Welcome to Comcast Digital Voice

Go ahead. Pick up your phone. Call your neighbor. Your best friend across the country. Or your cousin in Europe. Now that you have Comcast Digital Voice, you can enjoy all the ease and added value of managing all your communications needs in a new and innovative way.

Voice mail has never been so accessible. With Comcast's Digital Voice Center, you can check voice mails, review your call history, and easily manage your account all online. You can view your call logs and listen to your voice mail messages without ever picking up your phone. To access the Digital Voice Center, go to www.comcast.net/digitalvoicecenter.

To get the most from your new connection, flip through the following pages and learn all about our convenient calling features and options that are sure to make your life easier. You'll also find a step-by-step guide to your new voice mail service, Comcast Enhanced Voice Mail.

Still have questions? Want to add other features and services? Call us at 1-888-COMCAST or visit our website at www.comcast.com.







How to make calls using your Comcast Digital Voice service

Domestic

Just dial as you normally would. You can also reference your local telephone book for more information on dialing instructions and calling areas.

International

To place the call yourself, dial <u>0</u><u>1</u><u>1</u>, plus the country code, then the phone number. If you don't know the country code or want a Comcast Operator to place the call for you, just dial <u>0</u> or <u>0</u><u>0</u>. When you reach the automated system dial <u>0</u> again to reach a live operator.

Operator Services

To place the following types of calls, dial 💿 plus the 10-digit phone number to reach our automated system.

- **Collect calls** Request payment from the called party.
- **Person-to-person calls** Connect to a specific person.
- Bill to third party calls Request payment from a third party.

To place the following types of calls, dial o or o. When you reach the automated system dial o again to reach a live operator.

- Busy line verify The operator will check a phone number to verify whether there is a conversation on the line.
- Busy line interrupt The operator will interrupt a conversation on the line that was verified as busy.

Note: Services may not be available in all areas. Additional charges will depend on the service requested. For prices, please go to www.comcast.com/cdv/termsofservice.

Help is here

911 Emergency Calls

In most major cities, emergency police, fire, and medical services can be reached by dialing <u>9</u><u>1</u><u>1</u>. Enhanced 911 (E911) automatically provides the emergency service with your telephone number and location when you dial 911 from your home phone. Remember, dial <u>9</u><u>1</u><u>1</u> immediately in case of any emergency.

Note: Comcast Digital Voice service may have E911 limitations specified below:

- In order for your 911 calls to be properly directed to emergency services, Comcast must have your correct service address. If you move
 Comcast Digital Voice service to a different address without Comcast approval, 911 calls may be directed to the wrong emergency authority,
 may transmit the wrong address, and/or Comcast Digital Voice service (including 911) may fail altogether.
- Comcast Digital Voice service uses the electrical power in your home. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Calls, including calls to 911, may or may not be completed if there is a problem with network facilities, including network congestion, network/ equipment/power failure, or another technical problem.
- Prior to changing your address, or if you have any 911-related questions, please call 1-800-COMCAST. Comcast will need several business
 days to update your service address in the E911 system.

611 Trouble Calls

For trouble with your Comcast Digital Voice service, dial <u>6</u> <u>1</u> from your home phone to reach one of our technical support experts.

Directory Assistance services

Directory Assistance

Just dial 4 1 1 for access to local, long-distance, and international numbers.

Directory Assistance Call Completion

Dial 4 1 1 for access to both local and long-distance numbers; then press the indicated key and your call will be connected.

Enhanced Directory Assistance

Now when you dial 4 1 1, you can get even more valuable information. Like what's playing at your local movie theater, showtimes, and ratings. You can also get fully interactive, turn-by-turn directions from a live operator. Or get the name of the nearest cross street for any listing you request.

Note: Directory Assistance calls are charged on a per-use basis. For prices, refer to the enclosed price list or call Comcast Customer Service.

Tips for getting started

- Throughout this guide you will notice that many of the calling features require you to press the * or # keys. You can find these keys on either side of the o on your telephone's keypad.
- Some of the calling features will require that you press the switchhook or flash button.
 - > On non-cordless telephones, the switchhook is the button that disconnects your call when you hang up. When instructed to press the switchhook, be sure to press it firmly, and then release it to ensure that the feature is activated. Do not press it too long, however, or the call may be disconnected.
 - > On cordless telephones, you will find a flash button on the telephone's keypad.
- Some of the calling features will require that you create a list (e.g., priority list, block list, etc.). These lists are
 distinct from one another and will remain stored so that each time you activate a particular feature, it will refer
 to the list you created.
- Rotary telephones are not compatible with Comcast Digital Voice service.

Online bill access

Your Comcast Digital Voice monthly billing statement will include a summary of charges you've incurred for the month. In order to view call details, you will need to access your bill online through www.comcast.com. Registration is fast, easy, and free. First-time users will be prompted to create a user profile and password. Returning users can log in by entering their user name and password.

- 1. Go to www.comcast.com/viewbill.
- 2. Enter your user name and password.
- 3. Follow prompts to view billing statements, make payments, order services, and more.

Other services

Specialized directory listings

Comcast offers non-published and non-listed directory services.

Non-published directory service ensures that your phone number is not available in either the phone book or through Directory Assistance.

Non-listed directory service ensures that your phone number is not available in the phone book, but is available through Directory Assistance.

Note: Non-published and non-listed directory services are available for a monthly charge. For prices, refer to the enclosed pricing list or go to www.comcast.com/cdv/termsofservice.

Do Not Call registry

In an effort to reduce the number of unwanted telemarketing calls, the federal government and some states provide telephone subscribers the opportunity to register their telephone numbers for inclusion on a Do Not Call (DNC) registry. You must renew your DNC registry every five years. If you are currently on a federal or a state DNC registry, you may need to reregister if:

- You change your telephone number
- Your telephone number has been transferred to/from Comcast from/to another provider
- · Your phone service is disconnected for any reason and then reconnected
- You move to another address
- Under certain other circumstances

For additional information about the federal registry, or to register, reregister, or revoke registration of your number for free, visit the Federal Trade Commission's website at www.donotcall.gov or call 1-888-382-1222.

Telecommunications Relay Services

Dial 7 1 1 to reach the Telecommunications Relay Services (TRS) center for the hearing impaired. TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

Never miss a call

Call Forwarding Selective

Forward only the calls you don't want to miss.

Call Forwarding Selective allows you to create a list of people whose calls will be forwarded to a number you designate. When you activate this feature, only calls from those individuals on your list will be forwarded.

To use Call Forwarding Selective:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 6 3.
- 3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add and delete the numbers on your list.

To cancel Call Forwarding Selective:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 8 3.
- 3. When prompted, press 3 to turn the feature off.

Note: When entering the "forward to" number, remember to dial 1 and/or the area code before the number if it's necessary to place the call. When creating your list, enter the area code plus the 7-digit number for both local and long-distance numbers.

Call Forwarding Variable

Forward incoming calls to another number when you're away from home.

Call Forwarding Variable allows you to forward all your incoming calls.

To use Call Forwarding Variable:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 7 2 and wait to hear the dial tone again.
- 3. Dial the number where you'd like to have your calls forwarded. (Remember to dial 1 and/or the area code before the number if it's necessary to place the call.)
- 4. A courtesy call will be placed to the number.
- 5. If the party answers, the feature is activated. If the number is busy or no one answers, repeat steps 1-3 within 2 minutes, and you will hear a confirmation tone that the feature has been activated.
- 6. If you want to change the "forward to" number, cancel the feature, then repeat steps 1-5.

To cancel Call Forwarding Variable:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press ***** 7 3.

Note: While Call Forwarding Variable is active, you will hear a splash ring on your phone to remind you that the feature is active. You will not be able to answer any calls to your home while the feature is active.

Call Waiting

Take a second call without disconnecting the first.

When you're on the phone, a Call Waiting tone alerts you when you have another incoming call. You can simply put the first caller on hold and answer the second call. If you're on an important call and do not wish to answer the incoming call, you can simply continue talking.

You can also temporarily cancel Call Waiting so that you will not be disturbed during important calls. If you temporarily cancel Call Waiting, incoming calls will be forwarded directly to your voice mail. Call Waiting will automatically be restored for the next call.

To use Call Waiting:

- When you hear the Call Waiting tone, simply press and release the switchhook or flash button.
- Your first call will be placed on hold, and your second call will be on the line.
- You can alternate between the two calls as often as you'd like by pressing and releasing the switchhook or flash button.
- To end the first call and answer the second, simply hang up. Your phone will ring, and the second caller will be on the line.
- You can end either the first or the second call by having the caller just hang up.

To temporarily cancel Call Waiting:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 7 0, then dial the party you wish to call.
- 3. Call Waiting is canceled for the current call only.

Note: Each conversation is private and cannot be heard by the other party. Call Waiting can interfere with fax calls and dial-up connections to the Internet.

Caller ID

Know who's calling before you answer the phone.

Caller ID allows you to see the number and, if available, the name of the incoming caller. You can then decide whether or not to answer the call.

If you choose not to answer the call, the caller will be forwarded directly to your voice mail.

Note: Special equipment is required to take advantage of Caller ID. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID.

Caller ID with Call Waiting

Get Caller ID information when you're already on the phone.

When you hear the Call Waiting tone, Caller ID with Call Waiting allows you to see the number and, where available, the name of your incoming caller. If you decide you want to answer the second call, simply press and release the switchhook or flash button.

If you choose not to answer the call, the caller will be forwarded directly to your voice mail.

Note: Special equipment is required to take advantage of Caller ID with Call Waiting. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID with Call Waiting.

Save time

Call Return

When you've just missed a call, you can automatically call the party back.

Call Return tells you the number of your last incoming call and lets you automatically call the person back. Call Return does not work if the caller has Caller ID blocked.

To use Call Return:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 6 9.
- 3. You will hear the number of your last incoming call.
- 4. If you wish to call the party back, just press 1.
- 5. If the line is available, your call will be connected.
- 6. If the line is busy, Call Return will attempt to reach the party for 30 minutes.
- 7. When the caller's line is available, your phone will ring.
- 8. When you pick up your phone, the caller's phone will ring, and your call will be connected.
- 9. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To cancel Call Return:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 8 9.

Note: Call Return will not work for long-distance or international numbers.

3-Way Calling

Create your own 3-party conference calls.

3-Way Calling is a great way to connect with family, friends, and colleagues.

To set up a 3-way call:

- 1. Once you are connected to the first party, simply press and release the switchhook or flash button.
- 2. The first party is now on hold, and you will hear a second dial tone.
- 3. Dial the number of the second party that you would like to add to the conference call.
- 4. When the second party answers, you can speak privately before you connect to the first party. When you are ready to connect all parties, press and release the switchhook or flash button.

Note: If the second party's line is busy or there is no answer, you can disconnect the second party by pressing and releasing the switchhook or flash button twice. The first party will still be on the line.

Repeat Dialing

Never waste time redialing a busy number again.

Repeat Dialing redials a busy number until the line is available. While Repeat Dialing attempts to reach the called party, you can still use your phone to make and receive other calls.

To use Repeat Dialing:

- 1. Hang up the receiver after you receive a busy signal.
- 2. Lift the receiver and listen for the dial tone.
- 3. Press *** 6 6**, then hang up the receiver.
- 4. Repeat Dialing will attempt to reach the called party for 30 minutes.
- 5. When the called party's phone is available, your phone will ring.
- 6. When you pick up your phone, the called party's phone will ring, and your call will be connected.
- 7. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To cancel Repeat Dialing:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 86.

Note: Repeat Dialing will not work for long-distance or international numbers.

Speed Dial 8

The convenience of speed dialing for up to 8 of your most frequently called numbers.

Speed Dial 8 allows you to call family, friends, and colleagues by pressing just one digit. You can program local, domestic long-distance, and international numbers.

To set up Speed Dial 8:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press ***** 7 **4** and listen for the stutter dial tone.
- 3. Enter a speed dial digit from 2 through 9.
- 4. Dial the phone number you would like the digit to represent. (Remember to dial 1 and/or the area code before the number if it's necessary to place the call.)
- 5. Listen for the confirmation tone.
- 6. To add the next number, repeat steps 2 through 5.

To use Speed Dial 8:

- 1. Lift the receiver and listen for the dial tone.
- 2. Dial the digit (2 through 9) that represents the number you wish to call and then press **#**.

Speed Dial 30

The convenience of speed dialing for up to 30 of your most frequently called numbers.

Speed Dial 30 allows you to call family, friends, and colleagues by pressing just two digits. You can program local, domestic long-distance, and international numbers.

To set up Speed Dial 30:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press *** 7 5** and listen for the stutter dial tone.
- 3. Enter speed dial digits from 20 through 49.
- 4. Dial the phone number you would like the digits to represent. (Remember to dial 1 and/or the area code before the number if it's necessary to place the call.)
- 5. Listen for the confirmation tone.
- 6. To add the next number, repeat steps 2 through 5.

To use Speed Dial 30:

- 1. Lift the receiver and listen for the dial tone.
- 2. Dial the two digits (20 through 49) that represent the number you wish to call and then press *#*.

Protect your privacy

Anonymous Call Rejection

Automatically reject calls from Caller ID-blocked numbers.

Anonymous Call Rejection announces to callers who block the display of their name and number that you are not accepting blocked calls and instructs them to unblock their information and dial you again.

To use Anonymous Call Rejection:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 7 7 and listen for a confirmation tone that the feature has been activated.

To cancel Anonymous Call Rejection:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 8 7 and listen for a confirmation tone that the feature has been canceled.

Call Screening

Decline calls from selected parties.

When you don't want to be interrupted by certain callers, Call Screening allows you to create a list of up to 12 numbers that will receive an announcement indicating you are not presently accepting calls.

To use Call Screening:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press ***** 6 0.
- 3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add and delete the numbers on your list.

To cancel Call Screening:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press ***** 8 0.
- 3. When prompted, press 3 to turn the feature off.

Note: When creating your list, enter the area code plus the 7-digit number for both local and domestic long-distance numbers.

Call Trace

Protect yourself against offensive phone calls.

Call Trace ensures that the number of your last incoming caller is traced so that appropriate action may be taken against the harassing party.

To use Call Trace:

- 1. When you receive a harassing or offensive call, hang up immediately.
- 2. Lift the receiver and listen for the dial tone.
- 3. Press * 5 7.
- 4. Contact your local law enforcement agency or Comcast Customer Service for further information.

Note: The information provided by Call Trace will not be available to you directly but will instead be available only to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life-threatening, call your local law enforcement authorities immediately.

Caller ID Blocking Per Call

Prevent your name and number from being displayed on Caller ID on certain calls.

Caller ID Blocking Per Call is designed to ensure that your name and number are marked "Private" or "Anonymous" each time you activate this feature before placing a call.

To use Caller ID Blocking Per Call:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 6 7.
- 3. When you hear a second dial tone, dial the number you wish to call.
- 4. Your name and number will be blocked for the current call only.

Note: Caller ID Blocking Per Call may not be available on some calls, including calls to E911.

Caller ID Blocking Per Line

Prevent your name and number from being displayed on Caller ID on all calls.

Caller ID Blocking Per Line is designed to ensure that your name and number are marked "Private" or "Anonymous" on every call you make from your home.

Oftentimes individuals reject incoming calls that are marked "Private" or "Anonymous." You can temporarily cancel Caller ID Blocking Per Line so that you can call these individuals. Caller ID Blocking Per Line will automatically be restored for the next call.

To cancel Caller ID Blocking Per Line:

- 1. Lift the receiver and listen for the dial tone.
- 2. Press * 8 2.
- 3. When you hear a second dial tone, dial the number you wish to call.
- 4. Your name and number will appear on the called party's Caller ID display for the current call only.

Note: Comcast allows you to select either Caller ID Blocking Per Call or Caller ID Blocking Per Line. The default setting is Caller ID Blocking Per Call. If you wish to change this to Caller ID Blocking Per Line, please call Comcast Customer Service. Caller ID Blocking Per Line may not be available on some calls, including calls to E911.

Call restrictions

Restrict Toll or International Calls

Call restriction services allow you to restrict toll and/or international calls made from your home phone. Call Comcast Customer Service for more information.

Block Calls to 900/976/700/500 Numbers

All Comcast phone lines come with 900/976/700/500 Call Blocking activated so that calls to these numbers are automatically blocked. Call Blocking to these numbers cannot be removed. There is no charge for this service.

Block Collect Calls and Bill to Third Party Calls

Collect Calls and Bill to Third Party Calls can also be blocked. For more information, call Comcast Customer Service.

Comcast Enhanced Voice Mail

With Comcast Enhanced Voice Mail, you get a whole new way to manage your voice mail. When you're away from home or if you just don't get to the phone in time, callers are able to leave you a message. The caller can even leave a message while you're on the phone. If you elect not to pick up an incoming call using Call Waiting, the call will be redirected to voice mail. The next time you pick up your phone, you will hear a stutter dial tone indicating you have a message waiting. If your phone has a message waiting indicator light, it will be lit when someone leaves a message.

Setting up voice mail

To set up your new Comcast Enhanced Voice Mail service, follow these easy-to-use instructions.

The first time you call into your Comcast Enhanced Voice Mail, you must be at home in order to create a new password and a personalized greeting that callers will hear when they reach your voice mail. There are two ways to set up your Comcast Enhanced Voice Mail service:

Dial \star 99

From home:

- 1. Dial ***** 9 9.
- 2. A tutorial will guide you through the setup of your new voice mail service.

Once you're in the system, listen carefully to the recorded instructions. You will be prompted to create a password, record your name, and record a personalized greeting that callers will hear when they reach your voice mail.

Dial your home telephone number

From home:

- 1. Dial your home telephone number.
- 2. A tutorial will guide you through the setup of your new voice mail service.

Once you're in the system, listen carefully to the recorded instructions. You will be prompted to create a password, record your name, and record a personalized greeting that callers will hear when they reach your voice mail.

Accessing voice mail

There are four ways to access your voice mail:

Dial * 9 9

From home:

1. Dial * 9 9.

2. Enter your password when prompted.

Dial your home telephone number

From home:

- 1. Dial your home telephone number.
- 2. Enter your password when prompted.

Away from home:

- 1. Dial your home telephone number.
- 2. When your personal greeting begins to play, press *#*.
- 3. Enter your password when prompted.

Dial the voice mail access number

From home or away from home:

- 1. Dial the voice mail access number.
- 2. Press *#* to confirm that your mailbox is on the system.
- 3. You will be prompted to enter your mailbox number, which is your 10-digit home telephone number.
- 4. Enter your password when prompted.

If you do not have the voice mail access number, please contact Comcast Customer Service.

Visit the Digital Voice Center from any computer with Internet access

1. Go to the Digital Voice Center at www.comcast.net/digitalvoicecenter.

OR

- 1. If you are also a Comcast High-Speed Internet customer go to www.comcast.net.
- 2. Log into your Comcast email.
- 3. Click on the Digital Voice Center link.

Turn the page to find out more about the Digital Voice Center, where you can listen to your voice mail messages, view your call logs, manage your voice mail service, and a whole lot more.

Managing voice mail

Once you've accessed Comcast Enhanced Voice Mail, you will be in the Main Menu. The Main Menu will provide you with a set of options that allows you to manage all your voice mail messages.

Once you've made a selection from the Main Menu, listen carefully to the recorded instructions for further options.

From the Main Menu:

- Press 1 to review your new messages. After you've listened to your new messages, you have the following options:
 - Press 4 to replay the message.
 - Press 5 to listen to the message envelope.
 - Press 6 to forward the message to another Comcast Digital Voice subscriber.
 - Press 7 to delete the message.
 - Press 8 to reply to a message from another Comcast Digital Voice subscriber.
 - Press 9 to save the message.
 - Press o to hear more options.
 - Press 3 3 to fast forward to the end of the message.
 - Press 7 7 to delete the message while it is playing.
 - Press 9 1 to mark the message unheard.
 - Press *#* to skip the message.
 - Press \star to cancel the message playback and return to the previous menu.
- Press 2 to record a message and send it to another Comcast Digital Voice subscriber.
- Press 4 to change your personal options. You then have the following options:
 - Press 2 for administrative options.
 - Press 5 to skip your password when listening to messages from home.
 - Press 3 to manage your greetings.
 - Press \star to go back to the Main Menu.
- Press * to disconnect.

To change the number of rings that callers will hear before reaching your voice mail, please call 1-888-COMCAST. For more information about your Comcast Enhanced Voice Mail, go to www.comcast.com/voicemail.

Digital Voice Center

Check voice mails, review your calling history, and easily manage everything else related to your account without picking up your phone. Comcast's Digital Voice Center allows you to do it all online.

Now there are two ways to listen to your voice mail messages. You can just pick up your home phone and retrieve your voice mail messages the way you always have. Or you can get your voice mail messages easily through the web.

With the Digital Voice Center, you can listen to your messages on any computer that has Internet access. Plus, no matter how you access your voice mail messages, you can listen, save, or delete them, and the system will automatically synchronize your messages.

In addition to the stutter tone that you get on your home phone when you have a message waiting, the Digital Voice Center lets you set up email notification so that you'll get an email whenever someone leaves you a voice mail message.

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How to sign in to the Digital Voice Center:

Go to www.comcast.net/digitalvoicecenter.

If you have Comcast High-Speed Internet and Comcast Digital Voice,[®] your sign-in information is your primary user name and password for your www.comcast.net account.

If you have only Comcast Digital Voice, your sign-in information is your 10-digit home phone number and voice mail password. (See Fig. 1.)

Home screen

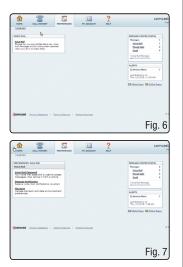
The Home screen provides a snapshot of your new voice mail messages as well as missed calls, recently dialed numbers, and a status of all your messages (e.g., voice mail and email). (See Fig. 2.)

To listen to your voice mail, simply click the arrow on the line of the voice message you would like to hear.

A new screen opens to display a media player. To listen to your message, click the "Play" • button. You can use the audio controls to rewind, fast-forward, and replay the message. You can also delete the message using the marked buttons. (See Fig. 3.)

The Message Center Status box displays the number of new voice mail and email messages as well as the number of missed calls. (See Fig. 4.)

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laise Mail	0-07 13	UNR001011	Wed 10/26/05. 1-54 PH	
laite Hall	0109 23	UNKNOWN	Fri 10/21/05, 2144 PM	HESSAGE CENTER STATUS
isies Mail	0-04 23	UNKNOWN	R4 18/21/08, 2142 PM	Hessages 1
laite Hall	0105 23	UNKNOWN	FH 10/21/05, 2141 FH	Xoix.Hal 1 Hourd Calls 0
loice Mail	0-07 8	UNIX9-011	R4 10/21/05. 9135 AM	Hand Calls 0
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Tel Asig	0106 23	UNKNOWN	R4 10/21/05, 9124 AM	Voice Mail Dorrage:
late Hall	0106 E	UNKNOWN	Tue 10/18/08, 4:36 PM	
laite Hall	0104 83	UNK00101	Tue 10/18/05. 4:38 PM	41.6075
felce Mell	0+04 8	UNICASION IN	Hen 12/3/05, 5-29 PM	El Beryles Alecha 2
Inter Mail	0108 (3)	UNICIDARIA	Han 10/3/08, 3-28 PH	
inice Mail	0108 8	UNKNOWN	The 9/15/05, 12:45 PM	Last Signad in en: Thy 11/10/08, 11:00 AM
vice Hall	0105 8	UNKNOWN	The 8/18/08, 12/48 PM	
vice Hall	0106 23	UNKNOWN	Wed 9/7/03, 9-39 AM	🖬 bhits Paint 📫 Teller, Paint.
Velee Mail	0+08 (6)	UNKNOWN	Wed 9/7/08. 9+89 AM	E
Non Mail	0.12 33	UNKNOWN	Wed \$/7/03. \$100 AM	FIG
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Call History screen

The Call History screen allows you to view the details of your received, missed, forwarded, and called numbers. (See Fig. 5.)

Additionally, you can view and listen to all of your voice mail messages from this screen. See instructions for playing voice mail messages in the Home screen section.

The "Get New Calls" button is similar to the "Refresh" button on your Internet browser. It allows you to check for messages you may have received while logged in to the Digital Voice Center.

Preferences screen

The Preferences screen allows you to set your voice mail options. (See Fig. 6.)

Click the Message Notification link to set up Voice Mail Notification so that you receive an email each time someone leaves you a voice mail message. Just check the Voice Mail Notification box and enter your email address. (See Fig. 7.)

Click the Voice Mail Password link to change your voice mail password from this screen. Please note that when you change your password here, it also changes the password when accessing voice mail with a telephone.

Click the Playback link to set the way your voice mail messages are played when accessing voice mail with a telephone.

My Account screen

The My Account screen allows you to view your account information. If you notice any inconsistencies, please contact Comcast at 1-888-COMCAST. (See Fig. 8.)

Help screen

If you have trouble while using the Digital Voice Center, click the Help tab for assistance. (See Fig. 9.)

Comcast Digital Voice® National Residential Price List

Important — Please Read

The purpose of this National Residential Price List is to highlight charges for the main features of Comcast Digital Voice. To review a complete listing of charges for Comcast Digital Voice and the terms under which the service is offered, please visit www.comcast.com/cdv/termsofservice.

Monthly Service charges

The Comcast Unlimited[™] package provides unlimited nationwide direct-dial calling from your home and includes direct-dial calls to Canada, Puerto Rico, U.S. Virgin Islands, Guam, America Samoa, and Saipan/N. Mariana Islands, as well as the following calling features:

3-Way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Blocking Per Call/Caller ID Blocking Per Line, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, plus Comcast Enhanced Voice Mail and other enhanced features.

If you have:	Your Comcast Digital Voice price is:
Comcast Cable AND Comcast High-Speed Internet	\$39.95/mo.
Comcast Cable OR Comcast High-Speed Internet	\$44.95/mo.
Comcast Digital Voice ONLY	\$44.95/mo.

The Twice the Talk[™] package provides two phone lines with unlimited nationwide direct-dial calling from your home and includes direct-dial calls to Canada, Puerto Rico, U.S. Virgin Islands, Guam, America Samoa, and Saipan/N. Mariana Islands. The primary line also comes with the following calling features:

3-Way Calling, Anonymous Call Rejection, Call Forwarding Selective, Call Forwarding Variable, Call Return, Call Screening, Call Waiting, Caller ID, Caller ID Blocking Per Call/Caller ID Blocking Per Line, Caller ID with Call Waiting, Repeat Dialing, Speed Dial 8, plus Comcast Enhanced Voice Mail and other enhanced features.

If you have:	Your Twice the Talk price is:
Comcast Cable AND Comcast High-Speed Internet	\$49.95/mo.
Comcast Cable OR Comcast High-Speed Internet	\$54.95/mo.
Comcast Digital Voice ONLY	\$54.95/mo.
Calling Features on the Second Line	\$10.00/mo.
Modem Lease Fee.	\$ 3.00/mo.
(If service is combined with Comcast High-Speed Internet, only a single modem lea	ase fee will apply.)
Directory Listings (Not applicable to fax and computer lines.)	
Single Listing	Included
Non-Published Phone Number — primary line	up to \$4.95/mo.
Non-Published Phone Number — second line	up to \$4.95/mo
Non-Listed Phone Number — primary line	up to \$4.95/mo.
Non-Listed Phone Number — second line	up to \$4.95/mo.
(To review actual charges for Non-Published and Non-Listed Phone Numbers, plea	se visit

www.comcast.com/cdv/termsofservice.)

Per-Call charges

Domestic Directory Assistance (per call)

Directory Assistance (limit 3 listings per call)\$	0.99
Directory Assistance with Call Completion\$	0.99

Domestic Operator Services (per call)

\$ 2.49
\$ 0.12
\$ 2.99
\$ 5.99

International Services

Directory Assistance — per call (limit 1 listing per call) \$	4.99
Operator Services — per call*	4.99
International Calling*	

*Please visit www.comcast.com/cdv/termsofservice for country-specific usage rates.

Other charges

Please note that additional fees, charges, and surcharges apply to your service. For a complete listing of all fees, charges, and surcharges, including charges for the installation or modification of service, please visit our website at www.comcast.com/cdv/termsofservice or call 1-888-COMCAST.

Service is for residential customers located in Comcast serviceable areas only and is subject to availability. Multi-product discounts for Unlimited Package require continuous subscription to all specified Comcast products. Prices shown do not include federal, state, or local regulatory fees, taxes, or surcharges; our Regulatory Recovery Fee, which is not a tax or government mandate; or other applicable charges (e.g., operator service calls, installation, maintenance, or repair charges). Service is subject to the Comcast Digital Voice Subscriber Agreement and other applicable terms and conditions. Prices shown are effective August 1, 2006, and are subject to change. Other restrictions apply. Please visit our website for additional information or contact us at 1-888-COMCAST.