

**BUSINESS AND RESIDENTIAL SERVICES
PRICING AND SERVICE GUIDE**

SECTION 5 – RESIDENTIAL DOMESTIC SERVICE DESCRIPTIONS, RATES AND CHARGES

5.1 General

Customers are billed based on their usage of the Company's services. Rates may vary based upon service type, call duration, time of day rate period, day of week, mileage, call type and/or calling plan. Fixed recurring charges, not dependent upon usage, are billed in advance. Usage-based charges are billed after each usage cycle.

Customers will be charged for each individual call placed through the Company. Call duration is determined as described in Section 3 of this pricing and service guide. For distance or time of day sensitive offerings, charges are determined based on mileage calculations and applicable rate periods found in Section 3 unless otherwise specified in this pricing and service guide.

Outbound direct dial services are available from originating locations within the United States. Calls may be placed to locations within the United States.

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5.2 Residential Message Telecommunications Service (MTS)

5.2.1 Residential MTS is a direct dialed outbound long distance service offered to residential Customers from switched access lines. Service is offered on a flat rate basis, twenty-four hours per day, seven days per week. Customers must dial 1 plus the area code, if applicable, and the terminating number to complete a call utilizing this service.

Customers who do not designate and qualify for a specific optional calling plan are automatically placed on Residential MTS. To be eligible for this service Customers must subscribe to local exchange service provided by the Company's Affiliated ILEC. Customers may subscribe to MTS service for the provision of intraLATA only calling (local toll), interLATA only calling (interstate and intrastate), or intraLATA and interLATA calling combined.

5.2.2 Rates and Charges

All calls are billed in one (1) minute increments after an initial period, for billing purpose, of one (1) minute. Holiday discounts do not apply.

If monthly outbound domestic 1+ Direct-Dialed usage charges equal or exceed the Monthly Minimum Usage Charge (MUC) in a billing period, the MUC will not apply. If monthly outbound domestic 1+ Direct-Dialed usage charges in a billing period are less than the MUC, the MUC that will apply will be the difference between that month's usage charges and the MUC.

(A) Monthly Minimum Usage Charge (MUC)

Customer Subscribes To:	MUC
intraLATA Only MTS	\$0.00
interLATA Only MTS	\$6.99
intraLATA and interLATA MTS	\$6.99

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(B) Per-Minute Usage Rates

Jurisdiction	Per-Minute Usage Rate
Interstate	\$0.42
Intrastate	
Alabama, Florida, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee	\$0.42
Georgia InterLATA and IntraLATA	
Mileage 0-22	\$0.00
Mileage 23 +	\$0.42

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5.3 Residential Optional Calling Plans

5.3.1 Reserved for Future Use

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5.3 Residential Optional Calling Plans (continued)

5.3.2 AT&T ONE RATE® Nationwide Advantage

- (A) The AT&T ONE RATE® Nationwide Advantage is a bundled outbound only direct dialed interstate and intrastate long distance usage calling plan offered to Residential Customers on switched access lines. Service is offered on a per-minute basis, twenty-four hours per day, seven days per week. A single monthly recurring charge applies. Customers must dial 1 plus the area code, if applicable, and the called telephone number from their presubscribed telephone line.
- (B) To be eligible for this plan, Customers must subscribe to and maintain an access line from the Company's Affiliated ILEC and must subscribe to the Company for the provision of interstate and intrastate InterLATA and/or intrastate IntraLATA service.
- (C) All calls are billed in one (1) minute increments after an initial period, for billing purposes, of one (1) minute.
- (D) The MRC is \$7.99, and the per-minute usage rate is \$0.0700. (I)

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5.3 Residential Optional Calling Plans (continued)

5.3.3 AT&T Unlimited Nationwide Calling One

- (A) AT&T Unlimited Nationwide Calling One is a bundled outbound only interstate and intrastate long distance usage calling plan that is offered to Residential Customers on switched access lines. Customers must dial 1 plus the area code, if applicable, and the called telephone number from their presubscribed telephone line. This plan provides the Customer with unlimited minutes of interexchange long distance usage for a single monthly recurring charge (certain terms and conditions, as described below, apply). This plan does not provide call detail information on the Customer's bill.
- (B) In order to be eligible for this plan, the Company must be able to verify that the Customer meets the following terms and conditions. Customers who no longer meet these terms and conditions will not be eligible for this plan and may be offered an alternative plan or have their service suspended, restricted or canceled without prior notice:
- .1 Customers must subscribe to and maintain an access line from the Company's Affiliated ILEC.
 - .2 Customers must subscribe to the Company for the provision of interstate, intrastate IntraLATA and intrastate InterLATA long distance service.
 - .3 This plan may be combined with a verticals feature package as defined and offered by the Company's Affiliated ILEC.
 - .4 This plan is only available for a maximum of three (3) lines at the same location.
 - .5 This plan is not available on an account that is the recipient of charges billed from another location.
 - .6 Unlimited plan usage does not include multi-party conference calls (except those calls placed by using Three-Way Calling feature are included), calls to 900, 976, 700 numbers or other calls to access information services, directory assistance, operator services, international calling and toll-free calling services.
 - .7 This plan cannot be used for any use inconsistent with typical residential voice service. If usage under this plan is not consistent with typical residential voice Customer usage, at the Company's sole discretion, the Company may offer the Customer an alternative plan or suspend, restrict or cancel the Customer's service without prior notice, and the Customer may not be eligible to re-subscribe to this plan. Calls that are not consistent with typical residential voice usage include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers, long distance access to internet service providers and telemarketing.
- (C) The MRC is \$26.99.

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5.3 Residential Optional Calling Plans (continued)

5.3.4 AT&T Unlimited Nationwide Calling Advantage 1

- (A) AT&T Unlimited Nationwide Calling Advantage 1 is a bundled outbound only interstate and intrastate long distance usage calling plan that is offered to Residential Customers on switched access lines. Customers must dial 1 plus the area code, if applicable, and the called telephone number from their presubscribed telephone line. This plan provides the Customer with unlimited minutes of interexchange long distance usage for a single monthly recurring charge (certain terms and conditions, as described below, apply). This plan does not provide call detail information on the Customer's bill.
- (B) In order to be eligible for this plan, the Company must be able to verify that the Customer meets the following terms and conditions. Customers who no longer meet these terms and conditions will not be eligible for this plan and may be offered an alternative plan or have their service suspended, restricted or canceled without prior notice.
- .1 Customers must subscribe to and maintain the following services from the Company's Affiliated ILEC:
- .a access line, and;
- .b verticals feature package as defined and offered by the Company's Affiliated ILEC.
- .2 Customers must subscribe to the Company for the provision of interstate, intrastate IntraLATA and intrastate InterLATA long distance service.
- .3 This plan is only available for a maximum of three (3) lines at the same location.
- .4 This plan is not available on an account that is the recipient of charges billed from another location.
- .5 Unlimited plan usage does not include multi-party conference calls (except those calls placed by using Three-Way Calling feature are included), calls to 900, 976, 700 numbers or other calls to access information services, directory assistance, operator services, international calling and toll-free calling services.
- .6 This plan cannot be used for any use inconsistent with typical residential voice service. If usage under this plan is not consistent with typical residential voice Customer usage, at the Company's sole discretion, the Company may offer the Customer an alternative plan or suspend, restrict or cancel the Customer's service without prior notice, and the Customer may not be eligible to re-subscribe to this plan. Calls that are not consistent with typical residential voice usage include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers, long distance access to internet service providers and telemarketing.
- (C) The monthly recurring charge is \$22.00.

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5.3 Residential Optional Calling Plans (continued)

5.3.5 Reserved for Future Use

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5.3 Residential Optional Calling Plans (continued)

5.3.5 Reserved for Future Use (continued)

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/1/ Material now appears in Section 12, Pages 106 and 107.

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5.3 Residential Optional Calling Plans (continued)

5.3.5 Reserved for Future Use (continued)

(B) Reserved for Future Use (continued)

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5.3 Residential Optional Calling Plans (continued)

5.3.5 Reserved for Future Use (continued)

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5.3 Residential Optional Calling Plans (continued)

5.3.6 BellSouth® Unlimited Plan II¹

- (A) The BellSouth® Unlimited Plan II is a direct dialed outbound long distance service offered to single line residential Customers on switched access lines. Service is offered on a flat rate basis, twenty-four hours per day, seven days per week. Customers must dial 1 plus the area code, if applicable, and the terminating number to complete a call utilizing this service. The BellSouth® Unlimited Plan II provides the Customer with unlimited minutes of interstate long distance usage for a flat rate monthly charge (certain restrictions, as outlined below, do apply). This plan does not provide call detail information on the Customer's monthly bill. This plan is not offered on an intraLATA or intrastate only basis.
- (B) In order to be eligible for this plan, the Company must be able to verify that the Customer meets the following eligibility requirements. Customers who no longer meet these eligibility requirements will not be eligible for this plan and may be offered an alternative plan or have their service suspended, restricted or canceled without prior notice. Customers are eligible for this service if they meet the following requirements:
- .1 Customers must reside in areas where the Company's Affiliated ILEC's standalone BellSouth® Complete Choice® plan is not available and must subscribe to the Company's Affiliated ILEC's BellSouth® Area Plus® service with the Complete Choice® option.
 - .2 Customers must presubscribe to the Company for interLATA long distance service.
 - .3 Customer lines associated with educational institutions, (colleges, universities, etc.) are not eligible for this plan.
 - .4 This plan cannot be used for any use inconsistent with residential service.
 - .5 This plan is not available for resale.
 - .6 This plan is not available to Customers with a multi-line account or an account that bills to another number or is the recipient of charges billed from another number unless the Customer establishes separate billing accounts for each line.
 - .7 Unlimited plan usage does not include multi-party conference calls (except those calls placed by using the Three-Way Calling feature are included), calls to 900, 976, 700 numbers and other calls to access information services, directory assistance, operator services, international calling and toll-free calling services.
 - .8 If usage under this plan is not consistent with typical residential Customer usage, at the Company's sole discretion, the Company may offer the Customer an alternative plan or suspend, restrict or cancel the Customer's service without prior notice. Calls that are not consistent with typical residential voice usage include but are not limited to: use for general business purposes, commercial facsimile, auto-dialing, resale, call centers, long distance access to internet service providers and telemarketing.
 - .9 The Company reserves the right to exclude certain terminating telephone numbers from this plan. Calls to these numbers will be billed at applicable MTS rates.
 - .10 The Monthly Service Charge is \$17.00.

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¹This plan is marketed by the Company as Hernando Unlimited.

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5.3 Residential Optional Calling Plans (continued)

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5.4 Residential Special Offers

5.4.1 Residential Retention Offers^{1/}

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As described below, Retention Offers are available to qualifying Customers of the Company who currently or newly subscribe to one of the Company's qualifying unlimited plans.

(A) AT&T Unlimited Calling Qualifying Plans

The following plans qualify for this offer:

- AT&T Unlimited Nationwide Calling Advantage 1
- AT&T Unlimited Nationwide Calling Advantage 2
- AT&T Unlimited Nationwide Calling Advantage 3
- AT&T Unlimited Nationwide Calling Plus 1
- Unlimited II Plan

(B) Eligibility

- .1 currently subscribe to the Company for interLATA (interstate and intrastate) service, intraLATA (local toll) service, or interLATA/intraLATA service combined and state an intention to change long distance service to a competitor of the Company, are offered a qualifying plan as defined in (A) above and continue to state an intention to change long distance service to a Competitor of the Company; or
- .2 currently subscribe to a qualifying plan as defined in (A) above and state an intention to change long distance Service to a competitor of the Company.
- .3 in either case, the Customer must subscribe to one of the qualifying plans defined in (A) above to qualify for this retention offer.
- .4 Customers must maintain the requirements of the qualifying plan as defined in Section 5.3 and Section 12 of this pricing and service guide and continue to subscribe to the qualifying plan to receive the \$5.00 monthly credit during the twelve (12) month benefit period.

(C) Rates and Charges

Customers subscribing to a qualifying plan as defined in (A) above will receive a \$5.00 monthly credit for a twelve (12) month benefit period. At the end of the benefit period the customer will be charged the then current rates for the qualifying plan to which the Customer subscribes to as defined in Section 5.3 and Section 12 of this pricing and service guide.

(D) This offer cannot be combined with any other promotion offered by the Company or with the Company Reward offers.

^{1/} Effective January 1, 2021 Residential Retention Offers are no longer available. Existing subscribers will continue to receive the monthly credit for the duration of their twelve (12) month benefit period. (N) (N)