

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 Time Warner Cable areas with the exception of New York and South Carolina. 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 listing per telephone number¹, free standard intercept service for thirty (30) days, 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 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, Auto Attendant, Automatic Callback, Block 3rd Party Calls, Block Collect Calls, Block International Calls, Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, Call Forwarding-Remote Access via Portal, Call Hold, Call Logs, Call Park and Retrieve, Call Return, Call Scheduler, Call Transfer, Call Waiting (block per call), Call Waiting Caller ID, Call Waiting Cancel, Caller ID Inbound, Caller ID Blocking Per Call, Caller ID Unblocking Per Call, Caller ID Custom, Directed Call Pickup, Do Not Disturb, Extension Dialing, Hunt Groups, Intercept Message, PIN Resets/Changes, PIN Skip, Selective Call Rejection, Sequential Ring, Simultaneous Ring, 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
Auto Attendant – additional applied per account (after first at no charge)	\$ 15.00
Directory Assistance (ULD package includes 1000 uses)	\$ 1.79 per use (over 1000 uses)
Directory Assistance for Physically Impaired Customers	No Charge
Late Payment Charge ⁴	Up to 1.5%
Non-Sufficient Fund Charge (for returned or declined payment)	Up to \$ 30.00 per occurrence
Operator Services	Rates Vary
Remote Number Forwarding ⁵	\$ 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 intrastate minute
Toll Free Directory National Listing – additional (after first at no charge)	\$ 20.00
Remote Call Forwarding	\$ 15.00
Auto Attendant – each additional per account (after first at no charge)	\$ 15.00

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 No late payment fee in Vermont.

⁵ 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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Spectrum Business Voice Service and Maintenance Charges: <i>One-time charges for the connection, change or termination of business local service:</i>	Service Fee
Voice Service Installation	\$ 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

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 Class Phone (BCP) Service:	Bundle MSF	Voice Only MSF
BCP Unlimited (discount % by bundle/term/multi-line)	Varies	Varies
BCP Unlimited (State)	\$ 34.95 (1 yr term)	\$ 34.95 (2 yr term)
BCP Local	\$ 29.95 (1 yr term)	\$ 29.95 (2 yr term)
BCP intrastate minute of use rate - \$0.07		

BCP Toll Free Service:	MSF <i>(unless otherwise indicated)</i>
Basic Service	No Charge
Enhanced Service per line (maximum 5 lines)	\$ 10.00
Toll Free National Listing	\$ 14.00
Intrastate Per Minute Rate	\$ 0.06
Intrastate Per Minute Rate Plans - MultiLine Customers with volume/service bundles:	Plan A - \$ 0.039 Plan B - \$ 0.029 Plan C - \$ 0.025 Plan D - \$ 0.022 Plan E - \$ 0.019

Business Voice Additional Services	MSF <i>(unless otherwise indicated)</i>
Account Codes (Verified and Non-Verified)	No Charge
Auto Attendant	\$ 19.95
Business Group Feature Package (Includes Extension Dialing, and optionally Call Park and Retrieve, Directed Call Pick-Up, Call Hold)	\$ 3.95
Custom Ring	\$ 3.95
Hotline	No Charge
Additional Listing	\$ 3.15
Borderline Listing	No Charge
Foreign Listing	\$ 3.95
Private Listing	\$ 3.95
Intercept Message	\$ 7.90 (nonrecurring - 90 days)
Inbound/Outbound Call Restriction (Blocking)	No Charge
Mobility Package (Includes Personal Attendant, Office Anywhere, Simultaneous Ring, Sequential Ring)	\$ 3.95
Outbound Chargeable Call Blocking	No Charge
Remote Call Forwarding	\$ 13.95

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Suspended Line	No Charge
Voicemail Group - Main	\$ 5.00
Voicemail Group - Additional	\$ 1.95
Voicemail Group - Shared	\$ 12.95
Global Calling Plan (for Voice Unlimited Local & LD)	\$ 7.95
Line Access Charge (EUCL)	\$ 6.50 first line \$ 7.50 second line