

**SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE**  
**(EFFECTIVE: SEPTEMBER 18, 2018)**

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 1-855-222-0102 for additional details on the following services.

Spectrum Voice Services are offered in the following states: Alabama, California, Florida, Georgia, Indiana and Michigan. 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.

**Contents**

- 1. Basic Service ..... 2
- 2. Long Distance Service ..... 2
- 3. Voice Packages and Plans Offered..... 2
- 4. Spectrum Voice Package: ..... 2
- 5. Spectrum Voice Package – Additional Line ..... 2
- 6. Basic Service (California only)..... 2
- 7. Basic Long Distance Plan ..... 2
- 8. International Calling Package and Plans Offered ..... 3
- 9. Spectrum Voice International..... 3
- 10. Spectrum Voice International – Additional Line:..... 3
- 11. Direct Dial International Plan: ..... 3
- 12. Voicemail ..... 3
- 13. Additional Services and Charges..... 3
- 14. Service and Maintenance Charges ..... 3
- 15. Voice Services No Longer Offered to New Customers (Former Bright House Networks Service Areas) ..... 4

**SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE**  
**(EFFECTIVE: SEPTEMBER 18, 2018)**

**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>, 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. A Line Access charge, 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 Spectrum Agreement for Residential Services, 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 must choose the Company as their service provider for all long distance calls in order to subscribe to a service. No substitutions 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. See also <https://www.spectrum.com/home-phone?cmp=BHN>

1 The Company will provide 911 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, except private telephone numbers. Please also see <http://www.charter.net/support/voice/spectrum-voice-phone-service/>

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<sup>6</sup>:</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, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Simultaneous Ring, Speed Dial and VIP Ring. Feature availability may vary by service area. 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, Nomorobo (blocks unwanted calls from telemarketers and robo-callers) and Voicemail. The Company may offer this package to residential Subscribers of Spectrum TV™ and/or Spectrum Internet™ services at a discounted monthly rate as an acquisition and/or retention offer. 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="http://support.brighthouse.com/Category/Home-Phone/">http://support.brighthouse.com/Category/Home-Phone/</a></p>	<p>\$29.99 Voice Only            \$9.99 Voice bundled with TV and/or Internet</p>
<p><b>Spectrum Voice Package – Additional Line<sup>6</sup>:</b> Offering is identical to the primary line offering described 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>Basic Service (California only)<sup>6</sup>:</b> See description above.</p>	<p>\$19.99</p>
<p><b>Basic Long Distance Plan:</b> For Basic Service Subscribers who choose the Company as their long distance provider. Per minute of use intrastate rates apply per line to 1+ calls only (i.e. direct dialed) and are payable in arrears.</p>	<p>\$0.07 per minute</p>

<sup>6</sup> California Customers who desire LifeLine service may be served from and are subject to terms and conditions of the Bright House Networks, LLC California Local Exchange Service Tariff.

**SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE**  
**(EFFECTIVE: SEPTEMBER 18, 2018)**

<b>International Calling Package and Plans Offered</b>	
<b>Spectrum Voice International:</b> Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Please refer to <a href="http://www.Spectrum.net/support">http://www.Spectrum.net/support</a> for additional details.	\$34.99 Voice Only \$14.99 Voice bundled with TV and/or Internet
<b>Spectrum Voice International – Additional Line:</b> Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Limit one.	\$24.99
<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.com/home-phone?cmp=BHN">https://www.spectrum.com/home-phone?cmp=BHN</a>	Rates Vary

**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 such that its vendor shall be authorized to process those voice files and use Voicemail Messages, portions thereof, and/or log files or other data associated therewith, to tune, enhance, and improve the Services, including but not limited to, improving speech recognition technologies. Please also refer to <http://support.brighthouse.com/Category/Voicemail/>.

**Additional Services and Charges**

<b>Service</b>	<b>Rate</b>
Agent Assisted Payment	\$5.00
Battery Backup (CA Disabled - \$13.50)	\$40.00
Bill Copy	\$1.99
Directory Assistance <sup>7</sup>	\$2.00 per call
Late Payment Charge	\$4.75 - \$8.95
Non-Sufficient Funds	\$25.00
Operator Services	Varies
Seasonal Service, <sup>8</sup>	
Seasonal Basic - Single Line of Business	\$21.00 nonrecurring
Seasonal Basic -Two Lines of Business	\$28.00 nonrecurring
Seasonal Basic -Three Lines of Business	\$34.00 nonrecurring
Seasonal Plus - Single Line of Business (Seasonal Basic nonrecurring charge plus monthly)	\$15.00 monthly
Seasonal Plus -Two Lines of Business (Seasonal Basic nonrecurring charge plus monthly)	\$15.00 monthly
Seasonal Plus -Three Lines of Business (Seasonal Basic nonrecurring charge plus monthly)	\$15.00 monthly
Special Construction <sup>9</sup>	See Note
Voice Number Change	\$19.95

<sup>7</sup> This service at no charge, for the first 1000 calls per month, to subscribers of Spectrum Voice Unlimited Long Distance service packages.

<sup>8</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.

<sup>9</sup> The Company may provide at Subscriber's request but shall be at 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 will include materials, contract services, and loaded labor. The Subscriber is required to bear unusual maintenance costs for special construction. The Company will provide an estimate of actual charges to the Subscriber prior to the start of construction. Advance payment may be required by the applicant.

**Service and Maintenance Charges**

<b>Service Description - One-time charges for connection or change of service</b>	<b>Rate</b>
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 with truck dispatch after disconnection	\$49.99
Reconnection - Restore service without truck dispatch	\$4.99
Trip Charge/Truck Dispatch – Service or trouble dispatch beyond the demarcation point.	\$49.99
Custom Work – Hourly Service Charge	\$49.99

**SPECTRUM VOICE® RESIDENTIAL SERVICES PRICE GUIDE**  
**(EFFECTIVE: SEPTEMBER 18, 2018)**

**Voice Services/Rates No Longer Offered to New Customers (Former Bright House Networks Service Areas)**

<b>Plan</b>	<b>Monthly Rate</b>
<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 3 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 Service - Primary Line:</b> Allows unlimited local calling, intrastate, interstate and international calling. Custom calling features included at no additional charge: Call Waiting, Caller ID, Forward All Calls, Speed Dial and 3-Way Calling.	\$49.95
<b>Home Phone Service - Additional Line:</b> Allows unlimited local calling, intrastate, interstate and international calling. Custom calling features included at no additional charge: Call Waiting, Caller ID, Forward All Calls, Speed Dial and 3-Way Calling.	\$29.95
<b>Standalone Second Line</b>	\$10.00
<b>International Calling Plans</b>	
<b>Asia Pacific:</b> Allows 100 international calling minutes at a monthly and per minute rate.	\$5.00 and \$0.05 per minute over 100 minutes
<b>Mi Mexico:</b> Allows 100 international calling minutes at a monthly and per minute rate.	\$ 5.00 and \$0.05 per minute over 100 minutes
<b>Europe:</b> Allows 100 international calling minutes at a monthly and per minute rate	\$ 5.00 and \$0.05 per minute over 100 minutes
<b>South Asia:</b> Allows 100 international calling minutes at a monthly and per minute rate	\$10.00 and \$0.10 per minute over 100 minutes
<b>Latin America:</b> Allows 100 international calling minutes at a monthly and per minute rate.	\$10.00 and \$0.10 per minute over 100 minutes
<b>Other Services</b>	
Directory Assistance	\$2.00 per completed call
Enhanced Directory Assistance	\$2.00 per call
Unlimited Directory Assistance	\$4.95 per month
Operator Assistance Person to Person	\$15.00 /call+\$1.40/minute
Operator Assistance Station to Station	\$7.95 /call+\$1.40/minute
Miscellaneous Operator Assistance Requests	\$ 0.50 per call
Voicemail	\$ 2.95