

fact sheet

Comcast Digital Voice™

overview

Comcast's IP-enabled phone service is a residential, primary line service that offers digital quality and includes all of the features that customers expect from their phone service plus new enhanced features like the ability to check voice mail online – all for one low price.

Residential, primary line replacement PLUS differentiation – Not your Plain Old Telephone Service

- Comcast Unlimited Package gives customers unlimited local and domestic long distance calling, plus free calls to Canada and Puerto Rico. Comcast Unlimited Package also features great international rates to more than 200 countries.
- Includes 12 of the most popular calling features plus enhanced voice mail:
 - 3-way calling
 - Anonymous call rejection
 - Call forwarding selective
 - Call forwarding variable
 - Call return
 - Call screening
 - Call waiting
 - Caller ID
 - Caller ID blocking
 - Caller ID with call waiting
 - Repeat dialing
 - Speed dial
- E911, Battery Back-Up, Directory Assistance, Operator Services and CALEA

availability

Comcast Digital Voice is currently available in more than 60 markets, reaching 34.8 million homes, including:

Indianapolis, IN	Alexandria/Arlington, VA	Pittsburgh, PA
Springfield, MA	Seattle, WA	San Francisco/Bay Area, CA
Philadelphia, PA	Denver, CO	Silicon Valley, CA
Boston, MA	Atlanta, GA	Baltimore, MD Area
Hartford, CT	Southern NJ	Detroit, MI
Portland, OR	Northern NJ	Sarasota, FL
Chicago, IL	Twin Cities, MN	Salt Lake City, UT
Nashville, TN	Knoxville, TN	Washington, D.C.

pricing

- \$39.95 per month for customers with cable *and* high-speed Internet service
- \$44.95 per month for customers with either cable *or* high-speed Internet service

statistics

- 99 percent of Comcast Digital Voice customers take more than one product, and nearly 86 percent take all three products

comcast experience

- Comcast is one of the largest facilities-based providers of cable phone service in the United States.

future applications in development

- Unified Messaging: Customers will have the ability to check e-mail, listen to voice mail and watch video e-mails right from one inbox in their comcast.net account.
- Video Communications: Comcast is integrating its services to enable customers to make phone calls with any device – the phone, computer or television set – and receive Caller ID on their television screens for added calling convenience.



Includes everything customers expect in a phone service with new features and a better price.

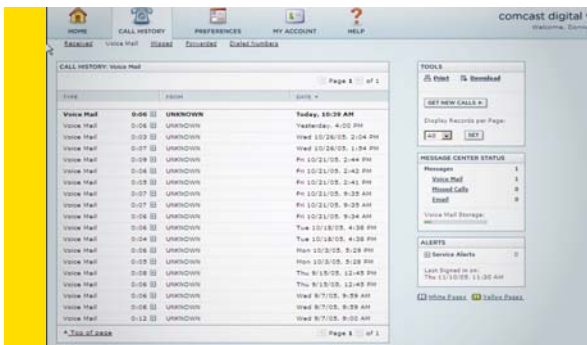
Comcast Digital Voice™

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 home alarm systems and is recognized by industry-leaders ADT, Brink’s® and other home security companies.**
- 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.

web site 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.

