

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, under “Terms of Service/Policies.” Call 1-877-906-9121 for additional details on the following services.

This document applies to Charter’s Spectrum Voice Services in the following states: Alabama, California, Colorado, Connecticut, Georgia, Illinois, Louisiana, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New York, North Carolina, Oregon, South Carolina, Tennessee, Texas, Virginia, Vermont, Washington, Wisconsin and Wyoming. 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 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 service¹, access to; operator services², directory assistance³, 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) (where available)⁴, interexchange carriers for long distance calling and unlimited local calling within the local service area⁵. Basic Service is included in the Company's Voice packages listed below and provided previously as a standalone service in some states. A Line Access charge, Universal Service Fund charges, 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 must choose the Company as their service provider for all long distance calls in order to subscribe to a packaged 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.charter.com/browse/phone-service/phone>.

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 Basic Service does not include optional toll free calling outside of the designated local calling area.

Voice Services, Packages and Plans Offered	Monthly Rate
Spectrum Voice Package⁶: 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 rd 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, Do Not Disturb, Forward All Calls, Forward Calls When Busy, Forward Calls When No Answer, Forward Selected Calls, Repeat Dialing, Return Call, Set Backup Phone, Simultaneous Ring, Speed Dial, Trace Call 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 as an acquisition and/or retention offer. Additional services specified below may be purchased at standard rates. Some features or services may not be available in all areas. Taxes and fees included. Feature descriptions may be found at: http://www.charter.net/support/voice/spectrum-voice-phone-features/	\$29.99 Voice Only \$9.99 Voice bundled with TV and/or Internet
Spectrum Voice Package – Additional Line⁶: 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.	\$19.99
Basic Service (California only)⁶: See description above.	\$19.99

⁶ California Customers who desire **LifeLine** service may be served from and are subject to terms and conditions of the Charter Fiberlink CA-CCO, LLC Local Exchange Service Tariff.

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Charter Basic Long Distance Plan: 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.	\$0.07 per minute
International Calling Package and Plans Offered	
Spectrum Voice International: Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. For additional details please refer to https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/	\$34.99 Voice Only \$14.99 Voice bundled with TV and/or Internet
Spectrum Voice International – Additional Line: Includes Spectrum Voice Package described above plus unlimited calling to 70 countries. Limit one.	\$24.99
Direct Dial International Plan: 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 https://www.spectrum.net/support/voice/countries-included-spectrum-voice-international-calling-plan/	Rates Vary

Local Calling Plans: Missouri Metropolitan Calling Area (MCA) Service (optional Plan with Basic Service): MCA service is a toll-free expanded calling plan provided to Missouri Subscribers with Basic Service. Several layered calling areas (tiers) are provided and Subscriber's rate is dependent upon Subscriber location. "Host or Non-Ported" Subscribers, those not transferring numbers from another Company, must have the MCA overlay subscription in addition to their basic service. The minimum service period is the same as for Basic Service and rates are billed one month in advance. Georgia and Tennessee County-Wide Calling: In addition to the local calling areas, toll free calling on a (1+) or (0+) basis is provided between all local service locations within the same county. On operator-assisted calls, appropriate local operator service charges will apply. Intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling will be rated at appropriate toll charges.

Voicemail: Subscriber may listen and/or reply (via e-mail) 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. Readable Voicemail converts voice messages to written word electronic mail messages at no additional cost to the Subscriber. As a result of system constraints, some messages may not be fully transcribed and will appear as incomplete. Transcription services are not error free and the accuracy of the transcription can be affected by a number of factors. Incomplete messages will be denoted in the body of the transcription or some other indication that your message has been truncated. In such situations, you may obtain the full message by listening to your voicemail message. Subscriber consents under all applicable laws and regulations to provide Voicemail 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. Also see <http://www.charter.net/support/voice/enhanced-voicemail-help/>.

Additional Services and Charges	Rate
Agent Assisted Payment	\$5.00
Battery Backup (CA Disabled - \$13.50)	\$40.00
Bill Copy	\$1.99
Block Collect Calls	No Charge
Block Third Party Charges	No Charge
Trace Call	No Charge
Directory Assistance ⁷	\$1.99 per use
Directory Listing Change	Not Applicable to Spectrum Voice Package
Extended Referral Message ⁸	Not Applicable to Spectrum Voice Package
Block International Calls	No Charge
Late Payment Charge	\$8.95 (CA \$4.75, OR \$6.00)
Line Access Charge (Not applicable to Spectrum Voice Package service)	\$7.50
Long Distance Carrier Change	Not Applicable to Spectrum Voice Package

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

⁸ An additional 30 day message/notification regarding a telephone number change may be requested by Subscriber for an additional charge.

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Non-Sufficient Funds	\$20.00 - \$25.00
Operator Services ⁹	See Note
Preferred Carrier Freeze ¹⁰	No Charge
Seasonal Service, ¹¹ monthly	See Note
ULD Package Standalone	\$19.99 per number
ULD Package-Double Pak	\$15.99 per number
ULD Package-Triple Pak	\$14.00 per number
N. Carolina Outer Banks Area, Each Pak	50% of Regular Rate
Special Construction ¹²	See Note
Toll Restriction	No Charge
Wire Maintenance	\$4.99

9 Operator Services are provided by the Company via contractual agreement with vendor. Rates are given upon request.

10 At Subscriber request the Company will prevent a change in the Subscriber's preferred local or long distance carrier selection.

11 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. Suspension requests may be up to six (6) consecutive month increments, and can only be applied to the Company Subscriber's account one (1) time per rolling twelve months. Not offered in the state of Texas

12 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. All charges are due and payable upon receipt of the bill. Advance payment may be required by the applicant.

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
Voice Activation	No Charge
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 Charter Communications Service Areas)

Basic Service Per Line ¹³	Monthly Rate	
California Basic Service	\$24.99 Flat Rate \$19.99 Measured Rate (Includes 60 calls. Each call over 60 is \$0.08 per call)	
Missouri Basic Service	\$9.00	
Additional line	\$8.99	
Metropolitan Calling Area Plan additive	\$10.95 MCA3 \$12.35 MCA4 \$19.95 MCA5 or MCA6	
Nebraska Basic Service	\$24.99	
Tennessee Basic Service	\$24.99	
Lifeline/Telephone Assistance Plan (TAP) Service ^{14, 15}	Credit	Monthly Rate
California Lifeline Service	NA	\$3.66 ¹⁵ Measured Rate (Includes 60 calls. Each call over 60 is \$0.08 per call)
Minnesota TAP (See Charter Fiberlink Tariff for availability)		
Tennessee Lifeline Service	\$3.50 ¹⁵	NA
Texas Lifeline Service	\$3.50 ¹⁵	NA
Wyoming TAP Service	\$3.50	NA

13 Effective 12/15/14 this service rate or credit is not offered to new Charter Advanced Services subscribers. Existing Basic Service subscribers will continue to receive this service with no impairment (may add/change service) until service has been terminated.

14 Eligible low-income Subscribers may receive a discounted rate or a credit to reduce the cost of service. State credits may apply in Texas.

15 Plus Line Access Charge waiver.

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Voice Packages and Plans	Monthly Rate
Spectrum Voice Package (See Page 2 for Description)	\$19.99 with TV or Internet \$29.99 Year 1 with TV & Internet \$19.99 After Year 1 with TV & Internet
Spectrum Voice Package International (See Page 3 for Description)	\$24.99 with TV or Internet \$34.99 Year 1 with TV & Internet \$24.99 After Year 1 with TV & Internet
Long Distance Unlimited Minutes Package: Includes Company Basic local service for one primary line, unlimited minutes for interstate and intrastate calling as well as the following features: Block Anonymous Calls, Caller ID, Forward Selected Calls, Forward All Calls, Block Unwanted Callers, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, VIP Ring, Accept Selected Callers and Speed Dial. Interstate calling is inclusive of the Continental United States, Alaska, Hawaii, Canada and Puerto Rico.	\$ 44.99 Standalone \$ 39.99 with TV or Internet \$ 34.99 with TV & Internet
Long Distance Unlimited Minutes Package – Additional Line: See General Description above for additional line. Subscriber must also have the Long Distance Unlimited Minutes Package on the primary line. Limit one package per residential account.	\$ 23.99 Standalone \$ 23.99 with TV or Internet \$ 23.99 with TV & Internet
Long Distance Unlimited Minutes Package – Price Guarantee: The Long Distance Unlimited Minutes Package – Double or Triple Play at a discounted rate when the Subscriber makes a 24 month term commitment. Wire maintenance service is also included. The rate applies for the entire 24 month term from the date it is implemented on the Subscriber’s account. At the conclusion of the 24 month term, the Subscriber may renew participation in this discount plan at the rate and terms then in effect. Discontinuance of one or all of the services in a Subscriber’s package listed above will result in immediate termination of the Price Guarantee agreement and non-discounted rates will go into effect.	\$ 29.99 with TV or Internet \$ 29.99 with TV & Internet
Unlimited In State Calling Package: Includes Company Basic local service for one primary line, Company intrastate long distance and Company calling features: Caller ID, Call Waiting/Cancel Call Waiting, Call Waiting with Caller ID, Forward All Calls and Block Anonymous Calls. Intrastate calls include IntraLATA/local toll and InterLATA calls. Interstate calling will be rated at \$.10 per minute and includes calls within the Continental United States, Alaska, Hawaii, Canada and Puerto Rico.	\$ 34.99 Standalone \$ 29.99 with TV or Internet \$ 24.99 with TV & Internet
Unlimited In State Calling Package – Additional Lines: See General Description above for <u>additional lines only</u> . Limit one package per residential account.	\$ 14.99 Standalone \$ 14.99 with TV or Internet \$ 14.99 with TV & Internet
Charter Duo Package: Package includes Basic service, Block Anonymous Calls, Forward Selected Calls, Forward All Calls, Block Unwanted Callers, Call Waiting/Cancel Call Waiting, Caller ID, Call Waiting with Caller ID, VIP Ring, Accept Selected Callers, and Unlimited intrastate and interstate Long Distance at a discounted monthly charge. Interstate calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls include IntraLATA/local toll and interLATA calls. Package Subscriber must also subscribe to a Charter High Speed Internet Service as offered by the Company.	\$ 25.00 with Internet
Local Plus Package: Package of Voice services to Subscribers that includes Charter Basic Service, Charter Long Distance and Charter Calling Features. The Subscriber is required to have, Charter High Speed Internet Service and/or Charter Digital Cable Service. Package consists of Charter basic service and Charter Speed Dial calling feature. Charter intrastate and interstate long distance service is rated separately on a per minute of use basis. An optional five feature package could be purchased in conjunction with the Local Plus Package. The feature package consists of: Caller ID, Call Waiting, Call Waiting with Caller ID, All Call Forwarding and Block Anonymous Calls.	\$ 14.99 \$ 5.00 optional feature package \$ 0.10/minute long distance
Unlimited Loyalty Package: Package consists of Charter Basic Local Service, Charter Unlimited Intrastate and Interstate Long Distance usage plus the following Charter Calling Features: Block Anonymous Calls, Forward All Calls, Call Waiting/Cancel Call Waiting, Caller ID, and Call Waiting with Caller ID. Intrastate Long Distance calling includes IntraLATA/local toll and interLATA calls. Interstate Long Distance calls include calls within the continental	\$ 4.99 primary line \$ 19.99 additional line

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United States, Alaska, Hawaii, Canada and Puerto Rico. The Subscriber is required to have Charter High Speed Internet Service and/or Charter Digital Cable Service and be in good standing with the Company for at least a two year period.	
Charter Basic Long Distance (Buy Up) Plan: For Basic Service Subscribers who choose the Company as their long distance provider. Monthly and per minute charges per line. Per minute of use intrastate rates apply to 1+ calls only (i.e. direct dialed). The monthly recurring charge is applied to each Subscriber line. The monthly charge may be pro-rated for the first month and billed in advance. Per minute of use interstate rates apply per line, may be discounted and are payable in arrears.	\$ 2.50 per month \$ 0.05 per minute

International Calling Plans	Monthly Rate
Worldwide 250 Plan: Prepaid calling option providing 250 international minutes. Plan minutes can be used to call 195 landline and 78 mobile destinations. Also see http://www.charter.net/support/voice/placing-international-calls/	\$ 20.00
Mexico 200 Plan: Prepaid plan to a Subscriber for 200 calling minutes to landline destinations in Mexico. Also see http://www.charter.net/support/voice/mexico-calling-plans/	\$ 10.00
Mexico 500 Plan: Prepaid plan to a Subscriber for 500 calling minutes to landline destinations in Mexico. Also see http://www.charter.net/support/voice/mexico-calling-plans/	\$ 25.00
Unlimited Calling to Mexico Plan: Unlimited Calling to Mexico plan offers Subscribers in California (select areas only) a no cost additional service to their current Unlimited Long Distance voice package. Subscribers must enroll in a triple play package (Voice, TV and Internet) having a Latino View TV package. The Unlimited Calling to Mexico package offers Subscribers unlimited landline and up to 250 cell phone minutes per month. Any usage above 250 minutes to Mexican cell phones is charged at a \$0.35 per minute rate. The Unlimited Calling to Mexico Plan is limited to single family residential use only, at usage levels consistent with typical residential usage. "Typical residential usage" refers to the calling patterns of at least 95% of our residential customers subscribing to the Plan. Usage of the Unlimited Calling to Mexico Plan is permitted only by Subscriber, Subscriber's immediate family and guests residing at Subscriber's residential premises (collectively, "Subscriber"). The Unlimited Calling to Mexico Plan is intended to be used for continuous live dialog between the Subscriber and a third party. As with all residential Voice Service rate plans, the Unlimited Calling to Mexico Plan may not be used for commercial purposes, including, but not limited to, telemarketing, call center services, medical transcription or facsimile or voice message broadcasting. The use of auto-dialers and predictive dialers, resale of Service and use of the Unlimited Calling to Mexico Plan (a) by or on behalf of persons other than Subscriber, (b) in connection with the operation of a business or enterprise, including a home-based business or a non-profit or governmental organization, or (c) without live dialog, including use as a monitor or intercom, are outside of the Plan and are prohibited. Charter monitors and evaluates residential customer usage for patterns that are inconsistent with single family residential usage. Excessive consistent usage, unusual call patterns, and lack of continuous dialog activity may be presumed indicative of use that is inconsistent with normal residential use of the Unlimited Calling to Mexico Plan. Other factors considered may include, but are not limited to, aggregate usage that significantly exceeds typical residential usage, the average duration of calls, large numbers of calls of short duration, the number of calls placed in a month and other abnormal calling patterns that Charter deems indicative of attempts to evade enforcement of the limitations on the Unlimited Calling to Mexico Plan. Charter reserves the right to review Subscriber's account and take action including, but not limited to, immediate suspension of Subscriber's Voice Service account if usage is beyond typical residential usage, otherwise prohibited by this AUP or adversely affects Charter's operations. If Charter determines that a Subscriber is engaging in abnormal or impermissible usage, Charter will use reasonable efforts to inform the Subscriber and may provide an opportunity to correct improper usage, or Charter may terminate Service or remove a Subscriber from the Unlimited Calling to Mexico Plan with or without notice. Charter may revise this Unlimited Calling to Mexico Plan AUP at any time by posting a revised policy at www.charter.com , under "Terms of Service/Policies" or by notifying Subscriber of the termination of such Plan.	No Additional Charge (unless above cell phone minute limit)

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Calling Features a La Carte¹⁶	Monthly Rate
Please also refer to : http://www.charter.net/support/voice/spectrum-voice-phone-features/	
Accept Selected Callers	\$ 4.00
Block Anonymous Calls	\$ 1.50
Call Blocking	No Charge
Call Forwarding:	
Forward Selected Calls	\$ 2.75
Forward All Calls	\$ 2.75
Forward Calls When Busy	\$ 2.75
Forward Calls When No Answer	\$ 2.75
Return Call	\$ 3.25 or \$0.90 per use
Block Unwanted Callers	\$ 4.00
Block Call Trace	No Charge
Caller ID (Name & Number)	\$ 6.75
Block Outbound Caller ID	No Charge
Call Waiting	\$ 7.25
Call Waiting with Caller ID	No Additional Charge
Repeat Dialing	\$ 1.75 or \$0.90 per use
Speed Dial (formerly Speed Dial 8)	\$ 2.75
VIP Ring	\$ 3.50
(Same as VIP Ring)	\$ 3.50
Speed Dial 30	\$ 6.00
3-Way Calling ¹⁷	\$ 2.75
Other Services	
Private Number Service ¹⁸ , monthly	\$ 5.00 per number

16 Basic Service customers may still subscribe.

17 This feature is limited to two simultaneous calls.

18 Provided to ULD package Subscribers upon request at no charge. Number not listed in Directory or Directory Assistance.