2. To participate in a promotion, you may also be required to do one or more of the following:

- Currently have, or choose the Company as your Primary Long Distance Carrier.
- Choose the Company as your Primary Local Toll Carrier.
- Choose the Company as your Local Telephone Company.
- Enroll in, or continue enrollment in a designated Company state, interstate or international offer.

The terms and conditions set forth in this document represent an abbreviated summary of the terms and conditions more fully described in the applicable Services Agreement. This document is offered for the convenience of the customer and does not represent a waiver of the conditions set forth in the more comprehensive Services Agreement.

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### **B. Terms and Conditions (Cont'd)**

- Meet a specific long distance toll requirement.
  - Agree to meet other qualifying conditions specified by the Company at the time of enrollment in the promotional offering.
3. **The Company will provide the benefits of the designated promotion until one or more of the following events occur:**
- The Company changes and/or discontinues the designated promotion.
  - The Company is notified that you no longer subscribe to the qualifying service. Discontinuance will be effective as of the date the Company's records show that you no longer subscribe to the qualifying service.
  - You notify the Company that you want to withdraw from the promotion.
  - You no longer agree to a qualifying bill payment arrangement accepted by the Company.
  - The term of the promotional benefit expires.
  - You no longer meet the eligibility requirements outlined in the Company marketing information or explained at the time of enrollment.
4. **If you no longer meet the eligibility requirements of this promotion, you will:**
- Forfeit any promotional benefits not yet received, and
  - Terminate your participation in this promotion.
5. **Promotions may be combinable with other Company offers as outlined.**
6. **Promotions are offered subject to system and/or facility availability. All promotions may not be available in all areas.**

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### C. Rates and Charges

1. Promotional benefits are based on the marketing information provided at the time of enrollment and may consist of one or more of the following:
  - Free Minutes
  - Bill Credits
  - Monthly Recurring Charge waiver or reductions
  - Prepaid Cards
  - Service Charge waiver or reductions
  - Pricing plan rate reductions
2. Promotional offerings are subject to applicable fees, surcharges and taxes.

### D. Support for Xfinity and Comcast Business Customers Impacted by the Crisis in Ukraine

1. Billing for calls to Ukraine for the time period of February 20, 2022 through August 31, 2022 will be waived.
2. Offer is subject to the following limitations:
  - Service is not offered for resale and may not be offered by subscriber to others as part of any promotional offer on a free or paid basis.
  - For residential customers, service is limited to subscriber, members of the subscriber's household and occasional guests.
  - For business applications, service is limited to subscriber, employees of the subscriber and occasional guests.

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(N)

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