



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION  
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429  
603-271-2431  
www.puc.nh.gov

NHPUC Form CLEC-25  
Rate Schedule  
Cover Sheet  
Puc 449.10  
Rev. 12/06/04

## CLEC RATE SCHEDULE COVER SHEET

### 1. General Information

Federal Identification Number 30-0022802

CLEC Authorization Number 23-088- OR Date of Application \_\_\_\_\_

Legal Name Comcast Phone of New Hampshire, LLC

Trade Name (d/b/a)  
in New Hampshire Comcast Phone of New Hampshire, LLC

Regulatory Contact Stacey Parker

Complete Mailing Address  
12 Tozer Road  
Beverly, MA 01915

Phone Number 978-927-5700

Fax Number 978-927-6074

E-mail Address Stacey\_Parker@cable.comcast.com

### 2. Attachments

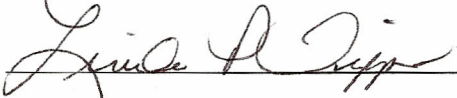
Attach rate sheets, and include

- The name of the service as appears on customer bills;
- The name of the service as appears on company provisioning documents;
- A brief description of service;
- The price at which the service is offered; and
- The date on which the price is effective.

Any rate schedule of more than ten pages shall include a table of contents and numbered pages.

### 3. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative Signature  Title Tariff Administrator

Printed Name Linda P. Tipps Date 1/6/12

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.  
Please mail any documents to the above address.

**SCHEDULE OF RATES AND CHARGES**

APPLYING TO THE PROVISION OF

**COMPETITIVE LOCAL EXCHANGE SERVICES**

WITHIN THE STATE OF

**NEW HAMPSHIRE**

Comcast Phone of New Hampshire, LLC adopts the State of New Hampshire  
Competitive Carrier Uniform Tariff

**ISSUED:** January 6, 2012  
**EFFECTIVE:** January 9, 2012

**BY:** Kevin Casey  
**TITLE:** Senior Vice President

NH12-001

## 1. 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.

### 1.1. 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.

#### 1.1.1. 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.

#### 1.1.2. RATES

|  | NONRECURRING<br>CHARGE |
|--|------------------------|
| • Service Connection                                       | \$60.00                |
| • Primary Line Activation                                  | 60.00                  |
| • Additional Line Activation                               | 60.00                  |
| • Service Dispatch<br>(subsequent to initial installation) | 60.00                  |

ISSUED: January 6, 2012  
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**1. COMCAST DIGITAL PHONE SERVICE**

**1.2. MISCELLANEOUS NONRECURRING CHARGES**

**1.2.1. 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 Rate Schedule.

**1.3. 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.

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

**ISSUED:** January 6, 2012  
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**TITLE:** Senior Vice President

**1. COMCAST DIGITAL PHONE SERVICE**

**1.4. MOVES, ADDS, AND CHANGES**

**1.4.1. DESCRIPTION OF CHARGES**

- 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 will apply to each Customer requested change in directory listings.

**1.4.2. RATES**

**NONRECURRING  
CHARGE**

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

**1.5. 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

**ISSUED:** January 6, 2012  
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**1. COMCAST DIGITAL PHONE SERVICE**

**1.6. 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

**1.7. 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.

**1.8. 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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**1. COMCAST DIGITAL PHONE SERVICE**

**1.9. 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 |
|--------------------------------------|--------|

**ISSUED:** January 6, 2012  
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**BY:** Kevin Casey  
**TITLE:** Senior Vice President

**1. COMCAST DIGITAL PHONE SERVICE**

**1.10. BUSINESS LOCAL SERVICE** <sup>[1]</sup>

**1.10.1. 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.

**1.10.2. RATES AND CHARGES**

|  | <b>MONTHLY<br/>CHARGE</b> |
|--|---------------------------|
| • Business Access Line <sup>[2]</sup>    | \$50.50                   |
| • Caller ID Name & Number <sup>[2]</sup> | 10.75                     |
| • Caller ID Blocking                     | 0.00                      |
| • Call Trace <sup>[2]</sup>              | 5.00                      |

[1] Service is grandfathered as of 1/9/12.

[2] Nonrecurring charges apply as set forth in this Section 1.

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**1. COMCAST DIGITAL PHONE SERVICE**

**1.10. BUSINESS LOCAL SERVICE <sup>[1]</sup> (CONT'D)**

**1.10.3. 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

**1.10.4. 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 1/9/12.

**1. COMCAST DIGITAL PHONE SERVICE**

**1.10. BUSINESS LOCAL SERVICE <sup>[1]</sup> (CONT'D)**

**1.10.5. OPERATOR SERVICE**

Operator Service rates apply to Customers who place local 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 Tariff.

|                          | <b>CHARGE<br/>PER CALL</b> |
|--------------------------|----------------------------|
| • 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 1/9/12.

**1. COMCAST DIGITAL PHONE SERVICE**

**1.10. BUSINESS LOCAL SERVICE<sup>[1]</sup> (CONT'D)**

**1.10.6. 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.

|                           | <b>NONRECURRING<br/>CHARGE</b> | <b>MONTHLY<br/>RATE</b> |
|---------------------------|--------------------------------|-------------------------|
| • 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.

|                          | <b>NONRECURRING<br/>CHARGE</b> | <b>MONTHLY<br/>RATE</b> |
|--------------------------|--------------------------------|-------------------------|
| • 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.

|                             | <b>NONRECURRING<br/>CHARGE</b> | <b>MONTHLY<br/>RATE</b> |
|-----------------------------|--------------------------------|-------------------------|
| • Each Non-Published Number | [2]                            | \$2.97                  |

[1] Service is grandfathered as of 1/9/12.

[2] Nonrecurring charge does not apply if installed on the same order, at the same time as the associated access line. See Section 1.4, preceding, for charges to add or modify listing services for an existing line.

**1. COMCAST DIGITAL PHONE SERVICE**

**1.10. BUSINESS LOCAL SERVICE <sup>[1]</sup> (CONT'D)**

**1.10.7. 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 |

**1.10.8. LATE PAYMENT CHARGE**

When payment of any billed amount is not received within five (5) days after the due date, the unpaid balance carried forward to the next month's bill may be subject to a Late Payment Charge in the amount of 1.5% of the unpaid balance.

**1.10.9. RETURNED CHECK CHARGE**

In addition to any late payment charges, the Customer will be assessed a charge of twenty dollars (\$20.00) for each check, draft, or electronic funds transfer submitted by the Customer to the Company which a financial institution refuses to honor.

**1.10.10. ADVANCE BILLING**

The Company shall present invoices for recurring charges monthly to the Customer, in advance of the month in which service is provided, and such recurring charges shall be due and payable within 30 days after the date of the invoice.

[1] Service is grandfathered as of 1/9/12.

## 2. NETWORK SERVICES

### 2.1. SCHOOLS AND LIBRARIES NETWORK SERVICE

#### 2.1.1. NETWORK SERVICE FOR E-RATE ELIGIBLE INSTITUTIONS

##### A. General

1. Schools and Libraries Network Service is a high-speed data service that uses point to point T1 circuits for the interconnection of Local Area networks (LANs) across the Customer's physical locations. The service delivers connections between Customer locations at a T1 (1.5 Mbps) level. In some locations, a Channelized T1 service option (described in 6.1.3, following) may be available.
2. Schools and Libraries Network Service is exclusively available to primary and secondary educational institutions, corresponding municipal libraries and other "e-rate eligible" institutions. Visit: <http://www.sl.universalservice.org/> for e-rate eligibility criteria.
3. A termination liability applies to accounts terminated prior to the fulfillment of the initial contract period. The termination liability shall be equal to the monthly rates applicable for the remaining months of the initial period plus outstanding nonrecurring charges (if any).

#### 2.1.2. POINT-TO-POINT SERVICE

##### A. Service Description

Point-to-Point Schools and Libraries Network Service permits the Customer to connect their physically distributed locations as if they were on the same Local Area Network (LAN). This service is provided between designated Customer locations within a metropolitan area.

##### B. Rates and Charges

##### MONTHLY RATE

- Point to Point Service
  - 1.5 Mbps Point to Point circuit between two locations,  
initial 36 month period

\$650.00

#### 2.1.3. CHANNELIZED EXCHANGE SERVICE

##### A. Service Description

Subject to facility and system availability, Channelized Exchange Service delivers the functional equivalent of 24 voice grade facilities (via a channelized T1 facility) providing local and long distance dialing capability through the Public Switched Telephone Network (PSTN). Subscription is limited to e-rate qualifying institutions as defined in 2.1.1, preceding.

**ISSUED:** January 6, 2012  
**EFFECTIVE:** January 9, 2012

**BY:** Kevin Casey  
**TITLE:** Senior Vice President

**2. NETWORK SERVICES**

**2.1. SCHOOLS AND LIBRARIES NETWORK SERVICE**

**2.1.3. CHANNELIZED EXCHANGE SERVICE (CONT'D)**

**B. Rates and Charges**

|   | <b>MONTHLY RATE</b>        |
|---|----------------------------|
| 1. Channelized Exchange Service   |                            |
| • 24 voice equivalent channels, initial 36 month period <sup>[1]</sup>          | \$720.00                   |
| 2. Features   |                            |
| • Caller ID Blocking  | Included                   |
| • Caller ID Name and Number   | Included                   |
| • Prohibit Billed to Third Number Calls   | Included                   |
| • Prohibit Collect Calls  | Included                   |
| • Toll Blocking   | Included                   |
| • 900/976 Blocking  | Included                   |
| 3. Directory Listings   |                            |
| • Primary Listing   | Included                   |
| • Additional Listing, per listing   | \$4.60                     |
| • Non-Published Service   | 3.40                       |
| • Non-Listed Service  | 1.70                       |
|   | <b>NONRECURRING CHARGE</b> |
| 4. Directory Assistance   |                            |
| • Local and Intrastate Directory Assistance with Call Completion <sup>[2]</sup> | \$0.99                     |
| 5. Operator Services  |                            |
| • Local and Intrastate Operator Service <sup>[3]</sup>                          |                            |
| - Station to Station  | 2.99                       |
| - Person to Person  | 2.99                       |
| 6. Service Charges  |                            |
| • Change of Billing, per occurrence   | 10.00                      |
| • Number Change, per occurrence   | 10.00                      |
| • Directory Listing Change, per occurrence                                      | 10.00                      |
| • Feature Change, per occurrence  | 10.00                      |
|   | <b>USAGE</b>               |
| 7. Operator Services Usage, per minute  | \$0.12                     |

[1] Channelized Exchange Service includes a statewide local calling area.

[2] Service may not be available in all locations.

[3] Usage charge applies for operator handled calls.

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**TITLE:** Senior Vice President

### 3. COMCAST BUSINESS CLASS VOICE SERVICE

Comcast Business Class Voice Service is provided for the use of business Customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Business Class Subscriber Agreement and other applicable terms, conditions. For additional information Customers may call 1-888-COMCAST.

#### 3.1. BUSINESS CLASS VOICE LINE SERVICES

|  | MONTHLY RATE |
|--|--------------|
| <b>3.1.1. BUSINESS CLASS VOICE – PRIMARY LINE</b> <sup>[1,2]</sup> |              |
| • Premium Line (with Voice Mail)                                   | \$49.95      |
| • Premium Line (without Voice Mail)                                | 44.95        |
| • Hospitality Line   | 39.95        |
| <b>3.1.2. ADDITIONAL LINE(S), PER LINE</b> <sup>[1,2]</sup>        |              |
| • Premium Lines 2 and 3 (with Voice Mail)                          | \$49.95      |
| • Premium Lines 2 and 3 (without Voice Mail)                       | 44.95        |
| • Premium Lines 4 and above  | 24.95        |
| • Basic Line (with Voice Mail) <sup>[3]</sup>                      | 29.95        |
| • Basic Line (without Voice Mail) <sup>[3]</sup>                   | 24.95        |
| • Fax Line (without calling features or Voice Mail) <sup>[4]</sup> | 24.95        |
| <b>3.1.3. VINTAGE PRICING – PRIMARY LINE</b> <sup>[1,2,5]</sup>    |              |
| • V-Premium Line (with Voice Mail)                                 | \$69.95      |
| • V-Basic Line (without Voice Mail)                                | 64.95        |
| • V-Premium Line - with data or video subscription                 | 49.95        |
| • V-Basic Line - with data or video subscription                   | 44.95        |

- [1] Comcast Business Class Voice Premium, V-Premium or V-Basic Services include unlimited nationwide direct-dial calling from a business location. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Speed Dial 30 and other enhanced features. Prices shown are for the Voice component only.
- [2] Qualifying non-profit organizations may be eligible for discounted rates; contact Comcast for additional information.
- [3] Comcast Business Class Voice Basic Line includes free local calling from your business location and Caller ID.
- [4] Grandfathered 8/25/09.
- [5] For contracts initiated on or before 2/4/08.

**ISSUED:** January 6, 2012  
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**TITLE:** Senior Vice President

**3. COMCAST BUSINESS CLASS VOICE SERVICE**

**3.1. BUSINESS CLASS VOICE LINE SERVICES (CONT'D)**

|  | MONTHLY RATE |
|--|--------------|
| <b>3.1.4. VINTAGE PRICING – ADDITIONAL LINE</b> <sup>[1,2,3]</sup> |              |
| • V-Premium Line (with Voicemail)                                  | \$69.95      |
| • V-Basic Line (without Voicemail)                                 | 64.95        |
| • Fax Line (without calling features or Voicemail) <sup>[4]</sup>  | 34.95        |
| • V-Premium Line - with data or video subscription                 | 49.95        |
| • V-Basic Line - with data or video subscription                   | 44.95        |
| • Fax Line - with data or video subscription <sup>[4]</sup>        | 24.95        |
| <b>3.1.5. OPTIONAL SERVICES</b>                                    |              |
| • Call Trace, per call   | No Charge    |
| • Hunting  | No Charge    |
| • Domestic Toll Restriction, per line                              | No Charge    |
| • Distinctive Ring   | No Charge    |
| • International Toll Restriction, per line                         | No Charge    |
| • Prohibit Bill to Third Party, per line                           | No Charge    |
| • Prohibit Collect Calls, per line                                 | No Charge    |
| • Auto Attendant, per license                                      | \$24.95      |
| <b>3.1.6. LONG DISTANCE USAGE CHARGES</b>                          |              |

Intrastate long distance usage rates may be found in the Company's New Hampshire Rate Schedule No. 2. Interstate and International usage rates may be found in the Company's Pricing Lists for those services.

- [1] Comcast Business Class Voice Premium, V-Premium or V-Basic Services include unlimited nationwide direct-dial calling from your business location. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Speed Dial 30 and other enhanced features. Prices shown are for the Voice component only.
- [2] Qualifying non-profit organizations may be eligible for discounted rates; contact Comcast for additional information.
- [3] For contracts initiated on or before 2/4/08.
- [4] Grandfathered 8/25/09.

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**3. COMCAST BUSINESS CLASS VOICE SERVICE**

**3.1. BUSINESS CLASS VOICE LINE SERVICES (CONT'D)**

|   | CHARGE    |
|---|-----------|
| <b>3.1.7. INSTALLATION</b>                                      |           |
| • Standard Service Installation <sup>[1]</sup>                  |           |
| – 36 month term, per event                                      | \$ 49.00  |
| – 24 month term, per event                                      | 99.00     |
| – 12 month term, per event                                      | 199.00    |
| • Service Activation <sup>[2]</sup> , per line up to four lines | 24.95     |
| • Reconnect Charge, per event                                   | 5.00      |
| • Auto Attendant Set-up, per license                            | 24.95     |
| <b>3.1.8. REPAIR</b>  |           |
| • Service Charge - per technician, per hour                     | \$25.00   |
| • Repair Visit (Truck Roll)                                     | 49.95     |
| • Jack Charge (for new jacks), per jack                         | 49.95     |
| • Jack Change Charge, per jack                                  | 49.95     |
| <b>3.1.9. CHANGE CHARGES</b>                                    |           |
| • Auto Attendant Configuration Change                           | \$24.95   |
| • Change of Billing Responsibility                              | No Charge |
| • Feature Change  | No Charge |
| • Telephone Number Change                                       | No Charge |
| • Number Referral Service, (30 days)                            | 9.95      |

[1] "Service Installation" includes premises-related field activities: dispatching a technician as well as time and materials for physical installation.

[2] "Service Activation" includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

**3. COMCAST BUSINESS CLASS VOICE SERVICE**

**3.2. BUSINESS CLASS VOICE PRI TRUNK SERVICES**

**MONTHLY RATE**

**3.2.1. PRIMARY RATE INTERFACE (PRI) TRUNK <sup>[1]</sup>**

|                                    |          |
|------------------------------------|----------|
| • Port (6 Channels), per port      | \$349.00 |
| • Additional Channels, per Channel | 14.00    |
| • Full Capacity                    | 489.00   |

**3.2.2. CONFIGURATION OPTIONS/FEATURES**

|  |           |
|--|-----------|
| • Additional Block of 20 Numbers, per block  | \$ 5.00   |
| • Additional Block of 100 Numbers, per block | 20.00     |
| • DID/DOD Enable, per Trunk Group            | No Charge |
| • ANI/DNIS, per Trunk Group                  | 50.00     |
| • Monthly Call Detail Record, per location   | 50.00     |

**3.2.3. LONG DISTANCE USAGE CHARGES**

Intrastate long distance usage rates may be found in the Company's New Hampshire Rate Schedule No. 2. Interstate and International usage rates may be found in the Company's Pricing Lists for those services.

**CHARGE**

**3.2.4. INSTALLATION**

|                                   |           |
|-----------------------------------|-----------|
| • Initial Port Installation       | \$500.00  |
| • Additional Channel Installation | No Charge |

**3.2.5. ADDITIONAL FEES/CHARGES**

|   |           |
|---|-----------|
| • Technical Assistance, per hour (2-hour minimum applies) | \$ 75.00  |
| • Trunk Reconfiguration, per event                        | 100.00    |
| • Telephone Number Change                                 | No Charge |
| • Vanity Number Search                                    | No Charge |
| • Destination Unreachable                                 | No Charge |
| • Prohibit Bill to Third Party, per trunk                 | No Charge |
| • Prohibit Collect Calls, per trunk                       | No Charge |
| • Change of Billing Responsibility                        | No Charge |

[1] Includes first block of 20 telephone numbers, unlimited local calling, Caller ID, and E911 capability.

**3. COMCAST BUSINESS CLASS VOICE SERVICE**

**3.3. MISCELLANEOUS SERVICES**

|  | MONTHLY CHARGE |
|--|----------------|
| <b>3.3.1. DIRECTORY LISTING SERVICES</b>                             |                |
| • Standard Directory Listing <sup>[1]</sup>                          | No Charge      |
| • Non-Published Directory Service, per line                          | \$4.95         |
| • Non-Listed Directory Service, per line                             | 3.00           |
| • Computer/Fax Line Directory Exclusion, per line                    | No Charge      |
| • Additional Listing, per listing                                    | 3.00           |
|  | <b>CHARGE</b>  |
| <b>3.3.2. DIRECTORY SET-UP/CHANGE</b>                                |                |
| • Non-Published Directory Service, per event                         | \$34.71        |
| • Non-Listed Directory Service, per event                            | 34.71          |
| • Additional Listing Directory Service, per event                    | No Charge      |
| • Directory Listing Change   | No Charge      |
| <b>3.3.3. DIRECTORY ASSISTANCE SERVICES</b>                          |                |
| • Domestic Directory Assistance <sup>[2,3]</sup>                     |                |
| – Standard Directory Assistance, per call                            | \$1.99         |
| – Enhanced Directory Assistance, per call                            | 1.99           |
| – Directory Assistance with Call Completion, per call <sup>[4]</sup> | 2.49           |

[1] Includes single listing in white and yellow pages.

[2] Limit 3 number requests per call.

[3] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from registered lines that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.

[4] Usage rates apply to non-local DA Call Completion for Basic Line and Trunk subscribers.

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**EFFECTIVE:** January 9, 2012

**BY:** Kevin Casey

**TITLE:** Senior Vice President

**3. COMCAST BUSINESS CLASS VOICE SERVICE**

| <b>3.4. ADMINISTRATIVE/GENERAL CHARGES</b> | <b>CHARGE</b> |
|--|---------------|
| <b>3.4.1. LATE PAYMENT FEE</b>             | \$ 5.00       |
| <b>3.4.2. RETURNED CHECK FEE</b>           | 20.00         |

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**TITLE:** Senior Vice President

#### 4. COMCAST RESIDENTIAL DIGITAL VOICE SERVICE

Comcast Digital Voice Residential Service is provided for the use of residential Customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts require continuous subscription to all specified Comcast products. Pricing shown does not include federal, state or local regulatory fees, taxes or surcharges. Service is subject to the Comcast Digital Voice Residential Subscriber Agreement and other applicable terms, conditions. For additional information Customers may call 1-888-COMCAST.

##### 4.1. RESIDENTIAL DIGITAL VOICE SERVICE

|   | MONTHLY RATE |
|---|--------------|
| <b>4.1.1. COMCAST UNLIMITED<sup>[1]</sup></b>                                   |              |
| • Comcast Unlimited with Comcast High-Speed Internet and Comcast Video Services | \$39.95      |
| • Comcast Unlimited with Comcast High-Speed Internet or Comcast Video Services  | 44.95        |
| • Comcast Unlimited only  | 44.95        |
| • Additional Premium Line (with Calling Features)                               | 21.95        |
| • Additional Basic Line (without Calling Features)                              | 11.95        |
| <b>4.1.2. LOCAL WITH MORE<sup>TM [2]</sup></b>                                  |              |
| • Local with More with Comcast Internet and/or Comcast Video Services           | \$24.95      |
| • Local with More only  | 34.95        |
| • Additional Premium Line (with Calling Features and Voice Mail)                | 21.95        |
| • Additional Basic Line (without Calling Features and Voice Mail)               | 11.95        |
| <b>4.1.3. OPTIONAL SERVICES</b>   |              |
| • Call Trace, per call  | No Charge    |
| • Domestic Toll Restriction   | No Charge    |
| • International Toll Restriction  | No Charge    |
| • Prohibit Bill to Third Party  | No Charge    |
| • Prohibit Collect Calls  | No Charge    |
| • Speed Dial 30   | No Charge    |

[1] Includes unlimited nationwide direct-dial calling. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, Enhanced Voice Mail and other enhanced features. Prices shown are for the Voice component only.

[2] Includes unlimited direct-dial local calling. From your home. The following calling features are also included: 3-way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Per-Call or Per-Line Blocking, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, and other enhanced features. Prices shown are for the Voice component only. Usage charges apply for calls to (and calls forwarded to) non-local terminating numbers.

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**BY:** Kevin Casey  
**TITLE:** Senior Vice President

**4. COMCAST RESIDENTIAL DIGITAL VOICE SERVICE**

**4.1. RESIDENTIAL DIGITAL VOICE SERVICE (CONT'D)**

|   | MONTHLY RATE             |
|---|--------------------------|
| <b>4.1.4. DIRECTORY LISTING SERVICES</b>          |                          |
| • Standard Directory Listing <sup>[1]</sup>       | No Charge                |
| • Non-Published Directory Service, per line       | \$2.97                   |
| • Non-Listed Directory Service, per line          | 1.48 <sup>[2]</sup>      |
| • Computer/Fax Line Directory Exclusion, per line | No Charge <sup>[3]</sup> |

**4.2. TRANSACTIONAL CHARGES**

|  | CHARGE |
|--|--------|
| <b>4.2.1. DIRECTORY ASSISTANCE SERVICES</b>                          |        |
| • Domestic Directory Assistance <sup>[4,5]</sup>                     |        |
| – Standard Directory Assistance, per call                            | \$1.50 |
| – Enhanced Directory Assistance, per call                            | 1.50   |
| – Directory Assistance with Call Completion, per call <sup>[6]</sup> | 2.00   |

**4.3. LONG DISTANCE USAGE CHARGES**

Intrastate long distance usage rates may be found in the Company's New Hampshire Rate Schedule No. 2. Interstate and International usage rates may be found in the Company's Pricing Lists for those services.

- [1] The Standard Directory Listing will be made available at ecolisting.com and through the Comcast directory assistance operator. The Company is unable to guarantee inclusion (or the accuracy of information) in databases/directories controlled by other information providers.
- [2] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 4-26-10.
- [3] This service is grandfathered to existing service arrangements at existing locations for Customers of record as of 1-6-10.
- [4] Limit 3 number requests per call.
- [5] Registered users with qualifying disabilities may be eligible for waived or discounted charges for calls originating from their home that utilize Domestic Directory Assistance, Domestic Call Completion, or Operator Services for Domestic Station-to-Station Sent-Paid calls.
- [6] Usage rates apply to non-local DA Call Completion for Local with More subscribers.

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**BY:** Kevin Casey  
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**4. COMCAST RESIDENTIAL DIGITAL VOICE SERVICE**

**4.4. INSTALLATION/REPAIR/CHANGE CHARGES**

**CHARGE**

**4.4.1. INSTALLATION**

- |  |                     |
|--|---------------------|
| • Standard Service Installation <sup>[1]</sup> , per event | Note <sup>[2]</sup> |
| • Service Activation <sup>[3]</sup> , per event            | \$29.95             |
| • Reconnect Charge, per event                              | 3.00                |
| • Non-Published Directory Service, per event               | No Charge           |

**4.4.2. REPAIR**

- |   |         |
|---|---------|
| • Customer Trouble Call (Trip Charge)                                   | \$19.95 |
| • Truck Roll Charge   | 11.95   |
| • Hourly Service Charge for technician visit<br>(minimum charge ½ hour) | 19.95   |
| • Jack Charge (for new jacks), per jack                                 | 19.95   |
| • Jack Change Charge, per jack  | 19.95   |

**4.4.3. CHANGE CHARGES**

- |                                      |           |
|--------------------------------------|-----------|
| • Telephone Number Change            | No Charge |
| • Feature Change                     | No Charge |
| • Directory Listing Change           | No Charge |
| • Change of Billing Responsibility   | No Charge |
| • Number Referral Service, (30 days) | No Charge |

- [1] "Service Installation" includes premises-related field activities: dispatching a technician as well as time and materials for physical installation.
- [2] Customers may contact Comcast for rate information.
- [3] "Service Activation" includes back-office activities associated with the establishment of an account: set-up, order processing, bill initiation, etc.

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**4. COMCAST RESIDENTIAL DIGITAL VOICE SERVICE**

| <b>4.5. ADMINISTRATIVE/GENERAL CHARGES</b> |  | <b>CHARGE</b>  |
|--|--|----------------|
| <b>4.5.1.</b>                              | <b>LATE PAYMENT FEE <sup>[1]</sup></b> | <b>5%</b>      |
| <b>4.5.2.</b>                              | <b>RETURNED CHECK FEE</b>              | <b>\$20.00</b> |

[1] Charge applied to account balances owed 45 days past the payment due date.