

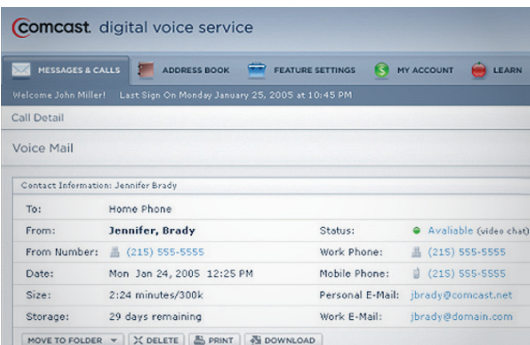
fact sheet

## Comcast Digital Voice™ Top Ten Things You Should Know About Comcast Digital Voice

1. **Comcast Digital Voice uses Internet Protocol and not the Internet.** Comcast Digital Voice calls travel on our private, managed network – not over the public Internet. That makes it superior to other ‘Best Effort’ services delivering phone traffic over the public Internet.
2. **Comcast Digital Voice offers digital quality phone service with all of the features that customers expect from their phone service, plus enhancements like the ability to check voice mail online.**
3. **Comcast Digital Voice gives customers 12 of the top calling features,** including: Caller ID; Call Waiting; Call Forwarding; Repeat Dialing and Speed Dialing.
4. **Comcast Digital Voice offers E911 capability.** Customers’ 911 calls are routed to public safety answering points (“PSAPs”) along with Automatic Location Information (“ALI”) identifying the caller’s location.
5. **Comcast Digital Voice currently provides battery backup in the Multimedia Terminal Adapters (MTAs).** The MTA will provide several hours of backup power to keep Comcast Digital Voice working when a customer loses power in their home.
6. Trained, professional **Comcast technicians perform the whole standard installation** for customers, and once set up, **all of the telephone jacks in the home will work with Comcast Digital Voice** – not just one phone next to the modem as with some voice over the Net providers.
7. Comcast Digital Voice provides customers with the ability to **listen to and manage their home voice mail messages from anywhere.** All they need is access to a computer connected to the Internet. They will also be able to view their Comcast Digital Voice billing information online.\*
8. **Comcast Digital Voice works with most home alarm systems using tone dialing and standard data communications protocols.**
9. **Comcast Digital Voice customers receive a single bill for all of their services,** including Comcast Cable and Comcast High-Speed Internet services.
10. Customers can switch to Comcast Digital Voice and **keep the same phone number and use their existing touch-tone phone.** If customers intend on keeping their current phone number, Comcast will handle the transition from their current service provider for them.

**website** [www.comcast.com](http://www.comcast.com)

\*This feature may not currently be available in some markets.



**Comcast Digital Voice Center:  
One of 10 reasons to  
get a better phone service  
for a lower price.**

