

SPECTRUM BUSINESS™
VOICE SERVICES PRICE GUIDE
(EFFECTIVE 6-11-17)

This Price Guide contains prices and descriptions for the Spectrum Business Voice Services (“Service”) and are incorporated into the terms and conditions at www.charter.com, under “Terms of Service/Policies.” This document applies to former Bright House Networks areas. Voice Services and/or certain features may not be available in all areas. See www.charter.com for availability of Service in your area. Multi-product discounts require continuous subscription to all specified Spectrum products. Pricing shown may include applicable federal, state or local regulatory fees, taxes or surcharges. Prices shown are effective on the date specified and are subject to change. Other restrictions may apply.

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Spectrum Business Voice Unlimited Service: Includes voice line service with Spectrum Basic Local service (E911 emergency service, one free directory listing¹, unlimited local calling within the local area of the end user, access to; Operator Services, Directory Assistance, service and repair, line intercept services and services for the physically impaired) and Spectrum unlimited domestic long distance calling (interstate calls to 50 United States, Canada, Guam, Puerto Rico and US Virgin Islands and intrastate toll calls). Calls are measured in increments of six (6) seconds. Usage that results in a fraction of a cent will be rounded to the nearest cent). Spectrum Calling Features: 3-Way Call Transfer, Anonymous Call Rejection, Automatic Callback, Block 3rd Party Calls, Block International Calls, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding-Remote Access via Portal, Call Hold, Call Logs, Call Return, Call Transfer, Call Waiting Caller ID, Call Waiting Cancel, Caller ID Inbound, Caller ID Blocking Per Call, Caller ID Unblocking Per Call, Directed Call Pickup, Do Not Disturb, Extension Dialing, Hunt Groups, PIN Resets/Changes, PIN Skip, Selective Call Rejection, Speed Dial, Three Way Calling², Battery Backup and Voicemail.³

Spectrum Business Voice Unlimited Service:	Monthly Service Fee (MSF)
Unlimited Local and Long Distance Package	\$ 49.99
Promotional Pricing	\$ 29.99 (Months 1-12) \$ 39.99 (Months 13+)
National Accounts Term Pricing (1-7 year terms)	\$ 39.99

Spectrum Business Voice Unlimited Additional Services: <i>Per Line/Number or as indicated</i>	MSF <i>(unless otherwise indicated)</i>
Directory Listing – additional (after first at no charge)	\$ 5.00
Directory Assistance (ULD package includes 1000 uses)	\$ 1.79 per use (over 1000)
Directory Assistance for Physically Impaired Customers	No Charge
Late Payment Charge	Up to 1.5%
Non-Sufficient Fund Charge (for returned or declined payment)	\$ 25.00 per occurrence
Operator Service	Rates Vary
Remote Number Forwarding ⁴	\$ 15.00
Remote Number Forwarding Directory Listing – additional (after first at no charge)	\$ 5.00

Spectrum Business Toll Free Service: Inbound calling service which provides a Toll-Free/8XX number enabling the Customer to receive incoming calls to the Toll-Free number. Call charges are billed to the Toll-Free number Customer. Service includes one free directory listing. Customers must subscribe to Company's local service. Toll Free numbers may be listed in the national Toll Free Directory Assistance database. Call usage is measured in six (6) second increments. Usage resulting in a fraction of a cent will be rounded to the nearest cent.

Spectrum Business Toll Free Services	MSF <i>(unless otherwise indicated)</i>
Toll Free Number Service	\$ 2.00 per number per month \$ 0.04 per toll free minute
Toll Free Directory National Listing – additional (after first at no charge)	\$ 20.00
Remote Number Forwarding	\$ 15.00 per number

Spectrum Business Voice Service and Maintenance Charges: <i>One-time charges for the connection, change or termination of business local service:</i>	Service Fee
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¹ Published Directory Listings are not available in all service areas.

² Three-Way Calling is intended to be used for no more than two simultaneous calls.

³ Some features may not be available in all service areas.

⁴ Remote Number Forwarding (RNF) numbers cannot be forwarded to Coin, 900, 976, 700, 911, 411, 611, 511, 211, or other RNF numbers.

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Voice Service Installation (Charge is per location installed not by number of services)	\$ 99.00
Wallfish	\$ 50.00
Add or Reconfigure Jack	\$ 30.00
Change of Service, Non-Pay Reconnection, Customer Initiated Reconnection (same location) - Truck Roll	\$ 99.00
Change of Service; any Reconnection, or Service Dispatch – No Truck Roll	No Charge
Service Call (Maintenance or Labor for the repair of Customer caused incidents)	\$ 149.00
Remote Number Forwarding Installation	\$ 25.00
Toll Free Directory Listing installation – additional (after first at no charge)	\$ 20.00
Voice Number Change	\$ 20.00
Voice Number Listing Change	\$ 10.00
Voice Number Extended Message	\$ 2.00

Spectrum Business Hosted Voice Service Described: Hosted Voice is a customized cloud-based voice solution delivered by Spectrum internet service consisting of voice service, phone equipment and Unified Communications features. The customer must purchase Spectrum internet service to have Hosted Voice installed. All Hosted Voice Service lines include Local service as described above (see Unlimited Voice Service) with the following Calling Features: Block 3rd Party Calls, Block International Calls, Call Hold, Call Park/Call Retrieve, Call Transfer, Call Waiting Caller ID, Call Waiting Cancel, Caller ID Inbound, Extension Dialing, Hunt Groups, and Battery Backup. Hosted Voice Service also offers feature packs and add-ons as follows.

PREMIUM FEATURE PACK - Customer User Portal, Anonymous Call Rejection, Automatic Call Back, Anywhere, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Not Reachable, Call Forwarding Selective, Calling Line ID Delivery Blocking, Call Return/Last Number Redial, Call Notify, Call Waiting, Directed Call Pickup, Do Not Disturb, Call Transfer, Privacy, Priority Alert, Selective Call Acceptance, Selective Call Rejection, Simultaneous Ring Personal, Speed Dial, Three-Way Call, Voice Messaging User, Call Logs and Shared Call Appearance

MOBILITY FEATURE PACK - Customer User Portal, Anonymous Call Rejection, Automatic Call Back, Anywhere, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, Calling Line ID Delivery Blocking, Call Notify, Call Waiting, Call Transfer, Simultaneous Ring Personal, Speed Dial, Voice Messaging User and Call Logs

CONFERENCE FEATURE PACK - Customer User Portal, Anonymous Call Rejection, Call Return/Last Number Redial, Call Waiting, Do Not Disturb, Call Transfer, Three-Way Call and Call Logs

Spectrum Business Hosted Voice Services	Service Fee	MSF
Premium Feature Pack (See description above. Also includes 3 Auto Attendants, 3 Voicemail, 3 Queues and 1 Key System Emulation)	\$ 50.00	\$ 35.00
Mobility Feature Pack (See description above.)	\$ 50.00	\$ 10.00
Conference Feature Pack (See description above.)	\$ 50.00	\$ 15.00

Spectrum Business Hosted Voice Additional Services	Service Fee	MSF
Auto Attendant (4+ instances)	\$ 0.00	\$ 5.00
Voicemail Box (4+ instances)	\$ 0.00	\$ 3.00
Call Queue (4+ instances)	\$ 0.00	\$ 5.00
Key Line System Emulation (2+ instances)	\$ 0.00	\$ 60.00
Remote Call Forwarding Activation	\$ 20.00	\$ 0.00
Remote Call Forwarding, 1-3 lines (per line)	\$ 0.00	\$ 15.00
Remote Call Forwarding, 4-10 lines (per line)	\$ 0.00	\$ 12.00
Remote Call Forwarding, 11+ lines (per line)	\$ 0.00	\$ 7.00
Toll Free Number	\$ 15.00	\$ 10.00
Toll Free Number Change	\$ 10.00	\$ 0.00
1,000 Domestic Toll Free inbound minutes	\$ 0.00	\$ 50.00
2,500 Domestic Toll Free inbound minutes	\$ 0.00	\$ 115.00
5,000 Domestic Toll Free inbound minutes	\$ 0.00	\$ 200.00
10,000 Domestic Toll Free inbound minutes	\$ 0.00	\$ 375.00

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Services and Rates No Longer Offered to New Customers: Customers subscribing to these Services can retain the following rates until: 1) the Service is discontinued and/or moved at the Customer's request; 2) non-pay disconnection, or 3) the Company notifies Customer that these Services or rates have been discontinued.

Business Phone	MSF <i>(unless otherwise indicated)</i>
Basic – Unlimited local and long distance, limited features (fax, alarm, security)	\$ 40.00 standalone \$ 30.00 bundle
Full Featured – Unlimited local and long distance, calling features	\$ 45.00 3+ lines \$ 35.00 bundle, 3+ lines
Home Phone Home Phone Additional Line Nationwide	\$ 14.95 39.95 \$ 10.00-24.95 \$ 14.95-50.00
Asia Pacific International Call Plan Europe International Long Distance Plan Latin America International Long Distance Plan Mexico International Long Distance Plan South Asia International Long Distance Plan	\$ 5.00 \$ 5.00 \$ 10.00 \$ 5.00 \$ 10.00
Domestic Toll Flat Rate 1-12 2,500 Domestic minute bundle 5,000 Domestic minute bundle 10,000 Domestic minute bundle 15,000 Domestic minute bundle 20,000 Domestic minute bundle 30,000 Domestic minute bundle 50,000 Domestic minute bundle 100,000 Domestic minute bundle 150,000 Domestic minute bundle 200,000 Domestic minute bundle	\$ 50.00 \$ 70.00 \$ 175.00 \$ 250.00 \$ 375.00 \$ 500.00 \$ 720.00 \$ 1150.00 \$ 2200.00 \$ 3150.00 \$ 4000.00
Toll Free Number Service Toll Free Directory Service Additional 10 Toll Free Numbers Additional 100 Toll Free Numbers Toll Free Number Routing	\$ 10.00 per number \$ 4.95 \$ 50.00 \$ 200.00 \$ 1.00
Domestic Toll Free Flat Rate 1-12 Toll Free Minutes: \$ 0.055 (US) per minute, \$.070 (CA) per minute 1,000 Domestic inbound minute bundle 2,500 Domestic inbound minute bundle 5,000 Domestic inbound minute bundle 10,000 Domestic inbound minute bundle 15,000 Domestic inbound minute bundle 20,000 Domestic inbound minute bundle 30,000 Domestic inbound minute bundle 50,000 Domestic inbound minute bundle 75,000 Domestic inbound minute bundle 100,000 Domestic inbound minute bundle 125,000 Domestic inbound minute bundle 150,000 Domestic inbound minute bundle	\$ 50.00 \$ 39.00 \$ 70.00/92.50/112.50 \$ 135.00/175.00 \$ 260.00/310.00 \$ 375.00 \$ 480.00/580.00 \$ 670.00/720.00 \$ 1100.00/1350.00 \$ 1950.00 \$ 2100.00/2200.00/2500.00 \$ 3000.00 \$ 3450.00

Features/Other Services	MSF <i>(unless otherwise indicated)</i>
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Account Codes (Verified and Non-Verified)	No Charge
Auto Attendant	\$ 19.99
Inbound Call Blocking (Inbound Restricted)	No Charge
Outbound Call Blocking (All outbound calls blocked)	No Charge
Hunt Groups	\$ 6.50
Non-listed Service	\$ 1.99-3.50
Unlimited Directory Assistance	\$ 4.95
Voicemail (line) per mailbox	\$ 1.95-7.00