

SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE

(EFFECTIVE: JANUARY 15, 2019)

This Price Guide contains prices and descriptions for Spectrum Voice (“Voice Service”) communications services furnished by the Charter companies to residential voice Customers (“Subscriber(s)”). The rates, terms and conditions that are found in this Price Guide are incorporated into and part of the Spectrum Voice Residential Services Agreement and General Terms and Conditions For Charter Residential Services posted at <https://www.spectrum.com/policies/residential-terms.html>.” or [www.spectrum.com](http://www.spectrum.com), under “Terms of Service/Policies. Call 1-855-892-1002 for additional details on the following services.

This document applies to Charter’s Spectrum Voice Services in the following states: Alabama, Arizona, Colorado, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Maine, Massachusetts, Michigan, Missouri, Nebraska, New Hampshire, New Jersey, New Mexico, North Carolina, Ohio, Pennsylvania, Tennessee, Texas, Virginia, Washington, West Virginia and Wisconsin. The specific Charter Company providing your service may be found on the back of your bill. Voice Services and/or certain features may not be available in all areas. Please refer to [www.spectrum.com](http://www.spectrum.com) to find availability of Voice Service in your area.

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**Basic Service:** Basic service provides real-time, two-way voice communications service permitting users to receive calls that originate on the public switched telephone network and terminate calls on the public switched telephone network. Basic service will be provided with E911 emergency service<sup>1</sup>, access to; operator services<sup>2</sup>, directory assistance<sup>3</sup>, private number service (your number is not published or accessible via directory assistance), subscriber and repair call services, line intercept service, Telephone Relay Service (TRS)<sup>4</sup>, interexchange carriers for long distance calling and unlimited local calling within the local service area<sup>5</sup>. Basic Service is included as part of the Company's Voice packages listed below. Universal Service Fund charges and other surcharges, taxes and fees may be billed monthly to the Subscriber.

**Long Distance Service:** The terms set forth in this Price Guide, as well as those found in the Charter Spectrum Voice Residential Services Agreement apply to extended long distance services furnished by the Company for non-local calls within the U.S. and to specific international locations as referenced within the packages described below. The Company provides such long distance services, including direct-dialed services, to Subscribers of the Company's local service. The Subscriber will receive the Company as their long distance service provider when subscribing to a packaged service unless another long distance service provider is requested. No other substitution on service packages are allowed. Rates (package or per minute) for long distance calls include only direct-dialed (1+) calls. Operator assisted (0+) calls are excluded from the stated package. The Company reserves the right to review usage of any long distance service (package or per minute services) and discontinue or block long distance services without further notice if Subscriber is utilizing the service for non-residential purposes or is exceeding acceptable usage. Calls are measured in duration increments of sixty (60) seconds. All calls which are a fraction of a measurement increment are rounded up to the next whole unit. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier. Service provides the Company's Subscribers with the ability to originate calls to all other stations on the public switched telephone network bearing any rate center office(s) designation outside the Subscriber's local calling area.

1 The Company will provide E911 location information for all lines on the same account and does not support multiple address locations.

2 Provides Subscribers with assistance using operators or an automated interactive voice system. Please also see

<http://www.charter.net/support/voice/placing-domestic-and-international-calls/>

3 The Company will list its Subscribers' telephone numbers with directory assistance providers upon request, not private telephone numbers.

4 Please see <http://www.charter.net/support/voice/spectrum-voice-phone-service/>

5 Local service area as determined by the Company.

Voice Packages and Plans Offered	Monthly Rate
<p><b>Spectrum Voice Package:</b> Includes Spectrum Voice Basic Service, Spectrum Voice Unlimited Long Distance (ULD) calling minutes (intrastate and interstate) and Spectrum Voice Calling Features listed following on a Subscriber primary line: 3-Way Calling, Accept Selected Callers, Block 3<sup>rd</sup> Party Charges, Block 900/976 Calls, Block Anonymous Calls, Block Collect Calls, Block International Calls, Block Outbound Caller ID, Block Unwanted Callers, Caller ID, Call Waiting, Call Waiting with Caller ID, Enhanced Block Anonymous Calls, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Simultaneous Ring, Speed Dial and VIP Ring. Unlimited long distance calling includes calls within the fifty (50) United States and Canada, Guam, Mexico, Puerto Rico, American Samoa, the Northern Mariana Islands and the US Virgin Islands. Also included is Directory Assistance, Private Number Service, Nomorobo (blocks unwanted calls from robo-callers) and Voicemail/Readable Voicemail. The Company may offer this package to residential Subscribers of Spectrum TV™ and/or Spectrum Internet™ services at a discounted monthly rate. Additional services specified below may be purchased at standard rates. Some services may not be available in all areas. Taxes and fees included. Feature descriptions may be found at <a href="https://www.timewarnercable.com/en/support/phone/topics/calling-features.html">https://www.timewarnercable.com/en/support/phone/topics/calling-features.html</a></p>	<p>\$29.99 Voice Only \$9.99 Voice bundled with TV and/or Internet</p>
<p><b>Spectrum Voice Package – Additional Line:</b> See description of primary line offering above for an additional line. Subscriber must have the Spectrum Voice Package on the primary line at the primary line rate. Limit one.</p>	<p>\$19.99</p>
<p><b>International Calling Package and Plans Offered</b></p>	
<p><b>Spectrum Voice International:</b> Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. For additional details please refer to <a href="https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/">https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/</a>.</p>	<p>\$34.99 Voice Only \$14.99 Voice bundled with TV and/or Internet</p>
<p><b>Spectrum Voice International – Additional Line:</b> Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Limit one.</p>	<p>\$24.99</p>
<p><b>Direct Dial International Plan:</b> Post-paid long distance dialing service that charges the Subscriber based on per minute usage. Rates vary by international destination (plan supports International calling to mobile phones). Also see <a href="https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/">https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/</a></p>	<p>Rates Vary</p>

**Voicemail:** Subscriber may listen to stored messages left from incoming callers. Subscriber may manage voicemail settings/features and receive call details, for example the caller's phone number, caller's name, date and time of each voicemail. Voice messages may be converted to written word electronic mail messages. Subscriber consents under all applicable laws and regulations to provide Voicemail to text messages to Charter's vendor. Information regarding privacy concerns can be found at <https://www.spectrum.com/policies/your-privacy-rights> and additional voicemail help at <http://www.charter.net/support/voice/enhanced-voicemail-help/>.

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**Additional Services and Charges**

Service	Rate
Agent Assisted Payment	\$5.00
Battery Backup (CA Disabled - \$13.50) – 8 or 24 hour options available	\$60.00 each
Bill Copy	\$1.99
Late Payment Charge	\$2.00-\$8.50 per state
Non-Sufficient Funds	\$20-\$30.00 per state
Operator Services	Varies by call type
Seasonal Service	See Note <sup>6</sup>
Special Construction	See Note <sup>7</sup>
Wire Maintenance	Varies

<sup>6</sup> Subscriber may request a temporary service suspension to accommodate extended absence needs (e.g. vacation, etc.). Service is not intended for use in regularly occupied residence. Limitations apply.

<sup>7</sup> The Company may provide Special Construction at Subscriber's request, but the decision to do so is within the sole discretion of the Company. Construction charges in the form of installation charges, monthly charges, or both may be applied in addition to the usual service charges and monthly rates. Construction charges may include materials, contract services, and loaded labor as applicable. The Company will provide an estimate of Special Construction charges to the Subscriber prior to the start of construction.. Advance payment of the construction charges may be required by the applicant at the discretion of the Company.

**Service and Maintenance Charges**

Service Description - One-time charges for connection or change of service	Rate
Installation - Service connection per truck dispatch. (Up to 2 lines, including 1 jack per line.)	\$49.99
Move Transfer - Relocate Charter equipment per Subscriber request.	\$49.99
Reconnection - Restore service without truck dispatch after disconnection	\$4.99
Reconnection - Restore service with truck dispatch after disconnection	\$49.99
Trip Charge/Truck Dispatch – Service or trouble dispatch beyond the demarcation point.	\$49.99
Custom Work – Hourly Service Charge	\$49.99

**Voice Services/Rates No Longer Offered to New Customers (Former Time Warner Communications Service Areas)**

Plan	Monthly Rate
<b>Spectrum Voice Package (See Page 2 for Description)</b>	\$19.99 with TV or Internet \$29.99 Year 1 with TV & Internet \$19.99 After Year 1 with TV & Internet
<b>Spectrum Voice Package International (See Page 2 for Description)</b>	\$24.99 with TV or Internet \$34.99 Year 1 with TV & Internet \$24.99 After Year 1 with TV & Internet
<b>Home Phone Local – Primary Line:</b> Allows unlimited local calling. Intrastate, interstate and international calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call waiting with Caller ID, Caller ID – Block per Line, Caller ID – Block per call, Anonymous Call Reject, Call Forward, Three-Way Calling, Speed Dial, Call Restriction.	\$24.99 (PA, KY) \$29.95 (AL, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WI, WV) \$29.99 (AZ, CO, ID, KY, TN, TX, WA) \$34.99 (NM, TX) \$52.00 (KY, OH)
<b>Home Phone Local – Second Line:</b> Allows unlimited local calling. Intrastate, interstate and international calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call waiting with Caller ID, Caller ID – Block per Line, Caller ID – Block per call, Anonymous Call Reject, Call Forward, Three-Way Calling, Speed Dial and Call Restriction.	\$10.00 (KY, OH) \$19.95 (AL, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WI, WV) \$19.99 (AZ, CO, ID, WA) \$24.95 (TX) \$24.99 (TX) \$29.95 (PA) \$34.99 (NM, TX)

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<p><b>Home Phone Unlimited (State)- Primary Line:</b> Allows unlimited local and intrastate calling. Interstate and international calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call Waiting with Caller ID, Block Outbound Caller ID per Line, Block Outbound Caller ID per call, Block Anonymous Calls, Forward All Calls, 3-Way Calling, Speed Dial and Call Restriction.</p>	<p>\$29.95 (ME, NH)                  \$29.99 (PA)                  \$34.99 (TX)                  \$39.95 (AL, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WI, WV)                  \$39.99 (AZ, CO, ID, MA, NM, TX, WA)</p>
<p><b>Home Phone Unlimited (State)- Second Line:</b> Allows unlimited local and intrastate calling. Interstate and international calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call Waiting with Caller ID, Block Outbound Caller ID per Line, Block Outbound Caller ID per call, Block Anonymous Calls, Forward All Calls, 3-Way Calling, Speed Dial and Call Restriction.</p>	<p>\$24.95 (AL, AZ, CO, ID, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WA, WI, WV)                  \$29.95 (TX)                  \$29.99 (TX)                  \$39.99 (NM, TX)</p>
<p><b>Home Phone Unlimited Nationwide – Primary Line:</b> Allows unlimited local, intrastate and interstate calling. International calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call Waiting with Caller ID, Block Outbound Caller ID per Line, Block Outbound Caller ID per call, Block Anonymous Calls, Forward All Calls, 3-Way Calling, Speed Dial and Call Restriction.</p>	<p>\$39.95 (ME, NH, NJ)                  \$39.99 (KY, TN)                  \$42.99 (PA)                  \$44.99 (NM, PA, TX)                  \$49.95 (AL, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WI, WV)                  \$49.99 (AZ, CO, ID, MA, WA)                  \$62.00 (KY, OH)</p>
<p><b>Home Phone Unlimited Nationwide – Second Line:</b> Allows unlimited local, intrastate and interstate calling. International calling available on an additional rate per minute basis. Custom calling features included at no additional charge: Call Waiting, Caller ID, Call Waiting with Caller ID, Block Outbound Caller ID per Line, Block Outbound Caller ID per call, Block Anonymous Calls, Forward All Calls, 3-Way Calling, Speed Dial and Call Restriction.</p>	<p>\$10.00 (KY, OH)                  \$24.95 (PA)                  \$29.95 (AL, IL, IN, KS, KY, MI, MO, NC, NE, OH, PA, SC, VA, WI, WV)                  \$29.99 (AZ, CO, ID, MA, WA)                  \$39.95 (ME, NH, NJ)                  \$39.95 (TX)                  \$39.99 (TX)                  \$44.99 (NM, TX)</p>
<p><b>International Calling Plans</b></p>	
<p><b>International One Price:</b> Allows 1000 international calling minutes to 100 countries.</p>	<p>\$14.95 (PA)                  \$19.95 (AL, AZ, CO, HI, ID, IL, IN, KS, KY, MI, MO, NC, NE, NM, OH, PA, SC, TX, VA, WA, WI, WV)                  \$19.99 (MA, PA)                  \$20.95 (NJ)</p>
<p><b>Global Penny Plan:</b> Allows international calling to 50 destinations.</p>	<p>\$2.95 and \$.01 per minute</p>

**Additional Services and Charges**

Service	Rate
Directory Assistance	\$1.99 per use
Private Listing	\$1.20-\$4.95
Voicemail	\$3.95